

SUBJECT:	TENANT SATISFACTION MEASURES ANNUAL REPORT – 2023/24
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHORS:	BUSINESS MANAGER, CORPORATE POLICY AND TRANSFORMATION, RESIDENT INVOLVEMENT MANAGER

1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub Committee a report on performance against the National Regulator of Social Housing's Tenant Satisfaction Measures for the year 2023/24; and
- 1.2 To propose, based on the key findings arising from 2023/24 TSMs, the key areas of focus for Directorate of Housing and Investment (DHI) over the coming year to further improve tenant satisfaction.

2. Lincoln Tenants Panel Consultation

- 2.1 Lincoln Tenant's Panel (LTP) have been consulted about this report and have confirmed they have no comments.

3. Summary

- 3.1 The national Regulator of Social Housing's Tenant Satisfaction Measures (TSMs) came into force in April 2023, as part of the Social Housing Regulation Act. In April 2024 these were incorporated into the Regulator's Transparency, Influence and Accountability Standard, and some minor changes made.
- 3.2 The purpose of TSMs is to ensure openness and transparency among social housing providers; specifically, how they treat tenants with fairness and respect so they can access services, raise complaints, and influence decision making and hold their landlord to account. Landlords are also required to understand the diverse needs of their tenants; engage with them and take their views into account when making decisions; communicate with their tenants and provide information; and encourage effective scrutiny.
- 3.3 The TSMs are in two parts:
 - 12 'tenant perception measures', obtained by surveying tenants for their views; and
 - 10 'management information measures', derived from data held by the landlord as part of their housing management and asset management activities.
- 3.4 To ensure consistency and comparability between housing providers, there is a data standard for each TSM. This is defined by the Regulator in the form of

technical guidance. There is both a national standard for [tenant survey requirements](#), and [technical requirements](#) for each TSM. Every housing provider with a stock size of more than 1,000 is required to submit an annual return to the Regulator.

- 3.5 A copy of the performance data for the Council's TSM annual return is attached as '**Appendix A**' to this report. A summary of the tenant perception findings will be presented to the Sub-Committee during the meeting.

4. Approach

- 4.1 In 2023 the Council procured services from Acuity Research and Practice to undertake the tenant perception survey element of the TSMs on its behalf. Based on the Council's stock size, the TSM technical guidance requires it to survey 600 households each year. In 2023/24 Acuity completed 617 tenant perception surveys (299 in November 2023 and 318 in February 2024). In future years it is intended that Acuity will complete 150 surveys each quarter.
- 4.2 All tenant perception surveys were completed by telephone. In addition to the core TSM tenant perception questions, the Council's contract with Acuity enables it to ask up to three additional, non-statutory questions. In 2023/24 the Council chose to ask the following, as an opportunity to gain enhanced insights into tenants' views:
- **Easy to deal with** – “how satisfied or dissatisfied are you that City of Lincoln Council is easy to deal with?”
 - **Net promoter score** – “how likely would you be to recommend City of Lincoln Council's Housing Service to other people?”
 - **Cost of living** – “how concerned are you about the cost of living crisis for you personally?”
- 4.3 Acuity's approach to the mandatory tenant perception questions included clarification/follow up questions, to help tenants to provide more detailed responses. This has been very beneficial and has enabled the Council to gain greater insights into tenants' views beyond the standard tenant perception questions. Tenants were also asked if they were willing to consent to being contacted by the Housing Service to discuss their responses in more depth.
- 4.4 Data for the ten management information measures has been compiled in-house, using the same internal data collection arrangements as established quarterly performance reporting.
- 4.5 All data in '**Appendix A**' complies with the technical guidance referred to in paragraph 3.4.

5. Results and Benchmarking – Tenant Perception Measures

- 5.1 Benchmarking for all twelve tenant perception measures is based on 'quartiles.' The Council's performance against the quartile thresholds for each measure is set out in '**Appendix A**.'
- 5.2 Overall, 71% of City of Lincoln's tenants are satisfied with the service they receive from their landlord. Based on Housemark year-end benchmarking data, the

Council's performance against all tenant perception measures is in the top quartile nationally. This demonstrates that, compared to other social housing providers in England, tenants' perceptions of the City of Lincoln Council's landlord function is positive.

- 5.3 The Council's performance is strongest for the perception measures that focus on how it manages communal areas, and the extent to which tenants feel they are treated fairly and with respect (75% and 77% respectively). The tenant perception measures with the lowest levels of satisfaction related to the Council's approach to tackling ASB (53%), listening and acting upon tenants' views' (60%), and complaints handling (37%). These are the tenant perceptions where, across most landlords, satisfaction is lowest.

