

Tenant Satisfaction Survey Results 2022

Purpose of the Report

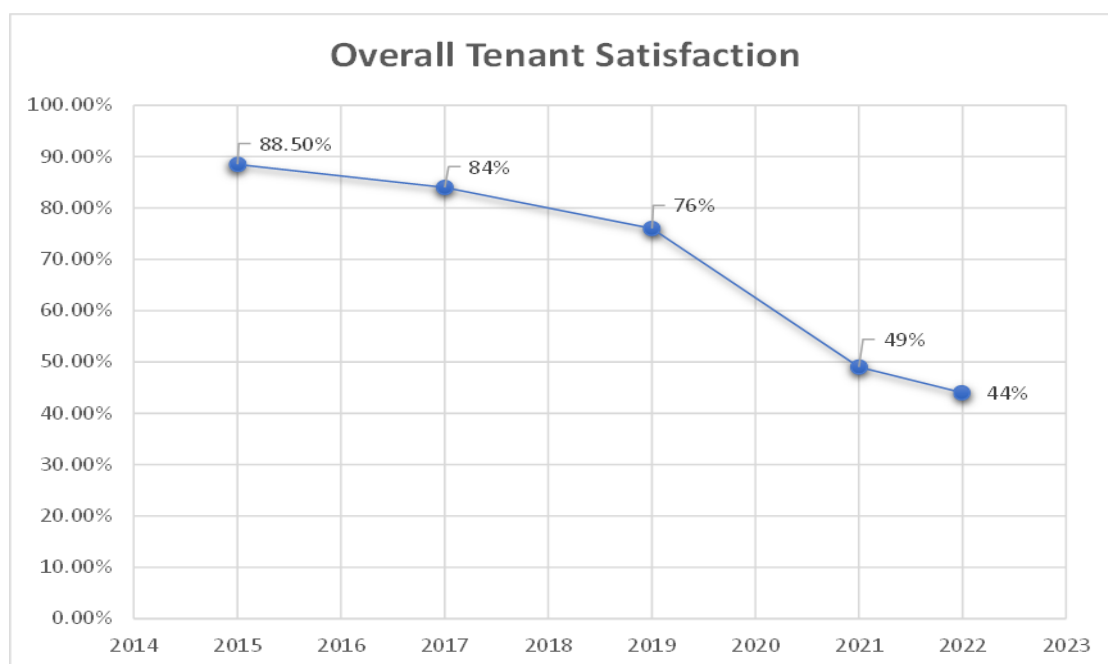
1. To advise the Housing, Environment and Healthy Communities OSC on the results of the Tenant Satisfaction Survey 2022.
2. To confirm the key actions already underway in response to the Survey findings.

Background

3. Since 2021 overall tenant satisfaction has been collected through an annual perception survey. Prior to this, the survey was carried out on a biennial basis. In November 2022 the survey was sent to all tenants who we hold an e-mail address for and completed via the Council's online consultation portal. To ensure that we that we received a sufficient response from older tenants the Older Persons team distributed and collected paper surveys from a sample of tenants.
4. The survey questions reflected the final set Tenant Satisfaction Measures (TSM) published in September 2022 by the Regulator of Social Housing (RSH). This will provide an early understanding of how we are performing ahead of formal reporting to the RSH of 2023/24 results. An additional question: satisfaction with how easy as a landlord we are to deal with, was retained from the 2021 survey as this has been identified as a key driver of overall satisfaction.
5. The survey comprised of 13 questions in total, although some were only answerable if the tenant has received the service. After each question the respondent was provided space to leave a comment in relation to the level of satisfaction they had expressed.
6. The RSH has set a requirement that the TSM's are measured by a perception survey rather than transactional surveys that some social housing providers have previously used. Transactional surveys involve the landlord carrying out a survey only after it interacts with a tenant, for example after a repair. Perception surveys involve a sample of tenants or a full census.
7. It should also be noted that the method by which a perception survey is carried out will impact on the results. HouseMark have reported that surveys carried out online typically produce results around 15 percentage points lower than had the survey been carried out by telephone. Larger urban landlords with a high proportion of high-rise units also typically report lower satisfaction scores.

