

Housing Management Board Agenda



Date: Monday, 10 July 2023

Time: 6.00 pm

Venue: Remote Access via TEAMS - TEAMS Meeting Room

Issued by: Jeremy Livitt, Democratic Services

E-mail: democratic.services@bristol.gov.uk

Date: Monday 3rd July 2023



www.bristol.gov.uk

Agenda

1. Welcome, Introductions and Apologies for Absence

(Pages 4 - 6)

2. Minutes of the Previous Meeting held on 19th April 2023

To confirm as a correct record.

(Pages 7 - 13)

3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to democratic.services@bristol.gov.uk and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest **by 5pm on Tuesday 4th July 2023.**

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest **by 12 Noon on Friday 7th July 2023.**

Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute

4. Damp and Mould (Laura Pilkington/Craig Cook) TO BE PRESENTED AT THE MEETING

5. CCTV Update (Fiona Lester/Martin Owen)

6. Energy Efficiency (Sam Robinson)

7. Resident Satisfaction Survey Results (Lesha Wilson)

(Pages 14 - 36)



8. Any Other Business

9. Date of Next Meeting

The next meeting is scheduled to be held at 6pm to 8pm on Wednesday 4th October 2023 as a remote TEAMS Meeting.



Public Information Sheet

Inspection of Papers - Local Government (Access to Information) Act 1985

You can find papers for all our meetings on our website at www.bristol.gov.uk.

Public meetings

Public meetings including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny will now be held at City Hall.

Members of the press and public who plan to attend City Hall are advised that you may be asked to watch the meeting on a screen in another room should the numbers attending exceed the maximum occupancy of the meeting venue.

COVID-19 Prevention Measures at City Hall (from March 2022)

When attending a meeting at City Hall, the following COVID-19 prevention guidance is advised:

- promotion of good hand hygiene: washing and disinfecting hands frequently
- while face coverings are no longer mandatory, we will continue to recommend their use in venues and workplaces with limited ventilation or large groups of people.
- although legal restrictions have been removed, we should continue to be mindful of others as we navigate this next phase of the pandemic.

COVID-19 Safety Measures for Attendance at Council Meetings (from March 2022)

Government advice remains that anyone testing positive for COVID-19 should self-isolate for 10 days (unless they receive two negative lateral flow tests on consecutive days from day five).

We therefore request that no one attends a Council Meeting if they:

- are suffering from symptoms of COVID-19 or
- have tested positive for COVID-19

Other formats and languages and assistance for those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Committee rooms are fitted with induction loops to assist people with hearing impairment. If you require any assistance with this please speak to the Democratic Services Officer.



Public Forum

Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to democratic.services@bristol.gov.uk.

The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, it may be that only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee and published within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute.**
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.
- Under our security arrangements, please note that members of the public (and bags) may be searched. This may apply in the interests of helping to ensure a safe meeting environment for all attending.



- As part of the drive to reduce single-use plastics in council-owned buildings, please bring your own water bottle in order to fill up from the water dispenser.

For further information about procedure rules please refer to our Constitution
<https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all Full Council and Cabinet meetings and some other committee meetings are now filmed for live or subsequent broadcast via the council's [webcasting pages](#). The whole of the meeting is filmed (except where there are confidential or exempt items). If you ask a question or make a representation, then you are likely to be filmed and will be deemed to have given your consent to this. If you do not wish to be filmed you need to make yourself known to the webcasting staff. However, the Openness of Local Government Bodies Regulations 2014 now means that persons attending meetings may take photographs, film and audio record the proceedings and report on the meeting (Oral commentary is not permitted during the meeting as it would be disruptive). Members of the public should therefore be aware that they may be filmed by others attending and that is not within the council's control.

The privacy notice for Democratic Services can be viewed at www.bristol.gov.uk/about-our-website/privacy-and-processing-notices-for-resource-services



Bristol City Council

Minutes of the Housing Management Board

19 April 2023 at 6.00 pm



Members Present:-

Independent Member: Alex Marsh (Chair)

Councillors: Councillor Kerry Bailes, Councillor Sarah Classick, Councillor Tony Dyer

Tenant Representatives: Pete Daw, Phillip Morris

Association Tenant Representative: Nigel Varley

Officers in Attendance:- Sarah Spicer (Business Innovation Manager), Liz Cheetham (Engagement Team Leader), Donald Graham (Interim Director Homes and Landlord Services), John Smith (Executive Director: Growth & Regeneration) and Jeremy Livitt (Democratic Services)

Presenting Officers: Paul Sylvester (Minute Number 30) and Allison Scott (Minute Number 32)

26 Welcome, Introductions and Apologies for Absence

Alex Marsh welcomed all parties to the meeting.

Councillor Richard Eddy gave his apologies for the meeting.

It was noted that Peter Edwards had resigned from the Housing Management Board. A proposal for a replacement would be considered at Agenda Item 4.

