



Report to:	Performance Monitoring Panel
Date:	20 th May 2025
Subject:	Tenant Satisfaction Measures 2024/2025
Purpose:	To update Performance Monitoring Panel of the 2024/2025 Tenant Satisfaction Measure outcomes
Key decision:	No
Portfolio Holder:	Portfolio Holder for Strategic and Operational Housing
Report of:	Jason King, Director of Communities
Report Author:	Sam Dicker, Business Support Manager
Ward(s) affected:	All Wards
Exempt report?	No

Summary

2024/25 is the second year that Registered Providers completed Tenant Satisfaction Measures (TSMs). This report presents the results for 2024/25. TSMs offer crucial insights into the Councils' performance as a Registered Provider. Utilising this data enables the Council to determine the most effective ways to enhance the services provided to its tenants.

Recommendations

1. That Performance Monitoring Panel note the contents of this report, and the results attached at Appendix 2 to this report.
2. Considers the report and provide comments for consideration by Cabinet

Reasons for recommendations

The Regulator of Social Housing is clear that Councillors are responsible for ensuring that the Council, in its role as a registered provider, is meeting the regulatory standards set. Performance and satisfaction data assists Councillors in scrutinising the service.

Other options considered

Do nothing – to not be informed of performance and tenant satisfaction. This option is not considered to be appropriate as the Regulator of Social Housing expects that Councillors have oversight and scrutiny of the service provided.

1. Background

- 1.1. The Transparency, Influence and Accountability Standard requires all Registered Providers of social housing to collect and report annually on their performance using a core set of defined measures known as Tenant Satisfaction Measures (TSMs). Introduced for 2023/24, the TSMs must meet requirements set by the Regulator of Social Housing.
- 1.2. The Measures provide tenants with greater transparency about their landlord's performance and support the Regulator in assessing a Registered Providers' ability to deliver a housing service that meets the consumer standards.
- 1.3. At the point of publishing this report, the Regulator's data was not available for the rest of the sector on results for 2024/2025, and so data has been benchmarked against the sector results for 2023/2024 for Local Authorities. We also compare our result from 2023/2024.
- 1.4. The Regulator allows landlords flexibility around how landlords conduct satisfaction surveys. Telephone surveys were considered a neutral method and provides consistency for comparison year on year.
- 1.5. Housemark's research has found that improvements to operational services will take around 18 months to filter through to better perception results. This means that any immediate work to enhance the customer experience may not show in TSMs until 2025/26. Housemark is the sector's data experts with membership consisting of over 200 Registered Providers, managing around 2.3 million properties – more than half of all social housing in England.

2. Tenant Satisfaction Measures

- 2.1. TSMs consist of 22 performance measures, covering five themes. Ten of these are measured by landlords directly, and 12 will be captured through Tenant Perception Surveys. The performance measures, including the survey questions, are prescribed by the Regulator and cannot be deviated from.
- 2.2. ARP Research completed the Tenant Perception Surveys on behalf of the Council in accordance with the Regulator's requirements during 2024. As per the Regulator's stipulations, 522 households were surveyed by telephone. In addition, 28 tenants with a preferred contact method of written communication were sent a paper copy, 2 of whom returned it. Appendix A sets out the summary of approach to the surveys and how we met the TSM survey requirements.
- 2.3. The Council will submit TSM data for 2024-25 to the Regulator by the 30th of June 2025. The data is summarised in this report and contained in full at Appendix B.
- 2.4. Submission of TSMs is required annually for landlords with more than 1,000 properties.

3. Tenant Perception Surveys

- 3.1. 74% of tenants surveyed were satisfied with the overall service received from the Council, showcasing a positive sentiment among the majority of respondents. Satisfaction across the sector has reduced drastically over the past few years, with Housemark reporting an average of 69.4% satisfaction.
- 3.2. Factors such as being kept informed, repairs service received in the last 12 months and approach to dealing with ASB emerged as key drivers of overall tenant satisfaction for the Council. While most tenants feel respected by their landlord, sector results reveal that expectations are not being met for communicating and listening. The survey emphasised the importance of effective communication and engagement between the Council and its tenants. While the majority of tenants expressed satisfaction with how they are treated and kept informed, there is an opportunity to further enhance these aspects to ensure that tenants feel valued and involved.
- 3.3. 86% of respondents felt safe in their homes compared with 76% across the sector. Whilst 73% were content with the repairs service received and 76% were satisfied with the time taken to complete repairs
- 3.4. 83% of tenants felt the Council treat tenants fairly and with respect. This is a strong score for the Council when compared to the sector reporting an average of 74% satisfaction. This result has fallen by 1% compared to last year's result of 84%.
- 3.5. Tenant perceptions of the Council's management of anti-social behaviour cases has increased from 50% for 2023/2024 to 69% of tenants reporting satisfaction with our approach to complaints of anti-social behaviour. Benchmarking results are at 54%, whilst this score has improved we anticipate this is a volatile measure that can fluctuate depending who is surveyed. An ASB Framework has been drafted setting out commitments to improve the service received by tenants regarding our handling of ASB complaints. This document has been produced in conjunction with the Community Safety Team and was presented to Scrutiny on 22/4/25. The document is now out to consultation with tenants, and will be reported to Cabinet on 8 July, subject to there being no fundamental changes since the document was presented to Scrutiny. An ASB Lead Officer role has been added to the establishment and is currently being recruited to.
- 3.6. Satisfaction with complaint handling has emerged as a significant issue across the sector, with last year's benchmarking at 29%. SHDC is for 2024/2025 reporting satisfaction of 34% for SHDC complaints handling processes, which is a 6% increase on the previous year. Notably, the results suggest that significantly more tenants believe they have made a complaint than have done so via the complaints process, of which is common across the sector. Recognising the importance of tenant feedback and the learnings this can bring, proactive steps have been taken to streamline processes and enhance responsiveness to tenant feedback.