Summary of Results

8. A total of 1086 tenants responded to the first overall satisfaction question. The response rate then varied with each question as respondents were able to skip those questions they didn't wish to answer or wasn't relevant.
9. The full results for each question are included in the Appendix 1.
10. The headline results show that overall satisfaction with the services provided by Gateshead Council is 44%.
11. Overall satisfaction with Housing services in Gateshead has been declining since 2015 – see graph below. This reflects a social housing sector wide trend with the benchmarking organisation HouseMark reporting members seeing a reduction in overall satisfaction particularly those with large urban stock.



12. A closer analysis of this year's results shows that the older the survey respondent the higher the level of overall satisfaction expressed. For example, tenants aged 65 – 74 are expressing almost 50% satisfaction and those over 75, 60%.

Drivers of Satisfaction

13. We know from previous satisfaction surveys that repairs and maintenance, tackling anti-social behaviour and environmental issues are key drivers of satisfaction. It is also becoming clear that how easy a landlord is to deal with, is also a key driver of satisfaction.

- Repairs and Maintenance

14. An analysis of the comments left by respondents who expressed dissatisfaction against questions relating to repairs and maintenance show that the most common factors driving dissatisfaction were:

- Ease of reporting a repair
- Time taken to complete a repair
- Right first time
- Customer service

15. An extensive review of how we deliver the repairs and maintenance service has been carried out which has included learning from customer feedback. A number of changes have been made in response that aim to provide a better, more efficient, and effective customer experience. This has included:

- Recruiting more employees across a wide range of trades and job roles to ensure we have sufficient capacity and capability to deliver a good service.
- Significantly reducing the backlog of repairs, from 6250 to less than 400
- Completing more repairs within target time.
- Putting a focus on fixing repairs at the first visit wherever possible and appointments made and kept. Performance has improved significantly over a 12-month period.

	March 2022	March 2023
First time fix	36%	74%
Appointments made and kept	50%	91%
Repairs completed within target	50%	83%

- Introduction of evening appointments
- Carrying out an upgrade to the online reporting of repairs.
- Reviewing and implementing a new approach to tackling damp and mould in homes.

16. The above are in addition to the introduction of a new customer promise last year that sets out clearly the standards of service that tenants should expect from the Repairs and Maintenance service.

17. Satisfaction with the service will be monitored going forward via transactional surveys carried out after a repair is completed in a tenants home.

- **Tackling Anti-Social Behaviour**

18. Comments left by respondents dissatisfied with our approach to tackling anti-social behavior (ASB) referred to:

- Youth disorder, drug misuse, and motorcycles – key drivers of ASB
- Process for responding to and tackling ASB takes too long
- Customer Service

19. A review of Anti-Social Behaviour services in Gateshead has been undertaken which has involved working with partners and stakeholders including the Police and Environmental Health as well as seeking detailed feedback from victims and perpetrators of ASB. This informed the design of a new approach to tackling ASB that has been piloted successfully for six months. The review was considered by the Community Safety Board in March 2023 and its key recommendations of implementing a single 'front door' and establishment of a multi-disciplinary

investigation unit for all ASB reports regardless of where the ASB is taking place, or where the perpetrator lives, was supported by the Board.

20. The next stage is to develop the proposals in detail and ensure implementation of the new service model by the Autumn 2023. There will also be further engagement with tenants and residents to co-design a customer promise that sets out clearly our commitments to how Anti-Social Behaviour will be dealt with across all tenures in Gateshead.