6. Results and Benchmarking – Management Information Measures

- 6.1 Some Housemark benchmarking comparisons for the ten management information measures are based on the national median rather than quartiles. Where this applies, this is set out clearly in '**Appendix A.**'

- 6.2 The highest performance across the management information measures are:

- Proportion of homes that do not meet the Decent Homes standard. At only 0.24% of the Council's housing stock, performance is significantly above the national Housemark median.
- Proportion of homes for which all fire risk assessments have been carried out. At 100% compliance, this is the maximum amount achievable and places the Council above the national Housemark median.
- Proportion of homes for which all communal passenger lift checks have been completed. As with fire risk assessments, a compliance rate of 100% is the maximum achievable.
- Proportion of homes for which all required legionella risk assessments have been carried out. At 100%, this is the maximum compliance achievable against this measure.
- Emergency repairs completed within target timescale. With year-end performance at 99.77%, the Council is placed in the top quartile among Housemark members nationally.
- Non-emergency responsive repairs carried out within target timescale. At 94.66%, this places the Council in the top quartile of Housemark members. The threshold for placement in the top quartile is 88.5%, therefore the Council's performance against this measure significantly exceeds this.
- Proportion of homes for which all gas safety checks have been carried out. The Housemark median for this measure is 99.97%; whilst the Council's performance against this measure is below the median, at 99.71% this is nonetheless considered to be good performance.
- The proportion of ASB cases reported per 1,000 homes is just above the national Housemark median. At 0.01 per 1,000 homes, the proportion of reported hate incidents is significantly lower than the national Housemark median of 0.7 (low is good) and relates to one report.

- 6.3 There are some improvement areas identified, related to asbestos management surveys and complaints handling. Both areas are expected to improve over the

coming year, with complaints handling in particular having undergone significant improvement in performance since 1st April.

- 6.4 These results indicate that the Council's key areas of focus are improving communication with tenants, and improving understanding of tenants' perceptions of ASB. Whilst the Council's performance on ASB is good compared to other social housing providers, tenants' perceptions nonetheless indicate that ASB remains an area of concern.

7. Other Findings

- 7.1 The presentation to the Sub-Committee at the meeting will include a detailed analysis of the tenant perception survey findings. Notable observations from this analysis are summarised below.

- 7.2 The 'Keeping Properties in Good Repair' section of the tenant perception survey indicates that, whilst the Council's overall performance on repairs is in the top quartile of Housemark members, this does not align with tenants' perceptions. The top two reasons expressed by tenants for dissatisfaction with the repairs service were:

- The timescales for completion of repairs; and
- Outstanding and forgotten repairs.

- 7.3 As shown in Figure 1 below, there is close correlation between length of tenancy and overall tenant satisfaction. Tenants reporting highest levels of satisfaction are those who have lived in City of Lincoln housing stock for less than one year, or more than 20 years. Dissatisfaction appears to peak between 1 and 5 years, before steadily improving over time.