27 Minutes of the Previous Meeting held on 26th January 2023 and Matters Arising

RESOLVED – that the minutes of the above meeting be approved as a correct record subject to the reference to Liz Cheetham (Minute Number 23 – Home Choice Allocations Review) being corrected to Liz Dewing and subject to the reference to Eastville Park in Minute Number 25 (Any Other Business) being corrected to Eastfield Park.



MATTERS ARISING

Item Number 19 Matters Arising 30th May 2022 Meeting - Page 8 of Minutes

Problems with Riding Scooters at Northfield House – Sarah Spicer advised that she had exchanged e-mails with Phillip Morris on this issue and was pursuing it.

Homes and Community Board Meetings – Peter Daw advised that he had still not received any communication about his attendance at these meetings **ACTION: Councillor Tom Renhard to pursue**

Social Disorder at Northfield House – Sarah Spicer advised that she was pursuing this matter with Phillip Morris.

Halston Drive – Sarah Spicer advised that Alison Scott would pick this issue up as part of her presentation

Social Value Assessment TOMS mechanism – Sarah Spicer stated that, since Councillor Renhard was not present, she would pursue this matter with him after the meeting and report back to HMB members as required **ACTION: Sarah Spicer/Councillor Tom Renhard**

Item Number 20 Fire Safety Update – Page 9

Impact of Smoke Spreading Through Vents - Nigel Varley confirmed that this issue had been investigated and would not be an issue since the mechanism closes with heat. An engineer had been sent out twice to confirm this and had explained the process. However, there remained problems with the amount of polystyrene spread during the replacement of cladding at Gilton House which needed to be reviewed. Despite previous assurances that this was safe, following Grenfell Fire, large amounts of further expenditure had been required to ensure safety. An explanation for the reason for this was required. In addition, it had been very cold for residents who had to increase their heating during these works.

Peter Daw referred to the Building Research establishment's assessment and the implications of it in relation to this issue.

Sarah Spicer confirmed that officers and the contractors have recently reviewed the methods used to remove the polystyrene in order to reduce the polystyrene spread.

Action: Sarah Spicer to note and make sure lessons learnt as required

Fire Marshals and Fire Doors – Sarah Spicer advised that, since Alison Napper had been out of the office recently, she had been unable to pursue this matter. However, an update would be brought to the next meeting. **Action: Sarah Spicer/Alison Napper**



Item Number 22 – HRA Budget

Damp and Mould – It was noted that, following a recent e-mail from Democratic Services, this item had been withdrawn but would be submitted to the next meeting. **Action: Craig Cook/Laura Pilkington**

Item Number 23 – Home Choice Allocations Review

Phillip Morris pointed out that Bristol City Council tenants could be fined for a failure to register on the electoral roll and that, since the Central Government grant that BCC received was based on the electoral roll, BCC was potentially losing a lot of money by not pursuing this. Peter Daw pointed out that there was a growing number of people who were not registered on the electoral roll. Council tenants could be disenfranchised from voting since they needed to provide ID to enable this.

28 Public Forum

There was no Public Forum for this meeting.

29 Proposal for new Associate Board Member by Housing Scrutiny Panel - Sarah Spicer (Verbal Report)

The Board noted that, following Peter Edwards's recent resignation as a member of the HMB, the Housing Scrutiny Panel had proposed that Tim De La Rew be appointed in his place on the HMB as an Associate Tenant Representative. Following brief further discussion, it was

RESOLVED - that Tim De La Rew be appointed as an Associate Tenant Representative of the Housing Management Board ACTION: Jeremy Livitt – to alter membership and distribution lists as appropriate

30 Update on the Housing Allocations Review - Paul Sylvester

Paul Sylvester gave a presentation on this issue and made the following points:

- It was noted that most of the previous work on this issue had been carried out by Liz Dewing who was now working on another project. The Board passed on their best wishes to her
- The new policy had now been approved by Cabinet on 4th April 2023
- Some of the changes are dependent on new IT provision being rolled out
- Councillor Tom Renhard had requested that additional work was carried out on the process for making decisions of additional bedrooms for children with SEND
- The move to managed choice would enable 50% of allocations to be made by direct offer



- There would be an increase in priority for Care Leavers
- Additional under occupiers would be prioritised to Band 1 to help free up homes for families
- All categories of homelessness would be prioritised to Band 2
- The introduction of a new deal for the homeless at home for those faced with eviction from the family home
- The Composite Need facility to differentiate between household need, distinguish people between bands and assist people with multiple needs to remain

In response to questions from HMB members, he made the following points:

- It was important that all efforts are made to ensure homes are let to applicants to meet the age criteria for sheltered age restricted homes. However, some schemes have low demand and it is important not to leave homes empty when there are such high levels of housing need
- HMB members' concerns were noted about removing 9,000 people from the waiting list who had very little chance of being offered a place since this masked the problem of housing in Bristol. However, it was noted that this did not prevent them from being on the register itself but did restrict their bidding
- The rules concerning siblings sharing bedrooms remained changed when assessing bedroom need and overcrowding had not changed. In assessing bedroom need two siblings of the same sex are assessed as needing one bedroom up until one of them turns 21 with two siblings of different sexes being assessed as needing one bedroom up until one of them turns 10
- The comments thanking BCC for their engagement on this issue were welcomed and would be passed on to Liz Dewing
- The different arrangements were noted at places such as Slough Borough Council concerning the criteria for housing (i.e. that any Housing applicant needed to be on the waiting list for at least five years). This was to prevent people from outside the local authority applying. The HMB were advised that BCC operated a two year residency criteria

Peter Daw advised that he was prepared to help as a volunteer if required in this work.

