



Report for:	Cabinet
Title of report:	Tenant Satisfaction Measures (TSMs) 23/24
Date:	14 th October 2024
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 – DBC Regulatory Judgement Appendix B – M.E.L. Research Report on TSMs (Perception measures) Appendix C – The Management (Performance) results Appendix D - Altair review of methodology for TSM data collection
Background papers:	Q4 Performance & Tenants Voice Report, HOSC June 2024
Glossary of acronyms and any other abbreviations used in this report:	DBC – Dacorum Borough Council SQA – Strategy, Quality & Assurance Service TSMs – Tenant Satisfaction Measures RSH – Regulator of Social Housing HCOSC – Housing and Community Overview and Scrutiny Committee NROSH+ - the regulatory data collection website of the Regulator for Social Housing TLC – Tenant and Leaseholder Committee HTIP – Housing Transformation and Improvement Programme CX-Feedback – Online resident engagement platform

Report Author / Responsible Officer

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on behalf of:

David Barrett, Assistant Director (Strategic Housing and Delivery)

Corporate Priorities	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 Ensuring efficient, effective and modern service delivery Climate and ecological emergency
Wards affected	All
Purpose of the report:	To provide an overview of the TSM results for 2023/24 - which have been submitted to the Regulator of Social Housing.
Recommendation (s) to the decision maker (s):	That Cabinet notes the report.
Period for post policy/project review:	This report will be annual.

1. Introduction

- 1.1 On 29 February 2024, the landmark Social Housing (Regulation) Act 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. Under the new Act, the powers of the Regulator of Social Housing (RSH) have been increased to oversee the services provided to residents and intervene if the services delivered are not good enough.
- 1.2 The Regulator of Social Housing set out its new standards for social housing landlords, designed to protect tenants and improve the service they receive and confirmed how it will regulate landlords against these standards. The new Tenant Satisfaction Measures are a key part of this new framework, and national results are expected to be made public later this year to allow comparisons between landlords.
- 1.3 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

2. Regulator of Social Housing – Dacorum Housing Service Inspection

- 2.1 The Council was 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:
 - Safety and Quality Homes
 - Transparency, Influence and Accountability
 - Neighbourhood and Community
 - Tenancy
- 2.2 Regulatory judgements are the Regulator's 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, considering the rigorous inspection regime and new measures.
- 2.3 The outcome of the inspection was reported, in September 2024, to the Housing Overview and Scrutiny Committee and Audit Committee respectively. Dacorum Borough Council's Regulatory Judgement can be found in **Appendix A**.
- 2.4 The RSH post-inspection team will now be working with the Council to build the areas for improvement into a concrete action plan.