- Environmental Issues

21. In response to the questions asking how satisfied respondents were with Gateshead Council's contribution to Neighborhoods and Communal areas a wide range of comments were made by respondents expressing dissatisfaction. This included:
 - Comments about specific localities
 - Maintenance of paths
 - Litter and street cleaning
 - Maintenance of grassed areas and trees/shrubs.
 - Maintenance of fencing.
22. In response to this and previous feedback, including feedback from Members, an additional £2m has been identified through the Council's budget setting arrangements and will be invested in environmental services provision from April 2023. A meeting for all Members has been arranged to consider how this additional budget provision will be utilized and to consider the anticipated outcomes.
23. We will also continue to deliver our Estate Walkabouts programme that provides the opportunity for customers to accompany officers on inspections of their estates to identify any issues that need addressing. Members will be advised of the programme and be able to participate.

- Customer Contact

24. A question was added to the survey that asked how satisfied are you that your landlord Gateshead Council is easy to deal with. Key themes identified from the comments left by respondents included the importance of:
 - Getting through on the telephone – still the most commonly used contact method.
 - Resolution at first point of contact
 - Prompt follow up to an enquiry if required
 - Good customer service skills
25. In addition to the satisfaction survey the Resident Influence Panel commissioned a scrutiny review of customer contact last year and that is now complete. The results and recommendations will be shared at this meeting in a separate report.
26. The feedback and insight from both the Tenant Satisfaction survey and the Scrutiny Review will help to inform a Customer Contact Improvement project. This project will involve working with tenants, leaseholders, and other stakeholders to co-design

an approach to customer contact that provides a more efficient and effective service.

27. The first stage will be to act now to address some of the issues raised in both the Tenant Satisfaction Survey and Customer scrutiny review. We will introduce the set of contact service standards developed last year by customers and officers. This will aim to provide a clear and consistent customer experience across existing communication channels. This will be supported by a programme of training and support for customer facing employees.
28. A second stage will be to review and redesign with customers of our approach to contact, potentially moving to a single customer service 'centre' for housing enquiries. This will deal with contact across all communication channels and deal wherever possible with enquiries at first point of contact. This proposal will be taken forward alongside consideration of any implications for the Council's wider customer contact arrangements, such as out of hours and digital services offer.

Next Steps

29. Later in May we will publish the results of the survey on our website and send a newsletter to all tenants setting out our response to the results and the actions we are taking. The newsletter will be part of a Communications plan developed for the next 2 years that will maximise the opportunities to provide feedback on our progress implementing change and improving the customer experience to reflect customer feedback.
30. A series of engagement events will also take place across local communities over the summer that will provide an opportunity for informal feedback on our response to the survey results. Insight from these sessions will be shared with Housing Transformation lead officers.
31. An update will be provided for elected members in May ahead of the results being published more widely.
32. A series of employee sessions will be hosted at the end of May. These will provide an opportunity to brief the wider workforce on the survey results and our response.
33. We will review the approach taken in 2022 to deliver the tenant satisfaction survey to maximise feedback and ensure compliance with the requirements of the Tenant Satisfaction Measures. The results of this survey will be submitted to RSH and published nationally.

Recommendations

34. The Housing, Environment and Healthy Communities OSC is asked to comment on the results of the Tenant Satisfaction Survey 2022 and our response.

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APPENDIX 1

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord, Gateshead Council?

Response	Number of Respondents	% of respondents	Total % satisfied
Very Satisfied	191	18	44%
Fairly satisfied	277	26	
Neither/Nor	152	14	
Fairly Dissatisfied	186	17	
Very Dissatisfied	280	25	
Total	1086	100%	

2. Has Your landlord, Gateshead Council, carried out a repair to your home in the last 12 months. If Yes proceed to question 3 if No, please proceed to question 5
3. If yes how satisfied or dissatisfied are you with the overall repairs service.