31 Update on the Investment in Communal Areas, Blocks and Estates Budget - Sarah Spicer

Sarah Spicer introduced this presentation and made the following points:

- An update was provided following the previous discussion at the last meeting in January 2023



- Key elements form the budget were set out – rapid response, assisted gardens, the increase in the EIB and NIB budgets, improvements, communal works and recycling
- Since the January 2023 HMB meeting the following budget provision had been agreed - £327,000 per year for two years for Estate Safety improvement that will focus primarily on CCTV improvements with £1.6 Million additional resources for tenancy management over 3 years for an enhanced stock condition survey programme of £130,000 per year and additional resources for tenancy management
- Wider safety measures included lighting with very large provision for stock surveys

In response to members' questions, she made the following points:

- Details were noted of the suggestion by Phillip Morris to use £327,500 to set up control rooms in flats with existing CCTV's to further discourage vandalism and crime. **Action: Sarah Spicer to share this request with Fiona Lester**
- Any CCTV control rooms should not be provided if it resulted in increased service charges
- **Action: Sarah Spicer to investigate whether a new request was required by the residents of Nigel Varley's block for the door entry recording or whether this could be automatically provided**
- There was an acknowledgment of the disagreement between HMB members concerning the usefulness of CCTV control rooms as opposed to general maintenance and improvement of CCTV together with improved street lighting

32 Environmental and Neighbourhood Improvement Budgets - Alison Scott

Alison Scott introduced this report and made the following comments:

- The total amount available was £137,500 for EIB (Environmental Improvement Budget) and £462,500 for NIB (Neighbourhood Improvement Budget). Most funding proposals were put forward by a combination of tenants, housing officers, caretakers and Councillors. The online form was available and easy but rarely used
- It was noted that NIB schemes were awarded at the beginning of the financial year, whilst EIB schemes were allocated monthly. It was also noted that the process for NIB applications involved a £15,000 tender process
- Examples of EIB schemes included security, ecological improvements, boundary fencing, garden works and landscaping
- 37 EIB schemes had been completed in 2022/23, with 18 awaiting consultation and 5 having been rejected. Details of the EIB spend for each region were noted (north, central and south) which totalled approximately £74,000. These include the following: removal of a dangerous structure, securing a garage site, bin relocation and renovation of a courtyard. Examples of some of these schemes were shown
- 14 NIB schemes had been approved for 2022/23 at a total cost of just under £700,000. These included Communal garden improvements, protective railings and posts, walling and car park resurfacing + line marking



In response to members' questions, Allison Scott made the following comments:

- She stated that funding had not yet run out. She would investigate progress on Gilton House's request for funding and advise Nigel Varley on progress with the consultation. She pointed out that anyone without access to a Housing Officer could still use the online form. However, community rooms were not within the remit of the scheme. **Action: Allison Scott to advise the residents of Gilton House of progress and to investigate how funding for community rooms is provided.**
- Whilst the successful use of the EIB was noted in funding works for the garden for one of the housing blocks, it was also noted that no benches had been provided. **Action: Phillip Morris is invited to complete an online form request for benches and submit to Allison Scott**
- Allison Scott's work in acting as a trustee on a separate matter was noted
- **Action: Allison Scott to investigate the removal of furniture in one of the tenant blocks occupied by Peter Daw**
- The difficulties were noted for residents in Peter Daw's block following the construction of a fence which cut off Westbury-on-Trym village from Southmead and made it impassable for people with walkers and wheelchairs **Action: Alison Scott to investigate**
- **Action: Statue with Jagged Points at Ludlow Close that could be dangerous for children - Allison Scott to investigate and report back to Councillor Kerry Bailes**

The link below to the webpage for the application process was posted in the chat for the meeting:

<https://www.bristol.gov.uk/residents/housing/council-tenants/home-safety-improvements/improvements-to-communal-council-housing-areas>

33 Any Other Business

Action: Sarah Spicer to provide HMB Tenant Representatives with a structure for the Housing Department including the Management Structure.

City Leap – Carbon Neutral Energy for Housing Tenants

Despite a very good piece of work by Councillor Kye Dudd on the key issues involved in BCC's transition from gas/hot water to carbon neutral energy. There was not yet any plan for tenants on how to address the concerns for remission of fuel poverty. Whilst some homes had been promised voltaic energy, this had not happened yet. Clarification from BCC was required for 27,000 homes that it was responsible for.