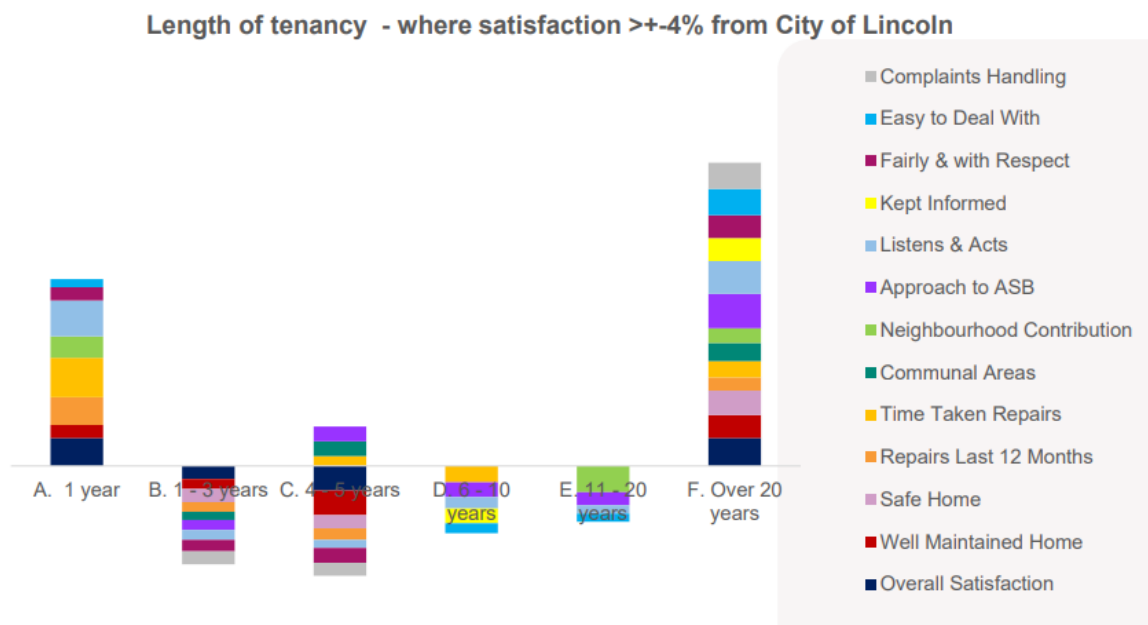


Figure 1: Summary of relationship between tenant satisfaction and length of tenancy

- 7.4 Figure 2 highlights the correlation between satisfaction and age, with satisfaction generally improving as tenants get older. This correlation will be linked to tenancy length, as set out in Figure 1.

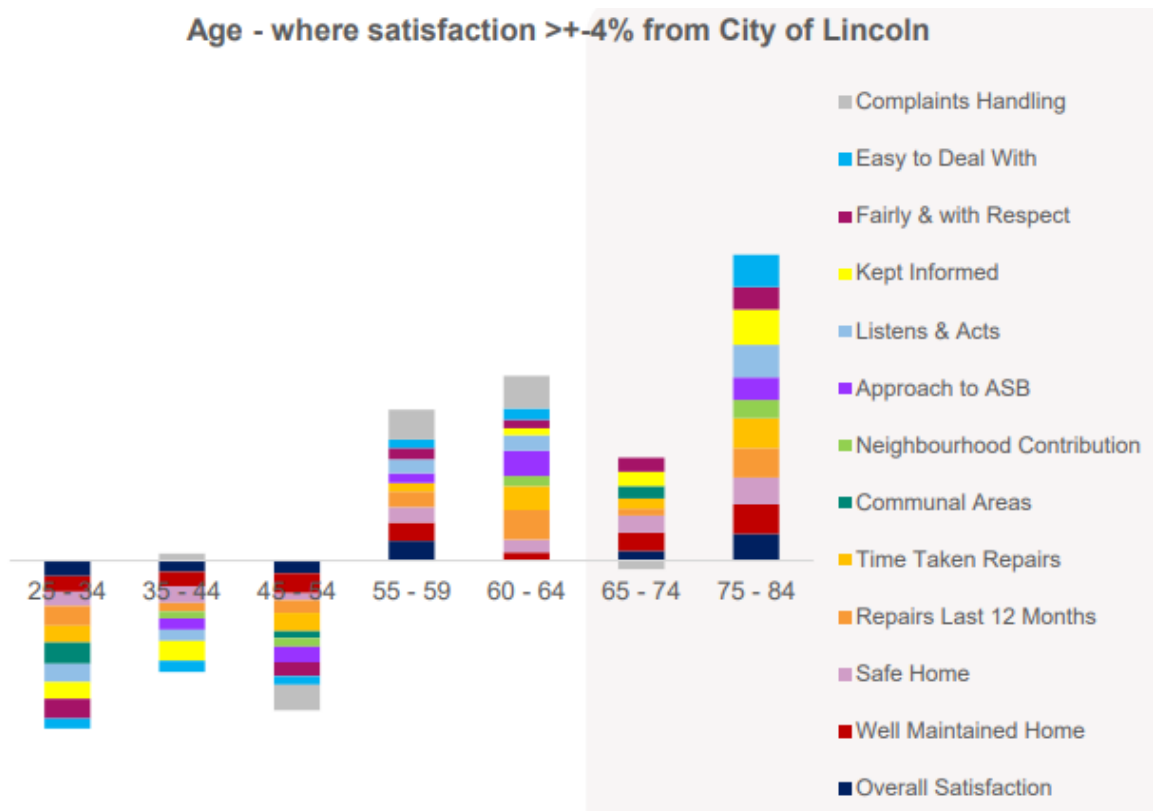


Figure 2: Summary of relationship between tenant satisfaction and age

- 7.5 The Council chose to ask tenants three additional questions as part of its tenant perception survey. One additional question sought to improve understanding of the impact of the cost-of-living crisis on tenants. Analysis by Acuity demonstrates a strong relationship between tenants' concern about the cost-of-living crisis and their satisfaction with the Council's landlord function. Analysis by Acuity indicates that, if the cost-of-living crisis had no effect, overall satisfaction would likely be over 85%. Figure 3 below visualises the extent to which respondents said they were satisfied with the Council's landlord services, and how much their responses were influenced by concerns about the cost-of-living crisis:

