



Tenant Satisfaction Measures Delivery Plan 2023-24

1. Introduction

This paper sets out the plan for organising and undertaking the consultation needed to meet the 22 Tenant Satisfaction Measures (TSM) set out by the Regulator of Social Housing (RSH).

The 22 TSM's cover 5 themes, 10 of which will be measured by landlords directly and 12 will be measured by landlords carrying out tenant perception surveys. The five themes are:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints and
- Responsible neighbourhood management

Alongside its decision to introduce TSM's, the Regulator has published the technical requirements providers will need to follow on the management information and tenant perception surveys. These requirements *'aim to strike a balance between ensuring consistency between providers and allowing flexibility to maximise tenant participation in surveys and ensure the measures are deliverable across the wide range of social housing providers'*.

2. Purpose / Objectives of the consultation

To meet the statutory requirements set out by the RSH by the end of March 2023.

The consultation process would:

- Be legally compliant.
- Promote and raise understanding of the TSM's to residents, partners and other stakeholders.
- Enable us to gather genuine and real time feedback on our performance, identify what we are doing well, what are not doing so well and areas we need to improve.
- Provide an opportunity to benchmark levels of satisfaction, track and compare performance on a regular basis.

3. Design Principles



The following principles have been used to design the consultation approach:

- To be proportionate to requirements and a fair representation of the population of our tenants and leaseholders.
- Provide 'self-serve' digital feedback options to participate in the consultation, for the convenience of residents and partners.
- Provide for easy read and inclusive consultation approaches, where required.
- Using existing networks of groups and partnerships.
- Enable opportunities for providing structured views and responses to open dialogue, where required.

4. Timeline

Requirement is to be compliant by the end of March 2023. Results are required to be published to the RSH by April 2024.

Surveys to be distributed and undertaken on a regular basis and results will be collated monthly so we have a snapshot on our progress and can reference our baseline. Results will be published at the beginning of the new quarter.

Quarter	Results to be published
April, May, June	July
July August, September	October
October, November, December	January
January, February, March	April

Results will be analysed each quarter to identify areas where we are lacking responses, such as postcode area or ethnicity. This will also ensure we are being transparent to our residents. Targeted engagement can then take place to ensure a fair representation. Census data can also assist with this.

Yearly summary reports to be published and as we build on our data, we can compare months and years to create benchmarks.

No weighting will be applied for the first year, unless the results indicate that weighting is needed, for example if it is clear that we are underperforming in certain areas.

5. Methodology

Structured electronic STAR survey questionnaire (Appendix 1)



Details of the TSM's to be published on the LBH website, with a link to an electronic survey form and an offer to provide the survey in different formats. See appendix 1 for a copy of the questions.

Promotion of the survey via various channels, including social media with a link to the survey form.

Residents

We will actively seek to engage with residents all at opportunities and forums to gather feedback in a variety of ways. Our approach will be flexible and can be changed throughout the process to ensure we are obtaining feedback from all key demographics.

When writing to tenants and leaseholders, we will use a 'stratified' sampling approach as defined in Annex B of Annex 5: Tenant Satisfaction Measures – tenant survey requirements as follows:

The relevant tenant population is divided into separate groups called strata based on characteristics of interest and then a proportionate sample is drawn from each group using random or systematic sampling. Strata may include, for example, stock types (general needs and supported housing), geography (schemes, local authorities) or tenant characteristics. For a provider with 10,000 units, of which 8,000 (80%) are general needs and 2,000 (20%) are supported housing, using stratified sampling to generate a proportionate sample of 2,000 responses across stock types would mean as far as possible generating a sample of 1,600 responses from general needs households (2,000 x 80%) and 400 in supported housing (2,000 x 20%).

Writing directly to residents who have expressed an interest in participating in council-run surveys.

Having a reminder on rent increase letters to all council tenants and leaseholders.

Writing to all residents' associations to invite participation.

Posters / promotional material in libraries (A3 poster in every library).

Social media campaign.

Promotion by library staff to residents, to participate (script / FAQs required).

Promotion by groups and partners to encourage survey completion (See Appendix 2)

Promotion by Customer Engagement team at all engagement events, including estate-based engagement.



Data management

We have a good understanding of our stock and can therefore use these categories to make sure responses are proportionate. Some of the aspects to consider are:

- stock type (e.g. general needs, housing for older people/ sheltered housing, other supported housing, temporary social housing)
- age of respondent
- ethnicity
- building type (e.g. high rise/flats)
- property or household size
- geographical area or estate

Information collected as part of the surveys can be used to cross check and monitor our database to ensure good quality data is retained. E.g. wrong numbers and email bounce backs etc.

