





HOUSING AND COMMUNITY

SLT & Portfolio Holder

Report for:	SLT & Portfolio Holder Meeting
Title of report:	Tenant Satisfaction Measures (TSMs) 23/24
Date:	TBC
Report on behalf of:	Councillor Simy Dhyani, Portfolio Holder for Housing and Property Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A – M.E.L.Research Report on TSMs (Perception measures) Appendix B – The Management (Performance) results Appendix C - Altair review of methodology for TSM data collection
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	DBC – Dacorum Borough Council SQA Team – Strategy, Quality & Assurance TSMs – Tenant Satisfaction Measures RSH – Regulator of Social Housing

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Corporate Priorities	<ul style="list-style-type: none"> • A clean, safe and enjoyable environment • Building strong and vibrant communities • Ensuring economic growth and prosperity • Providing good quality affordable homes, in particular for those most in need
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	<ul style="list-style-type: none"> • Ensuring efficient, effective and modern service delivery • Climate and ecological emergency
Wards affected	All
Purpose of the report:	1. To provide an overview of the TSM results for 2023/24 - which have been sent to the Regulator of Social Housing.
Recommendation (s) to the decision maker (s):	This report is for noting.
Period for post policy/project review:	This report will be annual

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Introduction/Background

Since their introduction in 2010, the government has had long-standing plans to increase what is known as consumer regulation in the social housing sector. This means the powers of the regulator to oversee the services provided to residents and intervene if they are not good enough.

On the 29 February 2024 as a result of the landmark [Social Housing \(Regulation\) Act](#) – which has introduced a series of actions to ensure that tenants in social housing are listened to, live in good quality housing and have access to help when things go wrong. The Regulator of Social Housing has because of the new Act set out its new standards for social housing landlords, designed to protect tenants and improve the service they receive. The regulator has also confirmed how it will regulate landlords against these standards.

The new Tenant Satisfaction Measures are a key part of this new framework and results will be made public later this summer to allow comparisons between landlords.

The TSMs provide the metrics to help demonstrate:

- We ensure tenants are safe in their homes
- We listen to tenants’ complaints and respond promptly to put things right
- We are accountable to tenants and treat them with fairness and respect

- We know more about the condition of every home and the needs of the people who live in them
- We collect and use data effectively across a range of areas, including repairs

Regulator of social housing – Dacorum Housing Service Inspection

Dacorum Borough Council were among the first group of Local Authorities to be inspected by the Regulator during May 24. This had a clear focus on the TSMs as well as the broader consumer standards of:

1. The Safety and Quality Homes standard
2. The Transparency, Influence and Accountability standard
3. The Neighbourhood and Community standard
4. The Tenancy standard.

Regulatory judgements are their published view of how well a landlord is delivering the outcomes of their standards. Our Regulatory Judgement was published in August 2024, and we are pleased to have received a C2 grading. This is an excellent result for the service, in light of the rigorous new inspection regime and new measures. The RSH post-inspection team will now be working with us to build the areas for improvement into a concrete action plan for us to take forward and deliver.

