



Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
	<i>04 July 2022</i>		
Report of:	ASSISTANT CHIEF EXECUTIVE		
Contact Officer and contact details	Sandra Coleing, Assistant Chief Executive 07800 617688 Sandra.Coleing@stockporthomes.org		
Type of Report	<i>Assurance</i>		
Title of Report:	TENANT EXPERIENCE REPORT YEAR-END 2021-22		
Purpose of Report:	To provide Member Committee with details of tenant experiences using data from a range of customer interactions.		
Recommendation(s):	That Member Committee: <ul style="list-style-type: none"> i. Discusses the contents of the report ii. Raises any questions about the content presented in the report 		
Confidentiality	<i>Non-Confidential</i>		
Resource Implications	There are no direct resource implications within this report.		
Impact on Risk Appetite and Risk Register	SHG has a 'minimal' or 'averse' appetite for anything that might harm the organisation's reputation or relationships with its tenants, or put their safety at risk. This report gives Members assurance about how services are perceived by tenants and for any areas of concern to be addressed.		
	Risk Number	Risk Description	Risk Mitigation
	7	SHG does not deliver excellent customer service and does not deliver customer	Monitoring and evaluating tenant satisfaction on a regular basis, ensures areas for

		expectations around accountability	improvement can be implemented, which will improve customer service.
	n/a	Not using feedback to understand service delivery risks service failure and poor customer service.	Tenant feedback is monitored at directorate, senior management and Board level on an on-going basis to identify areas where services can be improved and lessons learned are implemented
Customer Voice	Effective monitoring of tenant feedback ensures any negative experiences are addressed quickly and minimises their impact. Positive feedback informs evaluation and planning.		
Equality, Diversity & Inclusion implications	The surveys and other data collection methods referred to in the report are analysed by diversity strand to ensure that no group is adversely affected by service delivery.		
Regulatory compliance	The Consumer Standards require providers to meet requirements concerning homes, the local area and tenant involvement. Feedback from tenants inform the setting of the strategic direction of the organisation and decisions about the management of housing services.		
Comments of the Stockport Homes Monitoring Group	<p>The Stockport Homes Monitoring Group discussed the report. The discussion covered:</p> <p>The Customers discussed Anti-Social Behaviour and highlighted the importance of communication with their ASB Officer throughout ASB cases. They added that they were impressed with Stockport Homes' open and honest approach to dealing with ASB.</p> <p>The Customers noted the benefits of using mediation in ASB cases and suggested this should be explored more often.</p> <p>The Customers discussed the One Number telephone service and noted that over the last 12 months they had found a considerable improvement in the efficiency of the telephone service when contacting Stockport Homes.</p>		

1 INTRODUCTION

- 1.1. This report provides an overview of tenant experiences of Stockport Homes' services. Specifically, it covers:
- Tenancy visit surveys
 - Service expectations
 - An update on key indicators from the Survey of Tenants and Residents (STAR)
- 1.2. It gives a strategic overview of feedback, with summary tables and more detail on performance against service expectations available in the accompanying appendices.

2 TENANCY SATISFACTION SURVEYS

- 2.1. Routine tenancy visits are completed via telephone, with face-to-face tenancy visits taking place where tenants require additional support, or in complex cases.
- 2.2. Responses to the 'new tenant survey', the 'current tenant survey' and the 'termination survey' are monitored monthly through the Operations Directorate performance process. Improvement actions are identified and addressed as part of that process.
- 2.3. Satisfaction remains high in relation to both the new and current tenant surveys, with each question recording results that are in line with previous years. The tenancy termination survey results are less positive, which is perhaps not surprising given the part of the tenancy lifecycle to which they relate, however two of the three measures are in line with the previous years. Headline results for each of the three tenancy surveys are provided in the following sections.

3 NEW TENANT SURVEY

- 3.1. The survey is completed after a tenant moves into a Stockport Homes property. It is designed to explore how well new tenants are settling into their new homes and identify any issues that need further action.