ACTION: Sarah Spicer to investigate and report back



Northfield Resident

- One resident who suffered from COPD was living in very difficult conditions during some works in her flat to remove plaster from the walls. **Action: Sarah Spicer to raise this issue with the appropriate team.**

Sarah Spicer to Leave Bristol City Council

The HMB noted that Sarah Spicer would be leaving BCC at the end of June 2023 and thanked everyone for all their contributions and input to this body.

HMB members thanked Sarah for her work on this body and wished her well for the future.

34 Date of Next Meeting

It was noted that the next meeting was scheduled for 6pm on Monday 10th July 2023 and would be held as a remote Teams meeting.

Meeting ended at 7.55 pm

CHAIR _____



HOUSING MANAGEMENT BOARD

Meeting date: 10 July 2023

| | | | |
|-----------------------------------|---|-------------------|--------------------------------------|
| Title: | Tenant Satisfaction Survey Results 2022-23 | | |
| Ward: | City-wide | | |
| Author: | Lesha Wilson | Job title: | Business Intelligence Manager |
| Ext. No: | 07585307344 | Location: | 100 Temple Street |
| Officer presenting report: | Lesha Wilson | | |

1. Purpose of Briefing: FOR INFORMATION AND DECISION

- To provide resident satisfaction results for Q4 and year ending March 2023 (see appendix a and appendix b)
- Report progress against compliance with the 12 tenant satisfaction measures (TSM's) set by the Regulator of Social Housing (see appendix a)
- To share the forward plan for the survey programme from April 2023 onwards (including improving the transparency of performance information to residents and the councils governing body (BCC members))
- **Decision:** To seek guidance on how HMB would like satisfaction reports to be shared with board members - meetings or by email

2. Background

Housing and landlord services commission Acuity Research Ltd to carry out tenant satisfaction surveys on their behalf.

The STAR survey is designed to collect the views of approximately 495 residents per quarter and is proportionately sampled by tenure and area. This provides robust and representative data upon which the service can be confident about making decisions. A report is produced for each quarter and shared with HSLT and the cabinet member for housing. The slide deck in appendix a highlights key findings for Q4 STAR survey (497 surveys carried out) and goes on to show end of year results for 2022-23.

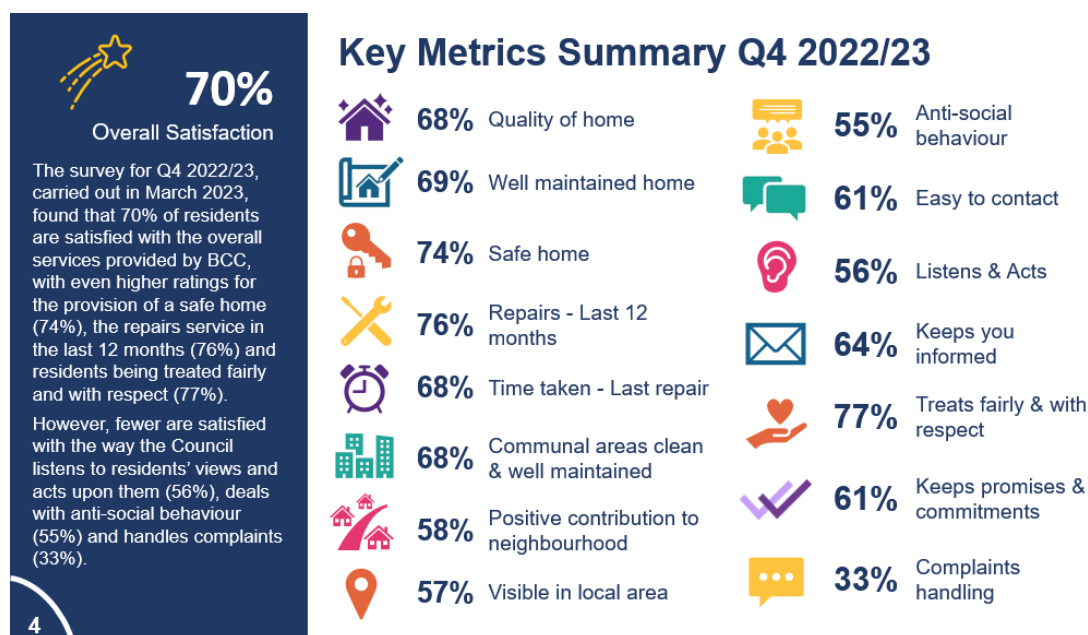
Acuity also carry out 5 transactional resident satisfaction surveys. These surveys are designed to capture resident satisfaction with service delivery once a service has been concluded. The slide deck in appendix b, provides insight into resident satisfaction with operational services between April 2022 - March 2023 for the following areas:

- Lettings
- Anti-social behaviour
- Responsive repairs
- Gas Safety
- Planned maintenance

3. Summary of survey results 2022-23

3.1 Quarter 4 STAR survey results (TSM's)

In quarter 4, a total of 497 interviews were carried out with tenants and leaseholders to assess satisfaction with housing and landlord services.