LCRA and LCHO results to be published separately.

Our LCSO stock is under 1,000 so we are only required to report on LCRA.

Results will be analysed to ensure we are aware of and can address inclusivity if this arises.

Sample size

When undertaking the surveys, we must, as far as possible, generate a sample size for over satisfaction (TP01) that meets the minimal level of statistical accuracy set out by the RSH.

Based on Hillingdon's stock size of around 10,100, we need to achieve a sample where estimated overall satisfaction for LCRA tenants is accurate to a margin of no more than +/-3% at a 95% confidence level. This means we need to achieve a sample size of no less than 965.

Hillingdon Hot Alerts

We aim to create hot alerts/red flags where residents highlight they are very dissatisfied in certain areas, such as fire safety in high rise blocks, however, we will have to ensure that residents are willing to have their name linked to their response and we have their permission to follow up on feedback. Consideration will be given



to ways in which we can anonymise responses but still be aware of the area, street or block to enable us to effectively deal with issues.

These alerts will need to be flexible throughout the timeline as they may change.

The CET will deal with these alerts in the first instance but resources will need to be monitored based on the amount received.

Feedback to residents

As part of any engagement activity, it is important to demonstrate to residents what we are doing with the data and feedback and what steps we've to address issues. Consideration can be given to producing some type of 'You said, we did' and publicising on our website, in newsletters or on noticeboards on site.

Incentives

Depending on the number of responses received and the areas received from, we are open to considering some type of incentive programme, subject to Member approval.

This could be a small credit on their rent account, a prize draw or other type of reward scheme.

ICT

It is clear that we need to consider ways in which to use ICT to work smarter and avoid manual intervention where possible. This not only saves staff time and resources but allows us to have better reporting and provide real time data.

We aim to encourage the use of the online rent accounts (My Account) and encourage residents to check and update their personal details so we can verify the information received. We could also look at linking the surveys to My Account and sending notifications to complete the surveys.

Staff

Call on staff in sheltered housing and extra care units to encourage residents to complete the survey or completing with residents using communal wifi and handheld devices where possible.

Relevant staff to be briefed on the TSM and proposals, and to be given information about the consultation timetable.



6. Roles and Responsibilities

Ref	Name	Role	Responsibilities
1	Rod Smith	Service lead	To lead the overall project and ensure compliance at all levels
2	Marion Finney/Sasha Jeffries	Customer Engagement team (CET), engaging with residents and tenants' associations	To use existing networks to engage with groups to promote the strategy and encourage feedback.
3	Tina Phillips/Bonnie Clarke	ASBIT	To work with CET and provide details of recent resident interaction so we can follow up feedback.
4	Ian Anderson/Julie Sweales	Complaints	To log number of complaints received and outcome.
5	Bobby Finch	Asset Data	To report on levels of non-decent stock in a compliant manner
6	Liam Bentley	Repairs	To report on levels of repairs completed within timescales and provide CET with details of recent resident interaction so we can follow up feedback.
7	Nick Green	Engineering (Gas safety checks)	To report on gas safety checks and provide details of recent resident interaction so we can follow up feedback.
8	Alana Martin/Jenny West	Engineering (Fire safety checks)	To report on fire safety checks and provide details of recent resident interaction so we can follow up feedback.
9	Lorraine Lupton	Engineering (Asbestos, water & lift safety checks)	To report on asbestos, water & lift safety checks and provide details of recent resident interaction so we can follow up feedback.



10	Naveed Mohammed	Business analysis	To support the reporting functionality so we can provide reports to the RSH in the required format.
11	David Harris Neelum Bains/Nancy Ludwig	Communications	Create web-page for consultation and link to survey. To lead on the PR, social media promotion and monitor any comments via social media.
12	Fiona Gibbs / Carla Canter	Engagement with faith / community groups	To use existing networks to engage with groups to promote the strategy and encourage feedback.

Appendix 1 – STAR Survey form - See separate attachment.

Appendix 2 – Groups / Partners to be contacted to encourage survey completion

Ref	Group of Organisations	Lead Officer	Count of Groups	Method
6	Residents / tenants associations	CET	28	Email, survey link. Item on a network agenda.
7	Voluntary Sector Organisations	Kevin Byrne	49	Email, survey link
8	Community Associations / Centres	CET	11	Email, survey link
9	Other Community Contacts	Fiona Gibbs	88	Email, survey link