4. Tenant Satisfaction Measure Management Information

- 4.1. The remaining ten TSMs report on the Council's performance in anti-social behaviour, complaints handling, repairs and maintenance, and the health and safety of homes.

- 4.2. Officers are pleased to report that performance for gas safety checks, fire risk assessments, asbestos management surveys, legionella risk assessments and communal passenger lift checks was 100%. This is comparable with the sector.
- 4.3. For 2024-2025 SHDC is reporting 1.6% of properties are consider non-decent compared to 2.5% for 2023-2024. Local Authority Housing Statistics published in November 2024 show that 9% of local authority homes did not meet the Decent Homes Standard. Stock surveys are currently being completed on all South Holland District Council properties, due for completion by the end of 2025/2026.
- 4.4. Complaint handling performance has improved drastically from 48.65% to 95.45%, with 94.84%% of stage one complaints responded to within Housing Ombudsman Service timescales, 100% of Stage 2 complaints have been responded to within the timescales. As per the Complaint Handling Code, steps have also been taken to ensure that dissatisfaction is being recorded correctly, with the Council reporting 55.65 complaints per 1,000 during 2024/2025 for stage 1 Complaints and 7.58 for Stage 2 Complaints, this equates to 242 complaints, evidencing this improvement, compared to 38 formal complaints for 2023/24. .
- 4.5. ASB Cases have fallen slightly from 29.0 cases opened per 1000 properties to 26.85 for 2024/2025 and same for Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes from 0.5 to 0.26.
- 4.6. Performance of responsive repairs delivered within target has remained consistent with a return 91.3% compared to 91.0% in the previous year, our approach to undertake most repairs via our in-house repairs team, supported with external contracts where required has facilitated the stability of this performance. Emergency repairs continue to be attended at 100% with emergency calls prioritised to the inhouse team during the day and the two man out of hours call out team enabling us to maintain this level of performance

5. Conclusion

- 5.1. The insights from tenant perception surveys offer valuable intelligence into our performance and tenants' opinions regarding our services. We will continue to utilise this data to review areas where tenants feel improvements are most necessary as part of our Housing Transformation and Improvement Programme.
- 5.2. Management data continues to be reported to the Portfolio Holder for Strategic and Operational Housing and Director of Communities on a monthly basis, and Senior Officers and Performance Monitoring Panel on a quarterly basis. Quarterly we publish our management measures on our website.

Implications

South and East Lincolnshire Councils Partnership

None.

Corporate Priorities

None. Improved use of data and information will contribute to the council's overall aims and objectives in the corporate plan around efficiency and effectiveness.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and 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.

Data Protection

None.

Financial

There are no direct financial implications arising from the decisions recommended in this report.

Risk Management

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

Stakeholder / Consultation / Timescales

None. .

Reputation

Tenant perception surveys were perception based; a lower score may reflect on wider council services.

Contracts

None.

Crime and disorder

None.

Equality And Diversity/ Human Rights/ Safeguarding

The Regulator has undertaken an equality impact assessment to understand any potential impact on equalities of the TSM requirements – <https://www.gov.uk/government/consultations/consultationon-the-introduction-of-tenant-satisfactionmeasures/outcome/annex-8-tenant-satisfaction-measuresequality-impact-assessment-accessible> .

Health and Wellbeing

None.

Climate Change And Environmental Implications

None.

Acronyms

TSMs – Tenant Satisfaction Measures.

ASB – Anti-Social Behaviour

Appendices

Appendices are listed below and attached to the back of the report: -

Appendix A Summary of Approach TSM Survey 2024-2025

Appendix B Tenant Satisfaction Measure Results 2024/2025

Appendix C Equality Impact Assessment

Background Papers

Background papers used in the production of this report are listed below: -

Document title

Where the document can be viewed

Regulator of Social Housing - Consumer Standards	www.gov.uk/government/consultations/consultation-on-the-consumer-standards
Tenant Satisfaction Measures: Technical Requirements:	https://www.gov.uk/government/publications/tenant-satisfaction-measurestechnical-requirements
Tenant Satisfaction Measures: Tenant Survey Requirements:	https://www.gov.uk/government/publications/tenant-satisfactionmeasures-tenant-survey-requirements

Chronological History of This Report

None

Report Approval

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