3.2 Year end STAR performance (TSM's)

The table below shows the end of year satisfaction performance for 2023-24 against the previous year's performance.

| | 2021/22 | 2022/23 |
|--|---------|---------|
| Overall satisfaction | 71% | 71% |
| Quality of home | 71% | 69% |
| Well maintained home | -- | 68% |
| Safe home | 78% | 74% |
| Repairs - Last 12 months satisfaction | -- | 75% |
| Time taken - last repair | -- | 70% |
| Communal areas clean & well maintained | 68% | 64% |
| Positive contribution to neighbourhood | -- | 57% |
| Anti-social behaviour | 54% | 56% |
| Listens & Acts | 54% | 57% |
| Keeps you informed | -- | 69% |
| Treats fairly & with respect | -- | 78% |
| Complaints handling | -- | 49% |
| Easy to contact | 67% | 63% |
| Visible in local area | 59% | 57% |
| Keeps promises & commitments | 66% | 63% |

Base: 2021/22 = 1492, 2022/23 = 1989 (3,481 surveys over two years)

3.3 End of year performance for transactional surveys

The table below shows the end of year satisfaction performance for our transactional surveys (lettings, repairs, gas, anti social behaviour and planned maintenance) for 2023-24 against the previous year's performance.

| Survey | Satisfaction 2021-22 | Satisfaction 2022-23 |
|-----------------------|----------------------|----------------------|
| Repairs | 91% | 92% |
| Gas servicing | 97% | 96% |
| Lettings | 88% | 87% |
| Anti-social behaviour | 45% | 44% |
| Planned maintenance | n/a | 88% |

Satisfaction performance for transactional surveys continue to be over and above satisfaction levels in the STAR perception survey. The transactional surveys include those residents who have recently received a service from us, whilst the perception survey is a city-wide sample of residents regardless of when they last received a service.

4. Proposal for taking action

4.1 Improvement plans for 2023-24

Acuity have recommended that the service should focus on developing improvement plans around complaint handling, repairs and maintenance and leaseholders, although communication is still trending as a key issue across all of the resident surveys. In addition, improvements are also needed to improve satisfaction with handling of anti-social behaviour complaints (45% and 56%) and listening and acting on resident views (57%). (Please note: 'positive contribution to the neighbourhood' (57%) has been excluded as needing an improvement plan as it is a new question, added to the survey in Q4).

An improvement group is in place and working through an action plan to improve performance around the handling ant-social behaviour cases. We also have a draft action plan for tenant participation as a result of the tenant participation review. We currently have no other active improvement plans in place to address the other four areas for improvement.

4.2 Sharing performance information with residents

The consumer regulations require social housing landlords (BCC) to share information about their performance with residents. In order to meet compliance, it is proposed that:

- Transactional satisfaction survey results are shared with service user groups to ensure that residents have a chance to discuss and debate the results, ask questions and hold us to account on the results and what we are doing to improve.
- In addition to the annual report to tenants, housing and landlord services should publish key performance information directly onto the BCC website to increase transparency.
- STAR results are shared quarterly with HSLT, cabinet member, housing scrutiny panel (residents) and the housing management board. This will improve transparency within the engagement structure and provide a greater level of assurance that improvement are in place.

In the past, the cabinet member has requested to see satisfaction performance prior to it being shared more widely with colleagues and residents. This will be continued as part of the above proposal. The challenge we face is the sequencing of resident meetings with council meetings such as housing leadership team and cabinet member briefings. A timetable will be drafted for consultation with HSLT and cabinet member ahead of implementing the proposals outlined above.

5. Survey programme action plan for 2023-24

5.1 Transactional surveys

- Keep to basics due to service capacity – no major changes
- Potentially a minor change request for ASB survey
- No caretaking survey this year
- Accessible homes survey on hold until service is ready
- Develop information sharing protocol/sequencing to enable transparent sharing of information with residents

5.2 STAR (perception) Survey (RoSH Tenant satisfaction measures (TSM's))

- To become compliant with RoSH requirements the sample size for the STAR survey will increase from 495 to 549. This will increase survey costs but there is an option to squeeze back on planned maintenance and repairs to offset increased cost for TSM's
- We are double checking the RoSH technical specification via the data and insight team to ascertain which temporary accommodation must be included in the survey sample
- Develop information sharing protocol/sequencing to enable transparent sharing of information with residents
- Work with Acuity and BCC Data & Insight team to document our processes for gather TSM data in line with the RoSH requirements

5.3 Recommendations from Acuity for 2022-23

At the end of each financial year Acuity deliverables are reviewed and updated. This year Acuity has made the following recommendations to improve our survey programme going forward.

