



June 2024

Dacorum Borough Council Report – Review of Regulatory TSM Returns

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1. Executive Summary

- 1.1. Altair Consultancy and Advisory Services (“Altair”) have been commissioned by Dacorum Borough Council (“Dacorum”) to review this year’s Tenant Satisfaction Measures (TSMs) return and underlying calculations ahead of submission to the Regulator of Social Housing (“RSH”).
- 1.2. A review has been completed of the data provided by Dacorum against the requirements of the RSH for reporting on the TSMs.
- 1.3. The documentation reviewed by Altair is set out in Appendix 1 of this report.
- 1.4. The data returned by Dacorum is outlined in Appendix 2 of this report.
- 1.5. The following recommendations in Table 1 are made for the publishing of TSM information. These have been discussed with representatives from Dacorum who are looking at the recommendations and making any required amendments to the TSM submission data prior to submission to the RSH.

Table 1 – Recommendations

| Area | Recommendation |
|------------------------------|--|
| Tenant Satisfaction Measures | Recommendation 1 - To review the data return in light of the general recommendations/lessons learned contained in this report |
| Publication | Recommendation 2 – that the results are submitted to the RSH through NROSH+ by 30 June 2024 |
| | Recommendation 3 - That the results published in a timely manner and a clear, accessible format for tenants to hold their landlord to account |

2. Introduction and regulatory context

- 2.1 The Tenant Satisfaction Measures ("TSMs") were introduced following a commitment made in 'The charter for social housing residents: social housing white paper', published November 2020.
- 2.2 Large registered providers (those with more than 1,000 properties) are required to collect tenant satisfaction information annually from April 2023 and are required to report the results annually through NROSH+ and publish the results in a timely manner. The first years' results are due by 30 June 2024.
- 2.3 The TSMs consist of a perception survey of twelve questions and ten measures based on management information as of 31 March 2024. The perception survey questions have prescribed wording and responses.
- 2.4 The TSMs are monitored by the RSH and is part of the new proactive regulatory regime in the social housing sector.
- 2.5 The TSMs are also part of the requirement for registered providers to be open and transparent, providing performance information to tenants in an accessible format.
- 2.6 It was not prescribed how registered providers collected the survey information, but that only perception surveys are used, and no transactional survey results are permitted. Registered providers are also permitted to add in additional questions for their own requirements as long as they do not impact on the mandatory core questions.
- 2.7 It is the responsibility of Boards of registered providers and governing bodies of local authority registered providers to ensure that reported TSMs have been calculated accurately and in accordance with regulatory requirements.

Dacorum's approach to collecting the TSM information

Perception Survey

- 2.8 Dacorum completed surveys quarterly of a representative sample average of 242 tenants. The survey work was carried out by M.E.L Research, a specialist market research consultancy.
- 2.9 Weighting was applied to the results in line with the guidance from the RSH who ask that as far as possible the survey responses used to calculate the perception surveys are representative of the tenant population.
- 2.10 Based on the information provided by M.E.L Research, they asked the required questions as prescribed and only used the permitted responses.

- 2.11 When calculating the satisfaction scores, the figures excludes the 'Don't know/not applicable' answers in line with the requirements.
- 2.12 The reporting is for low cost rental accommodation (LCRA) only, in line with the technical requirements as Dacorum have less than 1,000 low cost home ownership properties and so are not required to report on the perception surveys in this first year.
- 2.13 Based on the information provided by Dacorum, the approach to the tenant perception surveys is compatible with the requirements detailed in the TSM Tenant Survey Requirements and TSM Technical Requirements, as issued by the RSH.

3. TSM Management Data

- 3.1. In addition to the twelve tenant perception survey questions, there are also ten other returns to be submitted based on management information held by the provider.
- 3.2. When calculating the data, it is recommended that the following points are considered to ensure accurate reporting.

CH02 – complaints responded to within the Complaint Handling Code (CHC) timescales

- 3.3. For the purpose of reporting on this measure, to report a complaint as being responded to within the CHC timescale both the acknowledgement and the response must have been achieved within the timescales. These are five working days from receipt of the complaint for an acknowledgement for stage 1 and stage 2 and 10 working days from acknowledgment for a stage 1 response and 20 working days from acknowledgement for a stage 2 response.
- 3.4. Additional time can be added as long as it is agreed with the tenant and due to the complexity of the complaint and these should be a maximum of 10 days for a stage 1 complaint and 20 days for a stage 2 complaint to be within the CHC requirements and reported as compliant.
- 3.5. If the complaints handling timescales were different under the organisations complaints policy in 2023/24, before the CHC became mandatory then the different timescales need to be confirmed in the TSM return to NROSH+.