Response	Number of Respondents	% of respondents	Total % satisfied
Very Satisfied	135	16	52%
Fairly satisfied	307	36	
Neither/Nor	90	11	
Fairly Dissatisfied	132	15	
Very Dissatisfied	183	22	
Total	847	100%	

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Response	Number of Respondents	% of respondents	Total % satisfied
Very Satisfied	165	23	42%
Fairly satisfied	133	19	
Neither/Nor	71	10	
Fairly Dissatisfied	89	13	
Very Dissatisfied	248	35	
Total	706	100%	

5. How Satisfied or dissatisfied are you that your landlord Gateshead Council, provides a home that is well maintained?

Response	Number of Respondents	% of respondents	Total % satisfied
Very Satisfied	159	15	36%
Fairly satisfied	225	21	
Neither/Nor	166	16	
Fairly Dissatisfied	225	21	
Very Dissatisfied	279	27	
Total	1054	100%	

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord Gateshead Council provides a home that is safe.

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	243	25	51%
Fairly satisfied	247	26	
Neither/Nor	160	17	
Fairly Dissatisfied	97	10	
Very Dissatisfied	217	22	
Total	964	100%	

7. How satisfied or dissatisfied are you that your landlord, Gateshead Council listens to your views and acts upon them?

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	113	13	29%
Fairly satisfied	142	16	
Neither/Nor	209	23	
Fairly Dissatisfied	114	13	
Very Dissatisfied	324	35	
Total	902	100%	

8. How satisfied or dissatisfied are you that your landlord, Gateshead Council keeps you informed about the things that matter most to you.

Response	Number of Respondents	% of respondents	Total % Satisfied.
Very Satisfied	210	22.5	45.5%
Fairly satisfied	212	23	
Neither/Nor	223	24	
Fairly Dissatisfied	78	8	
Very Dissatisfied	210	22.5	
Total	933	100%	

9. To what extent do you agree with the following "My landlord, Gateshead Council treats me fairly and with respect"

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	184	20	47%
Fairly satisfied	253	27	
Neither/Nor	264	29	
Fairly Dissatisfied	84	9	
Very Dissatisfied	141	15	
Total	926	100%	

10. Have you made a complaint to your landlord Gateshead Council in the last 12 months? If Yes proceed to Q11 If No proceed to Q12.
11. How satisfied or dissatisfied are you with your landlord, Gateshead Council's approach to complaint handling?

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	37	9	21%
Fairly satisfied	51	12	
Neither/Nor	70	17	
Fairly Dissatisfied	79	19	
Very Dissatisfied	185	43	
Total	422	100%	

12. Do you live in a building with communal areas, either inside or outside that your landlord Gateshead Council is responsible for maintaining.

If Yes proceed to question 13. If No proceed to question 14.

13. How satisfied or dissatisfied are you that your landlord, Gateshead Council keeps these communal areas clean and well maintained.

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	105	32	55%
Fairly satisfied	73	23	
Neither/Nor	57	18	
Fairly Dissatisfied	37	11	
Very Dissatisfied	53	16	
Total	325	100%	

14. How satisfied or dissatisfied are you that your landlord, Gateshead Council makes a positive contribution to your neighbourhood?

Response	Number of Respondents	% of respondents	Total % satisfied
Very Satisfied	105	13	34%
Fairly satisfied	171	21	
Neither/Nor	249	30	
Fairly Dissatisfied	121	15	
Very Dissatisfied	179	21	
Total	825	100%	

15. How satisfied or dissatisfied are you with your landlord, Gateshead Council's approach to handling anti-social behaviour.

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	108	14	31%
Fairly satisfied	131	17	
Neither/Nor	246	33	
Fairly Dissatisfied	82	11	
Very Dissatisfied	185	25	
Total	752	100%	

16. How satisfied or dissatisfied are you that your landlord, Gateshead Council is easy to deal with?

Response	Number of Respondents	% of respondents	Total % Satisfied
Very Satisfied	184	20	44%
Fairly satisfied	226	24	
Neither/Nor	210	23	
Fairly Dissatisfied	117	13	
Very Dissatisfied	181	20	
Total	918	100%	