| Acuity recommendation | Our response |
|---|--|
| 1. Due to small sample within the STAR survey, consider separating out leaseholders and running a separate leasehold census once a year instead. | We have decided not to pursue this recommendation due to the increased costs of the additional survey. |
| 2. Consider adding 2 questions on damp and mould – (1. Does your property have damp and mould? 2. have you told your landlord? 3. would you like us to tell your landlord?) | Completed. Now included in STAR survey |
| 3. Consider adding a question about the impact of the cost of living crisis – (are you struggling with cost of living?). Data analysis undertaken by Acuity across their clients has shown that cost of living crisis is impacting levels of satisfaction with landlords | Completed. Now included in STAR survey |
| 4. Consider whether BCC want to keep the 5 additional BCC questions in the TSM survey: <ul style="list-style-type: none">• BCC is visible in local area• BCC is easy to contact• BCC keeps promises and commitments• Satisfaction with quality of the home• Do you wish to get involved | Agreed as these aligned with our service objectives |
| As the new shared ownership scheme is less than 1000 properties, survey annually | Agreed |

5.4 Acuity contract and finance

- 2022-23 underspend £4-5k due to Acuity not adjusting the survey costs for the year 2022-23. Forecasted spend for 2023-24 is estimated to be in the region of £52k
- The existing contract with Acuity due to end in December. The service proposal is to extend for a further 12 months to help ensure the continuity and consistency of data during the council's transition to committee system, during the introduction of regulatory regime and whilst we develop new housing management IT systems.

6. Cabinet member decisions

The cabinet member has agreed to the following actions:

- To ensure processes in place for developing, sharing and monitoring service improvement plans directly related to improving resident satisfaction
- To share satisfaction data with service user groups, scrutiny and housing management board on a regular basis and publish headlines on BCC website on quarterly basis.
- Survey programme action plan for 2023-24
- Taking forward recommendations from Acuity
- In principle, the proposal to extend the contract with Acuity by 12 months from December 2023 to December 2024

7. For decision

How would Housing Management Board prefer to receive reports on resident satisfaction – at meetings or by email?

Author: Lesha Wilson

Date: 14/06/2023



Bristol City Council

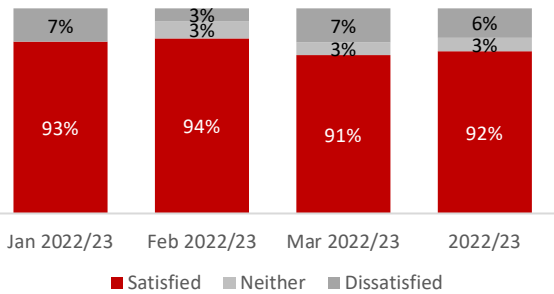
Resident survey report

Q4 22/23 Results

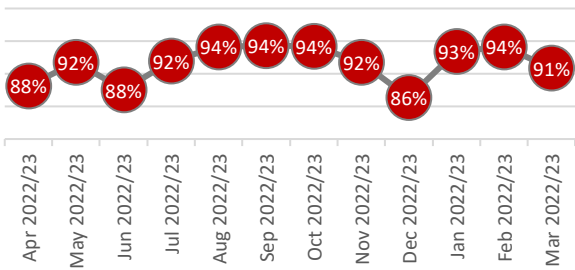
- Repairs
 - Gas servicing
 - Lettings
 - Anti-social behaviour
 - Planned maintenance
 - STAR survey
-
- Survey reliability and respondents

Repairs (January – March 2023)

Overall Satisfaction

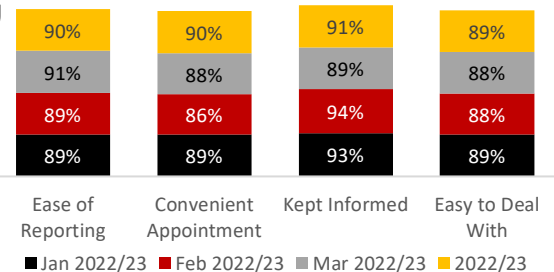


Overall Satisfaction

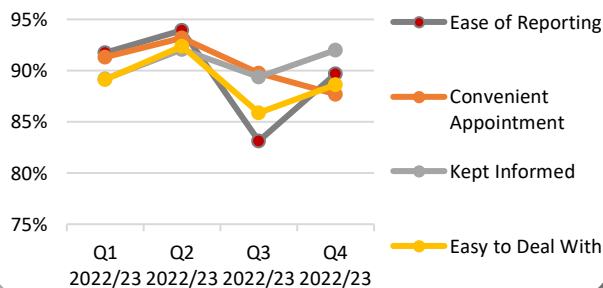


2022/23 - Monthly Satisfaction

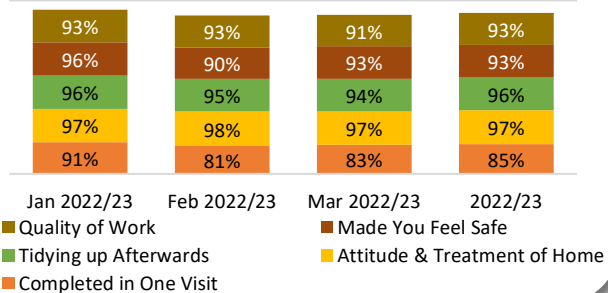
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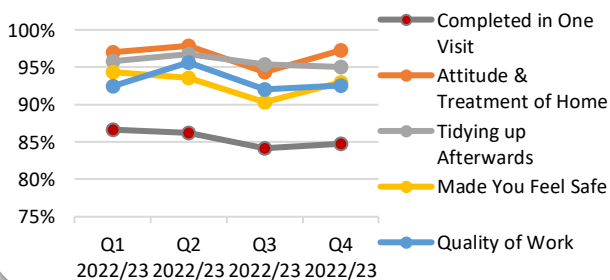
Quarterly Communications



