



Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
	<i>03 July 2023</i>		
Report of:	SKYLIGHT AND CUSTOMER SERVICE		
Contact Officer and contact details	Chris Czyzyk, Customer Experience Manager 07929 829 955 chris.czyzyk@stockporthomes.org		
Type of Report	<i>Assurance</i>		
Title of Report:	TENANT EXPERIENCE REPORT YEAR-END 2022-23		
Purpose of Report:	To provide the Member Committee with details of tenant experiences using data from a range of customer interactions.		
Recommendation(s):	That Member Committee: i) Discusses the contents of the report. ii) Raises any issues or concerns about the information 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 the Members Committee 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	Monitoring and evaluating tenant satisfaction on a regular basis,

		deliver customer expectations around accountability	ensures areas for 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		This report was presented to the Customer Monitoring Group on 20th June for comment.	
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 from the meeting on 20 June 2023		<p>The benefits that the new housing management system will bring were noted. The customers were pleased that it will allow issues within neighbourhoods to be more easily identified, with the use of data.</p> <p>The customers discussed the various surveys that they are asked to complete throughout their tenancy and highlighted that they can often be different formats and styles. They suggested that the standardisation of surveys across the business would be better for customers and should be considered.</p> <p>Engagement with other customers was discussed. It was felt that by having lots of different opportunities to get involved, with varying levels of commitment and time, will ensure more customers have the opportunities to engage.</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 typically comprise in-person visits to properties, but some may be carried out over the telephone where this is more appropriate.
- 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 typically the case given the part of the tenancy lifecycle to which they relate, though 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 22 – Mar 23	98.9%
	Apr 21 – Mar 22	98.5%
	Apr 20 – Mar 21	97.9%
	Apr 19 – Mar 20	98.7%
Area as a place to live	Apr 22 – Mar 23	98.3%
	Apr 21 – Mar 22	98.7%
	Apr 20 – Mar 21	97.3%
	Apr 19 – Mar 20	98.7%
SHG as a landlord	Apr 22 – Mar 23	97.7%
	Apr 21 – Mar 22	99.4%
	Apr 20 – Mar 21	99.6%
	Apr 19 – Mar 20	99.4%

- 3.2 There were 347 surveys undertaken during 2022/23, against a total of 654 lets owing to instances of 'no access' where a New Tenant Visit was not achieved. Current Tenant Visits are carried out 12 months after the commencement of all new tenancies, including where attempts to undertake New Tenant Visits have been unsuccessful.
- 3.3 It is important to engage with as many new tenants as possible at an earlier stage to obtain a broader range of customer perspectives and identify and support needs or issues at the soonest opportunity, minimising future dissatisfaction. The adoption of Civica CX in the first quarter of 2023/24 will allow greater visibility of efforts to arrange New Tenant Visits and where 'no accesses' have occurred. This is expected to have the effect of increasing access rates.
- 3.4 Satisfaction with the three headline indicators remains 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 though these are questioned and tested against other sources of customer feedback.

4 CURRENT TENANT SURVEY

- 4.1 Current tenant surveys are undertaken as part of Current Tenant Visits, with these being prioritised based on the level of support required by tenants. This is based on key indicators, such as the frequency of repairs reports, rent arrears, properties where access has not been gained for safety compliance checks, and length of time since the last Tenant Visit. The factors that trigger property visits or telephone calls are reviewed on an on-going basis to ensure that they continue to prioritise customers that require tenancy engagement. An example of such a review in Jan 2023 has been prioritising those customers who have reported DMC to SHG and then not allowed access to the repairs contractor.

Current Tenant Survey question	Period	Satisfaction
Your home	Apr 22 – Mar 23	98%
	Apr 21 – Mar 22	97.9%
	Apr 20 – Mar 21	97.6%
	Apr 19 – Mar 20	97.1%
Area as a place to live	Apr 22 – Mar 23	96.4%
	Apr 21 – Mar 22	96.9%
	Apr 20 – Mar 21	97.2%
	Apr 19 – Mar 20	96.6%
SHG as a landlord	Apr 22 – Mar 23	98.8%
	Apr 21 – Mar 22	98.4%
	Apr 20 – Mar 21	98.4%
	Apr 19 – Mar 20	98.0%

- 4.2 There were 3,549 surveys completed during 2022/23, which is consistent with the number of visits completed in the previous year¹. Tenant satisfaction with the three headline indicators remains extremely high and is in line results seen in previous years.

¹ 3649 visits were completed during 2020/21

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 2022/23 a total of 157 tenants completed the survey, which represents 24 per cent of terminations in the year². This is the same number of surveys completed in 2021/22, which represented 22 per cent of terminations completed in the year³.
- 5.2 Termination Survey completion levels are typically relatively lower when considered against the volume of New and Current Tenant surveys. This is because it is not mandatory to complete the survey and based upon a small data set of tenants who have ended their tenancy. They are also not undertaken where it would not be appropriate to attempt to do so, for instance where a tenant moves into care.
- 5.3 Obtaining tenant views at the point of tenancy termination is valuable to provide a rounded view of tenant experiences at all points of the landlord-tenant relationship. The Data Team are reviewing the current survey process. Use of the Feedback CX platform will allow engagement with tenants at an earlier stage in the tenancy termination process, along with the ability to make repeat attempts to survey. This is expected to increase response rates in 2023/24.