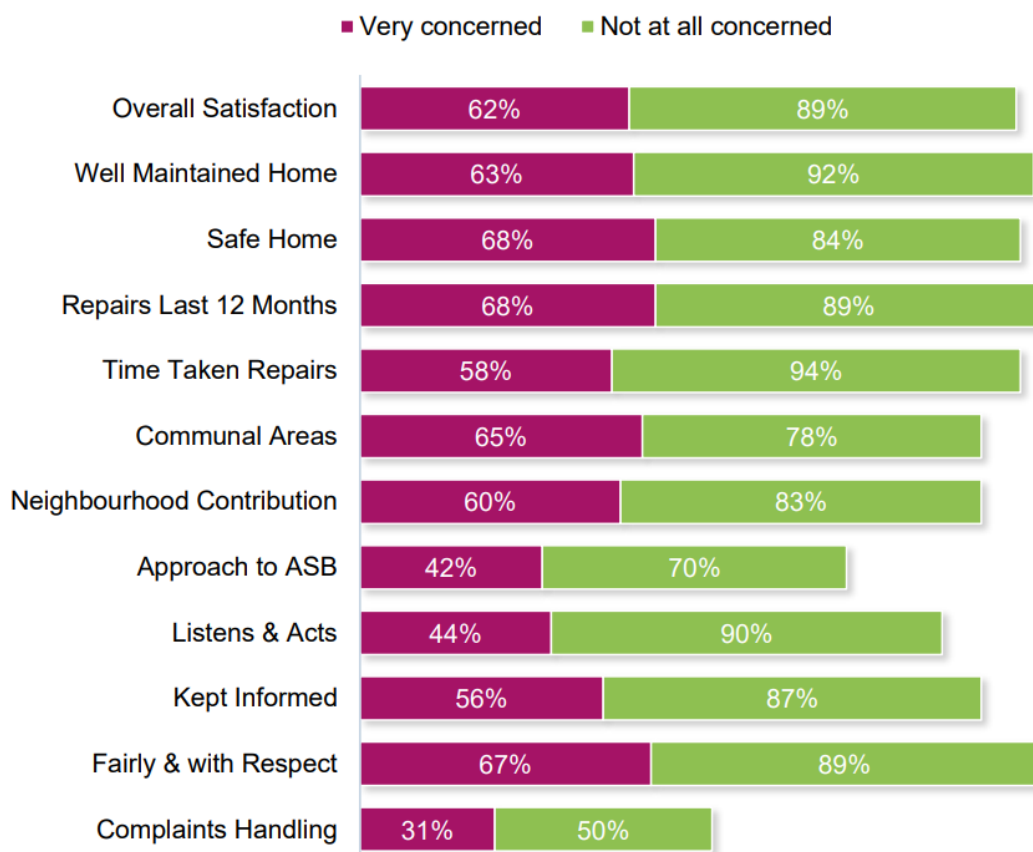


Figure 3: Summary of how the cost of living crisis affects tenant perception

7.6 An additional question related to 'net promoter score' indicated that 33% of tenants were 'detractors' (scoring 6 out of 10 or lower), 41% were 'promoters' (scoring 9 or 10 out of 10) and 26% were 'passives' (scoring 7 or 8 out of 10). The top reasons tenants gave for scoring the Council less than 10 out of 10 were:

- Time taken to complete repairs, or forgotten/outstanding repairs
- Listening and taking interest
- Communication (general)

7.7 The third and final additional question asked tenants to what extent they agreed the Council is easy to deal with. 70% of respondents stated they agreed with this.