2022/23 - Monthly satisfaction



Quarterly Repair Work



Tenant Voice



Ease of Reporting Repair

- Day-to-day repairs – appointments (23), timescales to complete repairs (16), ease of reporting repair (10).

Dissatisfied with Elements of Repairs Service

- Day-to-day repairs – Quality of work (9), outstanding/forgotten repairs (5), right first time (5) and poor use of PPE (5)

Reason for Repairs Rating

- Day-to-day repairs – timescales to complete repairs (19), outstanding/forgotten repairs (15), quality of work (13), ease of reporting repair (12), appointments (10).

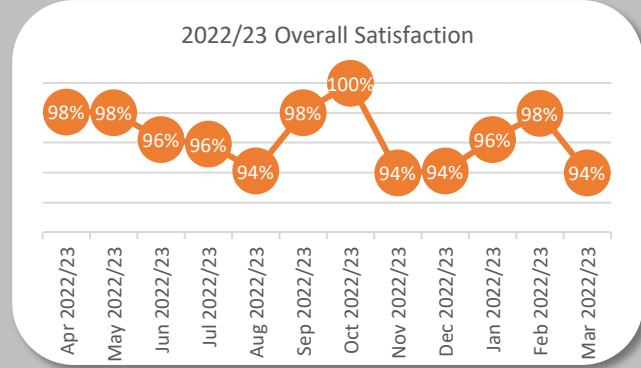
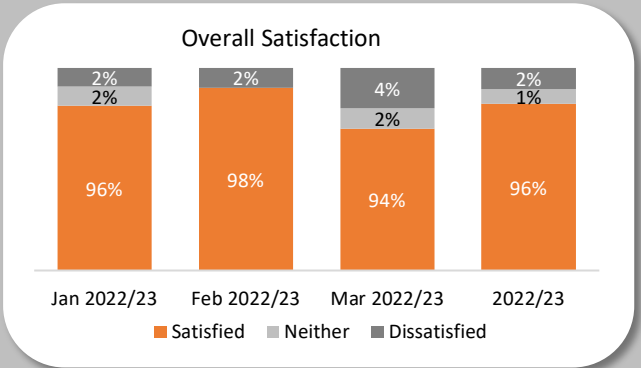
Improving Services

- Day-to-day repairs - timescales to complete repairs (40), ease of reporting repair (24), appointments (15), outstanding/forgotten repairs (15) and communication before work (13),
- Customer contact - answering phones (14)

Gas Servicing (January – March 2023)

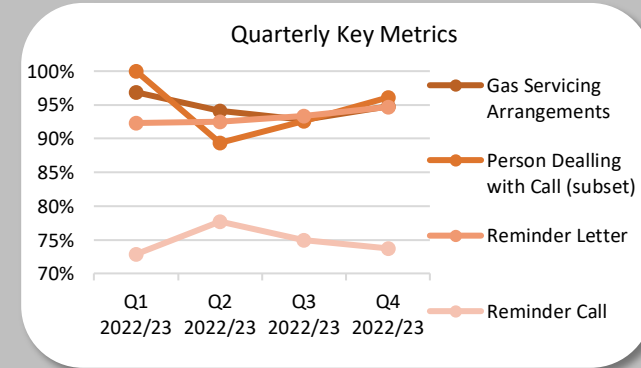
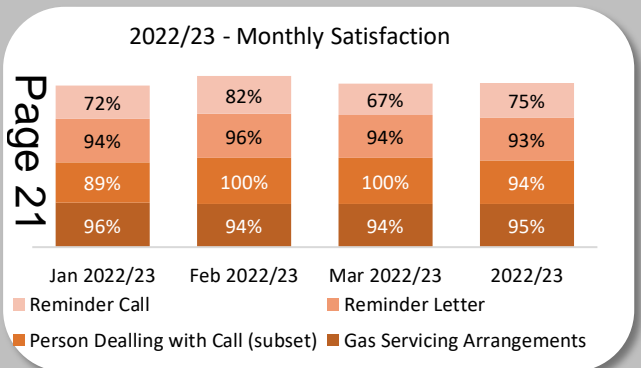