Tenancy termination survey question	Period	Terminating tenants
Your home	Apr 22 – Mar 23	66.2%
	Apr 21 – Mar 22	74.1%
	Apr 20 – Mar 21	72.4%
	Apr 19 – Mar 20	71.5%
Area as a place to live	Apr 22 – Mar 23	55.1%
	Apr 21 – Mar 22	53.5%
	Apr 20 – Mar 21	63.6%
	Apr 19 – Mar 20	62.5%
SHG as a landlord	Apr 22 – Mar 23	66.9%
	Apr 21 – Mar 22	74.5%
	Apr 20 – Mar 21	72.5%
	Apr 19 – Mar 20	74.6%

- 5.4 Tenants expressed lower levels of satisfaction when compared with previous years for 'your home', and 'SHG as a landlord.' However, there was a small improvement in satisfaction levels recorded for 'area as a place to live' when compared with last year, although performance remains low against historic levels. Where a negative or neutral response is provided, Tenants are asked to provide some detail to explain their view, although this is not always provided. Where this has been captured, analysis of the negative and neutral responses shows that in relation to 'Your home' of the comments received which related to a particular service area, 22 were related to ASB, and 10 were related to Repairs and Maintenance concerns. Across both areas, many issues were found not to have been previously reported, meaning that there had not been opportunity to have resolved them. The ASB team continue to promote their services, with additional resources having been provided within the One

² 661 terminations were recorded in 2021/22

³ 702 terminations were recorded for 2021/22

Number Team to improve ease of reporting new ASB concerns. In addition, the newly created Neighbourhood Resolution Officer role has been created with a view to ensure that lifestyle and nuisance are managed differently to anti-social behaviour, setting realistic outcome expectations from the beginning.

- 5.5 With respect to Repairs and Maintenance, overall satisfaction remains extremely high⁴ although in instances where this has been cited as an area of dissatisfaction for terminating tenants, a review of the repair history is undertaken to understand their negative experience and to inform any areas of focus for improvement. In several cases, there was limited or no history of repair reports but nevertheless was cited as an area of dissatisfaction. While this is difficult to pre-empt in all cases, targeted tenancy visits are carried out by Neighbourhood Housing Officers to tenants who have not reported any repairs in an extended period to ensure that they are able to access the repairs service and that there are not other underlying support needs which are not being met. In other instances, repairs had been completed within reasonable timeframes, with no evidence of any ongoing or recurring issues.
- 5.6 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 and identify learning to the benefit of other customers.

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 overall performance levels for the year can be found in Appendix One.
- 6.2 Performance has been consistently high across all service expectations during 2022/23, 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 2021/22⁵. This is in keeping with a sector-wide trend of falling satisfaction in relation to this measure, reflecting a challenging context of an increasingly assertive Ombudsman and high-profile sector-wide issues, such as relating to damp, mould and condensation, which may have reduced confidence in the handling of complaints within the sector. The current performance, although lower than previous years and a point of concern, is in line with the most recent Housemark benchmarking for complaint satisfaction, with a median of 53%, and 65% being set as the upper quartile score. Based upon other measures of the standard of complaint handling, performance is strong⁶. Analysis of reasons for tenant's perceptions suggests that although there is some correlation between complaint outcome and satisfaction, better communication with customers, both at case-handling and

⁴ 99% of tenants report a 'good' or 'very good' service when surveyed following responsive repairs being completed

⁵ 63% of respondents reported they were either satisfied or very satisfied with the handling of their complaint in 2022/23, against 73% in 2021/22.

⁶ 97% of complaints handled within timescale, 95% of complaints resolved at the first stage.

survey stage, may result in more positive responses. End-to-end customer journey mapping is being undertaken to understand the customer experience throughout the formal complaints process to identify drivers of dissatisfaction, identify areas for improvement, and the impact of complaint outcome in terms of altering levels of overall satisfaction. Improving the level of satisfaction is a high priority.

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 and New Tenant Visit Surveys. Performance on these questions can be found in full in Appendix Two. The STAR questions are a valuable tool to understanding key areas of customer satisfaction and confidence in Stockport Homes. These are being replaced by Tenant Satisfaction Measures, which consists of 12 tenant perception measures and 10 landlord management information measures, which are standardised across the social housing sector. Data is collated across the year, with this being reported to the Regulator at year end. This will provide benchmarking against the sector, allowing tenants to see how their landlord is performing, and will be incorporated into the Tenant Experience Report as of 2023/24.
- 7.2 The results for the current six STAR questions are positive, and consistent with the previous year. Performance ranges from 96.7 per cent for 'area as a place to live' to 99.3 per cent for 'easy to deal with.' It is particularly noteworthy that virtually all customers think that buildings are safe and secure., Along with the perception that SHG is easy to deal with, this was an area of focus in the 2020 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. With the introduction of Tenant Satisfaction Measures and the wider aims of the Social Housing (Regulation) Bill in terms of raising standards within the sector and increasing accountability to tenants, understanding the tenant experience and meeting expectations is imperative not just in meeting our long standing aims and vision but to be compliant and a force for improvement in the sector as a whole.

9 RECOMMENDATIONS

- 9.1 That the Member Committee:
- i) Discusses the contents of the report
 - ii) Raises any issues or concerns about the information presented in the report