NM01 – a) anti social behaviour cases relative to the size of landlord (including hate crime) and b) anti-social behaviour cases involving hate crime relative to the size of landlord

- 3.6. Although Dacorum are only submitting data for LCRA, for NM01 for the anti-social behaviour including hate crime and the separate report for number of

hate crime reports relative to the size of landlord, the reported figure should be a combined total for LCRA and LCHO.

- 3.7. Domestic abuse cases should not be included in either measure including related cases like sanctuary schemes due to domestic abuse.

RP02 – Repairs completed within target timescales:

- 3.8. Ensure that the completion time for each responsive repair measures the end-to-end time, from the date the repair was first reported by the tenant (or another party) until the date the repair is completed. The date reported may be earlier than the date logged.

BS01 – BS05 - Building Safety

- 3.9. For the reporting of information on BS01 – BS05, LRCA and LCHO should be reported as a combined figure even though LCHO is not being reported on other measures except NM01.
- 3.10. If a block of flats has more than one lift in, all lifts in the block must be working to be reported as compliant.

General

- 3.11. Ensure that the activity being reported on is in the correct reporting period, that is 1 April 2023 to 31 March 2024.
- 3.12. There are six sections on NROSH+ for the returns, no provider is required to complete all six. Relevant sections will depend on the stock type and number.

Appendix 1 – Review Documents

| Theme | Reviewed Documents (including linked documentation) |
|---------------------------|--|
| Perception Surveys | Tenant Satisfaction Measures Returns |
| | Supporting document – summary of our approach |
| | Supporting document – questionnaire |
| | Supporting document – planned TSM webpage publication |
| | Year end 2023-24 Tenant Satisfaction Measures |
| | Appendix B – Dacorum TSM Report |
| | Dacorum BC TSM proposal |
| Overview | Local Authority Data Return (LADR) 2024 |

Appendix 2 – Data proposed by Dacorum to be submitted for the final return

| Section | Question | Result |
|-----------|---|---|
| Section 1 | Q1 – please confirm how you are reporting the TSMs relating to complaints and tenant perception measures | Reported for LCRA stock – Yes Reported for LCHO stock – No Reported for LCRA and LCHO stock combined – No |
| Section 2 | TP01 – Proportion of respondents who report that they are satisfied with the overall service from their landlord | 60.5% |
| | TP02 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service | 59% |
| | TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair | 58.8% |
| | TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained | 57.6% |
| | TP05 - Proportion of respondents who report that they are satisfied that their home is safe | 64.6% |
| | TP06 - Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them | 41% |

| | | |
|--|--|-------|
| | TP07 - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them | 54.1% |
| | TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect | 63.3% |
| | TP09 - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling | 22.8% |
| | TP10 - Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal area clean and well maintained | 47.8% |
| | TP11 - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood | 48.4% |
| | TP12 - Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour | 43.3% |
| | BS01 - Proportion of homes for which all required gas safety checks have been carried out | 99.9% |
| | BS02 - Proportion of homes for which all required fire risk assessments have been carried out | 100% |
| | BS03 - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 99.9% |

| | | |
|--|--|-------|
| | BS04 - Proportion of homes for which all required legionella risk assessments have been carried out | 100% |
| | BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out | 100% |
| | NM01 – Number of anti-social behaviour cases opened per 1,000 homes | 10.7 |
| | NM02 – Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0 |
| | RP01 – Proportion of homes that do not meet Decent Homes Standard | 5.1 |
| | RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale | 89.9% |
| | RP02(2) – Proportion of emergency responsive repairs completed within the landlords target timescale | 98.9% |
| | CH01 – Number of stage one complaints received per 1,000 homes | 52.2 |
| | CH01 (2) – Number of stage two complaints received per 1,000 homes | 8.4 |
| | CH02 – Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 60.2% |
| | CH02(2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales | 59.9% |

Contact details

Anne-Marie Bancroft

Head of Consumer Regulation

07774527054

anne-marie.bancroft@altairltd.co.uk