New Tenant Survey question	Period	Satisfaction
Your home	Apr 21 – Mar 22	98.5%
	Apr 20 – Mar 21	97.9%
	Apr 19 – Mar 20	98.7%
	Apr 18 – Mar 19	98.4%
Area as a place to live	Apr 21 – Mar 22	98.7%
	Apr 20 – Mar 21	97.3%
	Apr 19 – Mar 20	98.7%
	Apr 18 – Mar 19	97.9%
SHG as a landlord	Apr 21 – Mar 22	99.4%
	Apr 20 – Mar 21	99.6%
	Apr 19 – Mar 20	99.4%
	Apr 18 – Mar 19	99.0%

- 3.2. There were 470 surveys undertaken during 2021/22, which differs from the total number of lets because of instances of “no access”.
- 3.3. Satisfaction with the three headline indicators remains exceptionally high among new tenants and is in line with the satisfaction levels recorded in previous years. This is a positive reflection on the services provided by Stockport Homes, the neighbourhood, and the property.

4 CURRENT TENANT SURVEY

- 4.1. Current tenant surveys are prioritised based on the level of support required by tenants. This is based on key indicators, such as the number of repairs reported, rent arrears and properties where access has not been gained for safety compliance checks. The factors that trigger tenancy visits or telephone calls are reviewed on an on-going basis to ensure that they continue to prioritise customers that require tenancy engagement.

Current Tenant Survey question	Period	Satisfaction
Your home	Apr 21 – Mar 22	97.9%
	Apr 20 – Mar 21	97.6%
	Apr 19 – Mar 20	97.1%
	Apr 18 – Mar 19	96.6%
Area as a place to live	Apr 21 – Mar 22	96.9%
	Apr 20 – Mar 21	97.2%
	Apr 19 – Mar 20	96.6%
	Apr 18 – Mar 19	94.7%
SHG as a landlord	Apr 21 – Mar 22	98.4%
	Apr 20 – Mar 21	98.4%
	Apr 19 – Mar 20	98.0%
	Apr 18 – Mar 19	97.5%

- 4.2. There were 3,649 surveys completed during 2020/21, which is significantly lower than the number of visits completed in the previous year¹. The decrease reflects that Covid-19 welfare calls were integrated with remote tenancy surveys, which resulted in more tenants being contacted than usual and, in some cases, tenants being contacted for follow-up welfare calls. When compared to 2019/20 the number of surveys completed is similar². Tenant satisfaction with the three headline indicators remains high and is in line results seen in previous years.

5 TENANCY TERMINATION SURVEY

- 5.1. The survey is completed by tenants on ending a tenancy, whether they are moving to another Stockport Homes property or elsewhere. In 2021/22 a total of 157 tenants completed the survey, which represents 22 per cent of

¹ 5,106 visits were completed during 2020/21

² 3,780 visits were completed during 2019/20

terminations in the year³. This is more than the 123 surveys completed in 2020/21, which represented 19 per cent of terminations completed in the year⁴.

- 5.2. Completion levels are inevitably relatively low because it is not mandatory to complete the survey and they are not done on terminations that occur where it is unreasonable to carry it out, such as where the tenant moves into care.

Tenancy termination survey question	Period	Terminating tenants
Your home	Apr 21 – Mar 22	74.1%
	Apr 20 – Mar 21	72.4%
	Apr 19 – Mar 20	71.5%
	Apr 17 – Mar 18	71.2%
Area as a place to live	Apr 21 – Mar 22	53.5%
	Apr 20 – Mar 21	63.6%
	Apr 19 – Mar 20	62.5%
	Apr 18 – Mar 19	58.1%
SHG as a landlord	Apr 21 – Mar 22	74.5%
	Apr 20 – Mar 21	72.5%
	Apr 19 – Mar 20	74.6%
	Apr 18 – Mar 19	72.9%

