

# Report to Safer Neighbourhoods and Active Communities Scrutiny Board

**10 April 2025**

<b>Subject:</b>	Tenant Satisfaction Survey Outcomes
<b>Director:</b>	Executive Director Place, Alan Lunt
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## 1 Recommendations

- 1.1 To consider and comment upon the outcomes of the Tenant Satisfaction Measures Survey for 2024/ 25.

## 2 Reasons for Recommendations

- 2.1 Undertaking the Tenant Satisfaction Measures Survey is a regulatory requirement. Results from the survey are submitted to the Regulator for Social Housing (RSH) annually.
- 2.2 The survey results are used to drive service improvement and shape further tenant engagement.

## 3 How does this deliver objectives of the Council Plan?

Living in Sandwell	The outcomes of the Tenant Satisfaction Measures survey evidences of our customers perception of our services, identifying areas of strength and areas where improvement can be made.
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## **4 Context and Key Issues**

### **Background**

- 4.1 This is the second Tenant Satisfaction Measures Survey completed under the new regulatory framework set out by the RSH.
- 4.2 The survey was completed across the Autumn in 2024 on our behalf by Acuity Research and Practice Ltd. Acuity ensured the responses were representative of geographic location, age and ethnicity. 2,475 were completed.
- 4.3 It's important to note that this year's survey took place around the same-time as the RSH issuing the Council with a regulatory judgment and C3 (Consumer Standards) rating, where their key failings leading to the Judgement included the following.
- The council was only able to evidence that required asbestos management surveys or re-inspections had been carried out on around 2% of relevant buildings (target 100%)
  - Although electrical safety inspections had been completed for 96% of council homes, we are unable to monitor or report on the completion of remedial actions arising from those inspections.
  - The council has more than 14,000 overdue repairs, with over 90% of these yet to be assigned for completion, and further work is required to confirm that this information is accurate.
  - The lack of effective stock condition data
- 4.4 Overall satisfaction has dropped to 67% from 74% in 2023/24, and there is a clear connection between the regulatory key concerns and tenant perception. The drop in satisfaction is therefore not a surprise and means the plans mobilised to ensure compliance with the Consumer Standards will also drive satisfaction levels back up.
- 4.5 Whilst the drop in overall satisfaction levels is disappointing, there were improvements in some areas and our performance remains comparable with other social landlords, with a national downward trend in overall satisfaction levels.
- 4.6 The full survey results are attached at Appendix 1 and will be presented to the Board.

## 5 Implications

<b>Resources:</b>	There are no specific resource implications arising from this report. The cost of undertaking the survey are funded by the Housing Revenue Account.
<b>Legal and Governance:</b>	The Social Housing Regulation Act 2023 gives the RSH the authority to set the requirements for Tenant Satisfaction Surveys that social landlords must adhere to.
<b>Risk:</b>	If the root causes of dissatisfaction are not resolved we will not be able to demonstrate to the RSH that we are compliant with the Consumer Standards, which could result in further regulatory measures.
<b>Equality:</b>	The survey has been conducted in a manner to ensure that it is representative of the diversity of our customers so we can understand if there are any perceptions of inequality in our service delivery.
<b>Health and Wellbeing:</b>	The survey explores the perceptions of our customers on services which may impact negatively or positively on a persons health and wellbeing
<b>Social Value:</b>	There are no specific Social Value implications arising from this report
<b>Climate Change:</b>	There are no specific Climate Change implications arising from this report
<b>Corporate Parenting:</b>	There are no specific Corporate Parenting implications arising from this report

## 6 Appendices

- 6.1 Appendix 1 - Acuity Sandwell Tenant Satisfaction Measures Survey Presentation 2024- 25.

## 7 Background Papers

- 7.1 None.