The Tenant Satisfaction Measures

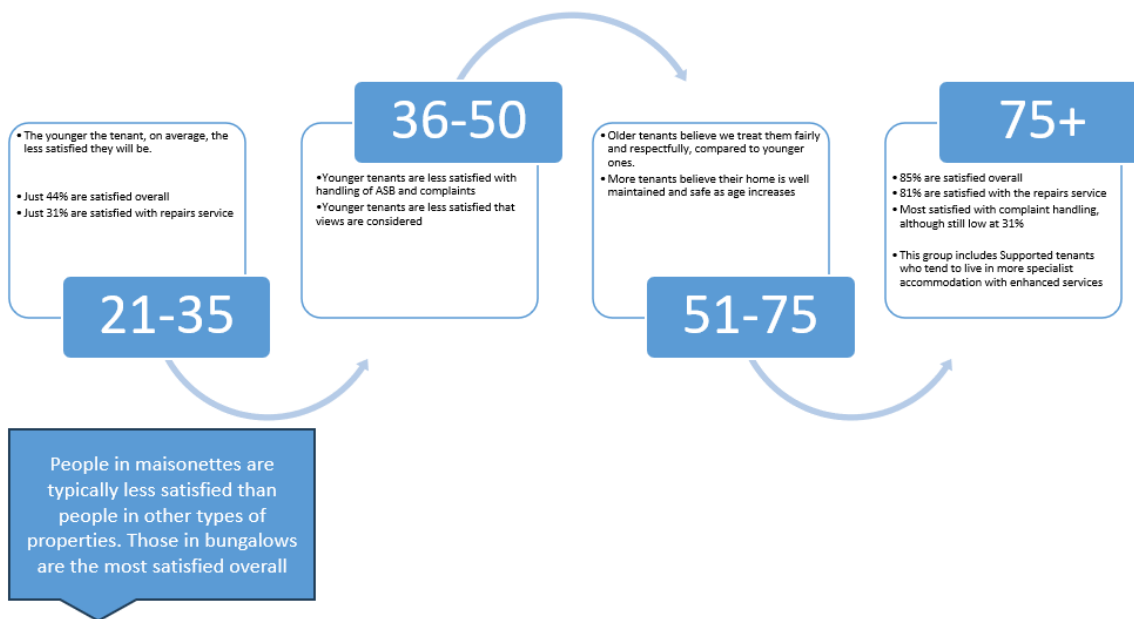
The TSMs come in two parts – perception scores **Appendix A**, and management information **Appendix B**, which helps set the context. Our approach to the management of TSMs during 23/24 can be summarised as follows:

- TSM surveys were sent to a sample of our tenant / leaseholder base by MEL Research quarterly
- These were profiled on property type and age of tenant
- Benchmarked by HouseMark periodically
- The results fed into the Quarterly HOSC Performance & Tenants' Voice Report
- Our methodologies were audited by Altair
- Scrutinised during inspection by the Regulator
- The results (for tenants only) uploaded to the Regulator via NROSH+ in June 24
- Results being published in summer 24, along with others

Summary of Tenant Satisfaction Measures Results

These perception results are all lower quartile compared to other comparable organisations based on the most recent HouseMark results.

The management indicators are stronger with particular strength in our compliance management. There is clear correlation between age and satisfaction which can be seen below:



Tenant Satisfaction Measures Improvement Plan

The most sustainable way to improve the perception scores is to improve the actual performance of the services. To help achieve this, there is a service wide improvement plan managed through the Quarterly Performance & Tenants' Voice Report which is reported to the Housing OSC.

Specific actions include:

1. This report will be shared internally to raise awareness of the findings within Housing & Property Services.
2. These findings will be shared with TLC who will use their scrutiny function to help improve perception and performance scores within the relevant teams.
3. This work and team action plans will be aligned with the longer-term HTIP work underway.
4. The SQA service can support operational teams by holding focus groups to explore emerging themes from the TSMs on request; and will target younger tenants (by the end of Q3).
5. CX-Feedback will be used for the 2024-2025 TSMs. This will change how we communicate and engage with residents.
6. Key information on activities undertaken will be fed into the Housing Communication Planner, to help tackle poor awareness / perception. Articles to be discussed with relevant Heads of Service of key areas.
7. The performance improvement plan is detailed within the 'Performance & Tenants' Voice quarterly reports with the latest version being in the 2023/24, Q4 year-end review.

External validation from Altair – regulatory support project

In late 2023 the service commissioned external consultants, Altair to carry out a review of the methodologies used in compiling the TSMs (and provided quality assurance for the Regulatory inspection).

Key deliverables:

Critical friend support

External validation and quality assurance

Current position:

Altair completed their review of the collection methodologies of the TSM submission, which can be seen at **Appendix C**.

Based on our review at HSLT and the report from Altair, the results were uploaded to the Regulator via NROSH+.

Next steps

It is crucial to produce the information annually in the prescribed form and in a timely manner. To assist for 24/25, CX-Feedback will be providing a fully managed TSM service which offers assurance and reduces risk in this critical area.

Members and residents in their respective scrutiny functions are encouraged to focus on improvements in service performance which is reported quarterly in the *Performance & Tenants' Voice Report*, and associated improvement plan.