- 5.3. Tenants expressed similar levels of satisfaction to the previous years for 'home', and 'SHG as a landlord'. However, lower satisfaction levels were recorded with 'area as a place to live'. Analysis of the negative and neutral responses shows that, of the 27 comments received, 15 cited anti-social behaviour and a further three cited repairs. The remaining comments covered unique issues. Of the comments that cited anti-social behaviour, nine had previously been reported to the ASB, which investigate the reports. The remaining six cases had not been reported, meaning that the team did not have the opportunity to investigate. The ASB Team continues to promote its service to customers to raise awareness of how to report instances of ASB so that they can be investigated, and action taken. The 'Remote' app has also made it easier for tenants to report and provide evidence of ASB incidents.
- 5.4. The Housing Management Team reviews each individual piece of negative feedback throughout the year to identify learning points. Where the team are not already aware of issues, the Neighbourhood Housing Officer will contact the tenant to understand the reasons and discuss remedies in an aim to prevent the termination where possible, or to resolve the tenant's reasons for dissatisfaction.

³ 702 terminations were recorded in 2021/22

⁴ 665 terminations were recorded for 2020/21

- 5.5. It is a challenge that out of the 73 who reported a negative or neutral satisfaction with the 'place to live' only 27 have stated a reason why. However, learning points have been identified to address the concerns raised. These are:
- Revised Estate Inspection Policy and Procedure, to improve internal communication between teams and services
 - Embedding SWEEP⁵ and ensuring that issues found are completed in a timely manner
 - Using the satisfaction surveys with caretaking to address any obvious hotspot areas
 - Tenancy Visits Procedure revised and compared to 20/21 there will be more face-to-face contacts to pick up issues
 - ASB team all completing 'empathy training' based on feedback from customers aimed at improving the victim experience

6 SERVICE EXPECTATIONS PERFORMANCE

- 6.1. The service expectations focus on three themes that are most important to customers; your home, your neighbourhood, and your voice. There are 14 indicators covering the three themes and performance is reported on the website every six months. The service expectations and performance levels can be found in Appendix One.
- 6.2 Performance has been consistently high across all service expectations during 2021/22, with similar or improved figures recorded for almost all expectations. The service expectation '*we will ensure you are satisfied with the handling of your complaint*' saw a decrease compared to 2020/21. Analysis of reasons for customers' dissatisfaction suggests that customers do have higher expectations from services but that better communication with customers, both at case-handling and survey stage, would have resulted in a more positive outcome. Actions to improve satisfaction include a greater focus on understanding all aspects of each complaint, ensuring that services provide a customer-centred approach to complaint resolution and some more detailed training for the team who complete the surveys with customers. The current performance, although lower than previous years, is still in line with Housemark benchmarking for complaint satisfaction which averages at 71.3%.

7 SURVEY OF TENANTS AND RESIDENTS (STAR)

- 7.1. Stockport Homes asks six key STAR questions on a rolling basis as part of the Current Tenant Visit Survey. Two of the measures are new for 2021/22, having been introduced based on changes to the Housemark STAR guidance. Housemark introduced the two new measures following initial tenant satisfaction measures proposals in the Social Housing Green Paper, prior to the launch of the White Paper. It is likely that the STAR framework will change again in 2022/23 to reflect the measures proposed in the Tenant Satisfaction Measures Consultation⁶, the results of which are to be announced in the

⁵ SWEEP is an IT system used to record issues and actions

⁶ <https://www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures/tenant-satisfaction-measures-what-we-are-proposing-and-how-to-have-your-say-summary-accessible-version>

Summer of 2022. There are plans in place to trial the ten proposed tenant satisfaction measures prior to their likely introduction in April 2023.

- 7.2. The results for the current six STAR questions are exceptionally positive, ranging from 96.9 per cent for “area as a place to live” to 99.1 per cent for “safe and secure buildings”. It is particularly noteworthy that virtually all customers think that buildings are safe and secure, and the SHG is easy to deal with, which are two areas of focus in the Social Housing White Paper. The full results are available in Appendix Two.

8 CONCLUSION

- 8.1. Stockport Homes uses a broad range of methods to understand the experience of tenants. This report provides a strategic overview of satisfaction with the services provided as well as the learning gained from customer groups. Services continue to be positively received and satisfaction is high among new and current tenants, as well as for the Survey of Tenants and Residents.

9 RECOMMENDATIONS

9.1. That Member Committee:

- i. Discusses the contents of the report
- ii. Raises any issues or concerns about the information presented in the report