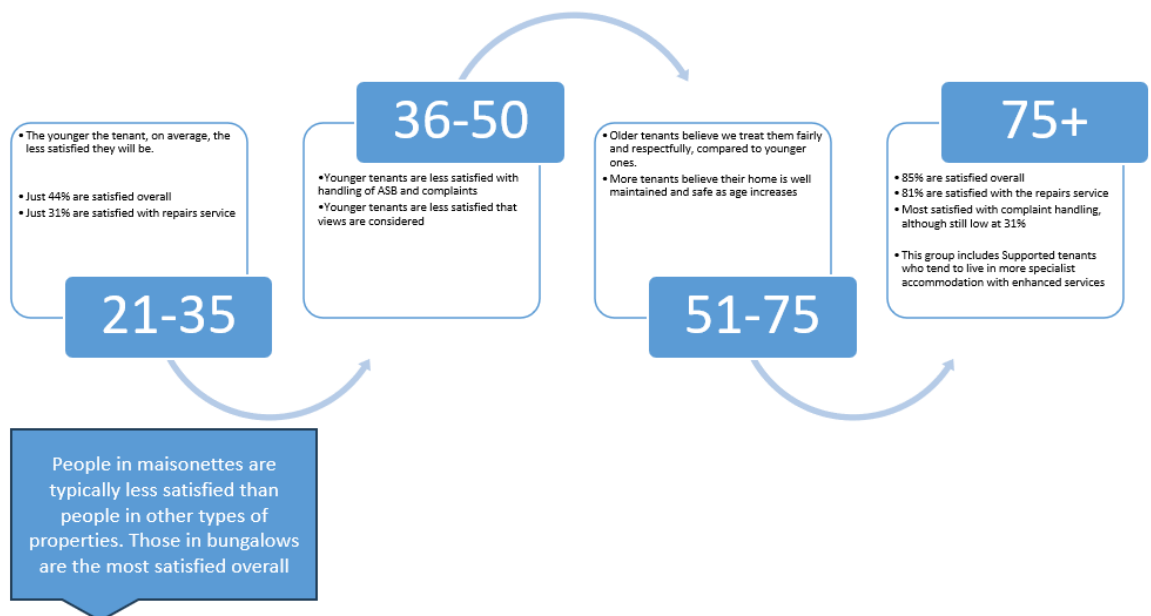
3. Tenant Satisfaction Measures

- 3.1 The TSMs come in two parts – perception scores **Appendix B**, and management information **Appendix C**, 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
 - They are benchmarked by HouseMark (a housing data insight company) periodically
 - The results are then fed into the Quarterly HOSC Performance and Tenants' Voice Report

- Our methodologies were audited by Altair
- They were scrutinised during inspection by the Regulator
- The results (for tenants only) were uploaded to the Regulator in June 2024 via NROSH+ (the data collection website of the Regulator for Social Housing through which it collects regulatory data and information from registered providers of social housing).
- National results, including the Council's, will be published by the Regulator of Social Housing in due course. Following Cabinet review via this report, The Council's results will be published on its website, as well as in the Council's Annual Report

4. Summary of Tenant Satisfaction Measures Results

- 4.1 These perception results are all lower quartile compared to other comparable organisations based on the most recent HouseMark results.
- 4.2 The management indicators are, however, considerably more positive, with strength particularly noted in our compliance management. There is clear correlation between age and satisfaction which can be seen below:



5. 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 & Community Overview and Scrutiny Committee.

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 Tenants & Leaseholder Committee 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 Housing Transformation and Improvement Programme work underway.
4. The Strategy, Quality and Assurance 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, our resident engagement platform, 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 will 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.

6. External validation from Altair – regulatory support project

- 6.1 In late 2023, the Council commissioned external consultants, Altair to carry out a review of the methodologies used in compiling the TSMs and to provide quality assurance for the Regulatory inspection.
- 6.2 Altair completed their review of the collection methodologies of the TSM submission, which can be seen at **Appendix D**.
- 6.3 Following the review by Housing Senior Leadership Team and the report from Altair, the 23/24 TSM results were then uploaded to the Regulator via NROSH

7. Next steps

- 7.1 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.
- 7.2 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 plans.

8. Options and alternatives considered

Completing the TSM survey is now an annual requirement. This report outlines the results of the completed Tenant Satisfaction Measures, and the process undertaken to achieve those results, via M.E.L Research. All Council contract procedure rules and procurement processes were followed when commissioning the survey, and a number of providers were considered, weighted and shortlisted, before ultimately M.E.L Research was selected.

9. Consultation

The 23/24 TSM results have been shared with internally with the Housing Heads of Service, for consideration of how they can apply the outcomes of the survey into their service delivery. They have also been shared with Housing and Community Overview and Scrutiny Committee. It is expected that the national results, including our results, will be published in Autumn 2024 by the Regulator of Social Housing.

10. Financial and value for money implications:

A budget was allocated to commission M.E.L Research to complete the survey on our behalf, and for Altair to audit the approach and methodology M.E.L Research used to deliver the survey. The value for money implications of this decision was considered by the Head of Strategy, Quality and Assurance, and ultimately commissioning external expert resource to complete and assure the survey and its delivery was considered value for money when considering the resource and expertise needed to deliver this service in-house.

11. Legal Implications

All Registered Providers of social housing are required to collect and report annually on their performance via the TSMs, under the Transparency, Influence and Accountability Standard of the Regulatory Standards for Landlords. This regulatory framework was introduced by the Social Housing Regulation Act 2024.

12. Risk implications

Failure to undertake and complete the survey would result in a non-compliance order from the Regulator.

13. Equalities, Community Impact and Human Rights

No Community Impact Assessment is required and there are no Human Rights implications arising from this report.

14. Sustainability implications (including climate change, health and wellbeing, community safety)

The survey was completed as digital by default, with all surveys completed via email or telephone.

15. Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

None

16. Statutory Comments

Monitoring Officer:

The outcomes of the survey will help the Council to review its current service and plan improvements for the future, and it is noted that the actions will be taken forward in individual service improvement plans.

S151:

No further comments to include.

17. Conclusions:

To summarise, the Tenant Satisfaction Measures process has been introduced following the Social Housing Regulation Act 2024, which the Council is mandated to complete. This year, the process was undertaken on our behalf by M.E.L. Research, and externally audited by Altair. The results are appended to this report and are being fed into individual service improvement plans and overall planning for the Directorate. Planning is also underway for this year's collection of the Tenant Satisfaction Measures.