



**Bolsover District Council**

**Meeting of the Housing Liaison Board on Monday, 20<sup>th</sup> January 2025**

**Agenda Item 4: Tenant Satisfaction Measures 2024/25**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Housing Strategy and Development Officer

**Background**

The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements.

**Tenant Satisfaction Survey 2024/25**

As reported in October the 2024/25 survey is underway. The initial mailout was 1 October to 27 October. Key points to note after this phase are:

- 3179 emails circulated; 2233 texts where we hold this data, and consequently only sent 794 by post.
- 394 responses as at 05.11.24 – we ideally need around 550 in total
- Current responses do not mirror the stock profile with 57.4% from Housing for older people, 40.1% from General Needs and 2.5% from Sheltered. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). As such we need a higher response rate from General Needs and Sheltered.
- The largest number of responses are from single tenants – 42.5%.
- There is limited interest in downsizing.
- There is a significantly higher response from tenants in the Clowne patch, with the other 3 areas more equal. The lowest response at the end of round 1 is from South Normanton patch.
- Over 60% of respondents are female.
- Over 66% of respondents are 65+

The first reminder wave was completed 4 December to 29 December. This was sent to General Needs properties in order to create a more balanced response in

line with the Council's stock. A total of 1919 emails were sent. Key points to note at this stage are:

- The reminder round has improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from Independent Living Scheme tenants this year due to visits by the Tenant Engagement Officer.
- The largest number of responses are from single tenants, and over 75% of those were 65+
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne and Shirebrook.
- Nearly two thirds of respondents are female.
- Nearly 60% of respondents are 65+
- 458 responses as at 06.01.25

Attached is an update on satisfaction levels so far from returned surveys (appendix 1) and on the Management Information for the first three quarters (appendix 2).

#### Regulator analysis of 2023/24 TSM data and comparison with national average

The report published by the Regulator covers results for 360 large registered landlords with 1000 or more homes, of which 302 were solely low cost rental accommodation (LCRA) stock. Tenants in LCRA stock report the highest levels of satisfaction with repairs; that their home is safe; and that their landlord treats them with fairness and respect.

Average overall satisfaction (TP01) varies across several factors, including region, landlord size and amount of supported housing.

The majority of landlords (65%) used telephone surveys as their main collection method. We used postal as our core method and this was the case for 10% of landlords analysed. However, we did use a variety of methods including postal, face to face, and internet. The Regulators analysis shows that survey collection method impacted overall satisfaction levels.

**Table 2: Average TP01 overall satisfaction by collection method, all submissions**

<b>Survey collection method</b>	<b>Total number of surveys collected</b>	<b>Overall sector level satisfaction (TP01)<sup>10</sup></b>
Postal	50,622	77.2%
Face to face	28,395	74.7%
Telephone	299,190	69.8%
SMS	10,756	63.1%
Internet	90,618	58.3%

A quarter of all submissions (24%) used weighting to ensure the data was representative, as per Bolsover’s approach. 86% of landlords used an external contractor in the collection or analysis of the perception survey. Bolsover completed this in-house.

Landlords with a high proportion of supported housing homes, by definition including housing for older people, typically report higher overall satisfaction.

The National Tenant Survey completed by the Regulator, as a benchmark to the TSM surveys, found that tenant age was the primary tenant characteristic with an impact on average satisfaction and that older tenants are typically significantly more satisfied than other age groups. Higher average satisfaction may also reflect additional services typically provided by landlords for supported housing tenants.

The table attached at Appendix 3 shows how Bolsover’s results compare to the national average, and where relevant the lower and upper quartiles. Of the 22 measures, Bolsover exceeds the national average in 17. Four of the indicators calculate a ‘rate’ for which there is no clear indication of what ‘good’ performance looks like. We are similar to the lower quartile for three of them and the upper quartile for one of them. For two of the indicators we are just below national average (shown as amber). For three indicators we are off target, two of these were impacted by the ongoing works to renovate all the Independent Living Schemes and are expected to meet national average for 2024/25, for the remaining one this will be reviewed further once we have the results of the stock condition survey.

### TSMs 2023/24 – Tenant Version

One of the final tasks that remains in relation to the 2023/24 data is to design and launch a tenant version of the final outcomes. Tenants reviewed examples at the last meeting and a final draft has been produced for approval.

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## **RECOMMENDATION(S)**

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged.
2. That Board Members review how the Council performed in 2023/24 compared to the national average and advise of any action to be taken.
3. That members of the Board review the draft tenant version of the 2023/24 data, and agree the final format

### **Links to Council Ambition: Customers, Economy, Environment and Housing**

Ambition: Housing

Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

Target HOU03: Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
4.1	Tenant Satisfaction Measures – Perception Measures 2024/25
4.2	Tenant Satisfaction Measures – Management Information 2024/25
4.3	Regulator analysis of 2023/24 TSM data and comparison with national average
4.4	Draft Tenant version of 2023/24 TSMs