8. Conclusion - Key Drivers of Tenant Satisfaction

8.1 Acuity's analysis reveals the key drivers that influence satisfaction among City of Lincoln tenants. The most important driver for tenant satisfaction is for the Council to provide a well maintained home. This, and the other key drivers, are set out in Figure 4 below:

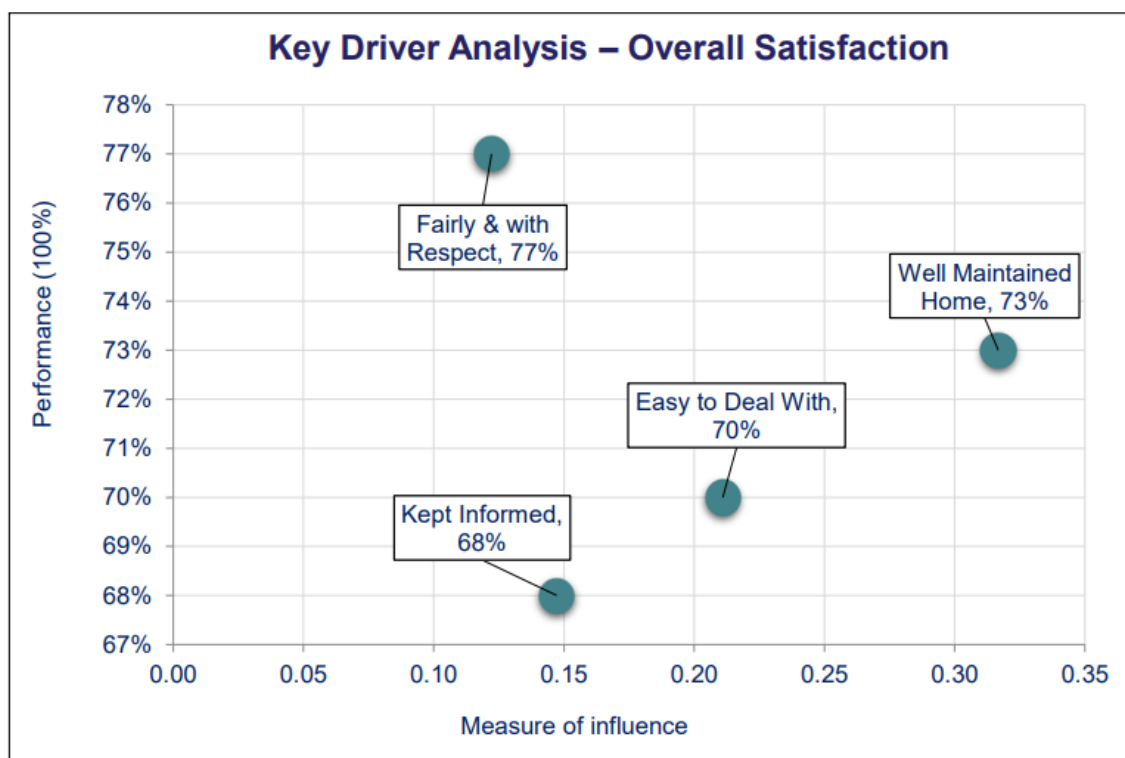


Figure 4: Acuity analysis of key driver of Lincoln tenants' overall satisfaction

8.2 This, and TSM performance data summarised in '**Appendix A**,' indicate that the key areas of focus for the coming year should be:

- Improving how the Council responds to complaints;
- Further analysis of tenants' perceptions around ASB and what the Council can do to improve this; and
- Improve approaches to tenant participation and keeping tenants informed.

9. Strategic Priorities

9.1 The City of Lincoln Council's Vision 2025 priorities are:

- Let's drive inclusive economic growth.
- Let's reduce all kinds of inequality.
- Let's deliver quality housing.
- Let's enhance our remarkable place.
- Let's address the challenge of climate change.

This report relates primarily to 'Let's deliver quality housing.' Monitoring and reporting performance, and tenant satisfaction, provide the means for the Council to assess its progress against this corporate priority and identify areas for improvement.

10. Organisational Impacts

10.1 Finance

Although there are no direct financial implications arising from this report, there are several indicators that do affect the Housing Revenue Account (HRA) including the amount of rent collected and repairs and improvements.

The financial position of the HRA and Housing Repair Service (HRS) are continually monitored, with quarterly reports to Performance Scrutiny Committee and the Executive.

10.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

10.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities.

Due to the nature of this report, there are no equality, diversity and human rights impacts to be assessed however their impact will continue to be considered as part of the service delivery.

11. Risk Implications

11.1 (i) Options Explored – Not applicable to this report.

11.2 (ii) Key Risks Associated with the Preferred Approach - Not applicable for this report.

12. Recommendation

12.1 That the Housing Scrutiny Sub-Committee reviews and comments on the content of this report and the Tenant Satisfaction Measures data contained therein;

12.2 That the Housing Scrutiny Sub-Committee supports the priorities listed in section 7 of this report; and

12.3 That the Housing Scrutiny Sub-Committee notes the TSM data contained within '**Appendix A**' has been submitted to the National Regulator for Social Housing.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

One
(Appendix A)

List of Background Papers:

None

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