Tenant Voice



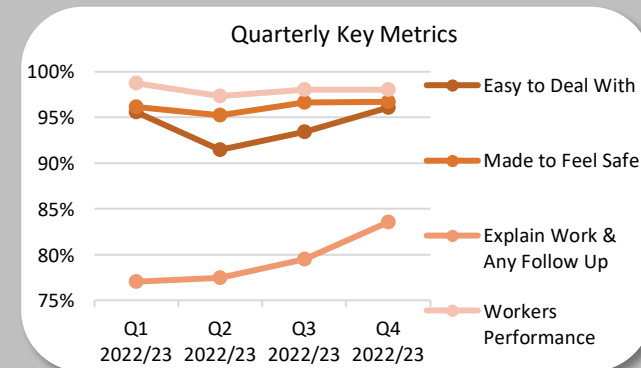
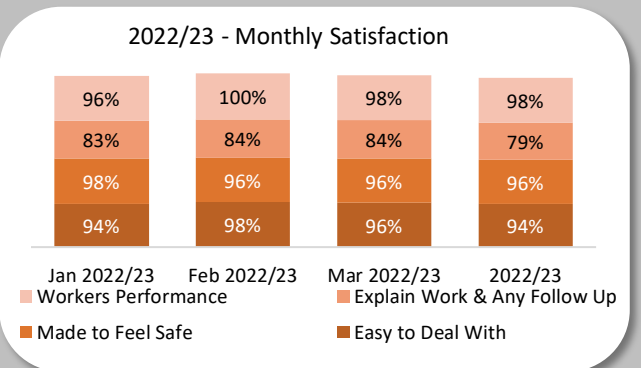
Dissatisfied with Elements of Gas Service

- **Day-to-day repairs** – contractor communications (5), poor use of PPE (4), keep informed of repair progress (2).



Reason for Gas Service Rating

- **Day-to-day repairs** – communication about repair (4), appointments (4), quality of work (4), outstanding/forgotten repairs (2), right first time (2)
- **Safety and security** – fire alarm information or testing (2).



Improve Gas Service

- **Day-to-day repairs** – appointments (6), communication about repair (5), timescales to complete repairs (3), quality checking (2).
- **Communications and information** – communication in general (2).
- **Home improvements** – heating system (3)

Lettings (January – March 2023)



Tenant Voice

Improve Lettings Service

- **Customer services & contact** – care, empathy and support (3), understanding residents circumstances (3)
- **Communications & information** – information on service standard (4), listen carefully & take interest (3)
- **Tenant services & management** – help for older residents/health issues (3).

Reason for Overall Satisfaction

- **Positive Comments** – good overall service (37), attitude of staff (8), good overall service (7).
- **Customer services & contact** – care, empathy & support (6).

Dissatisfaction with Viewing

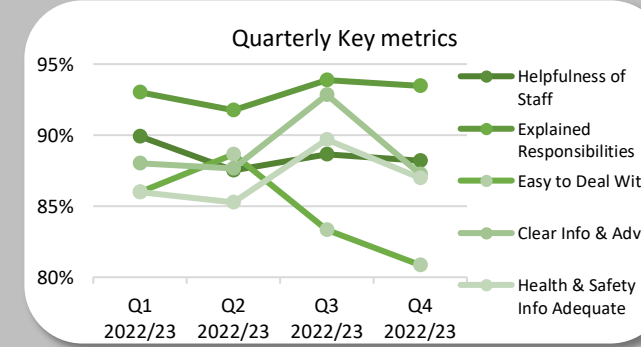
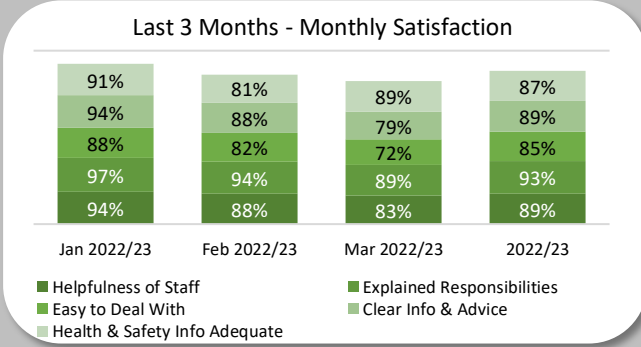
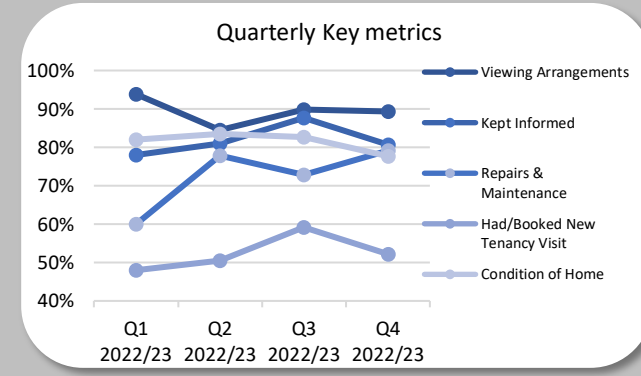
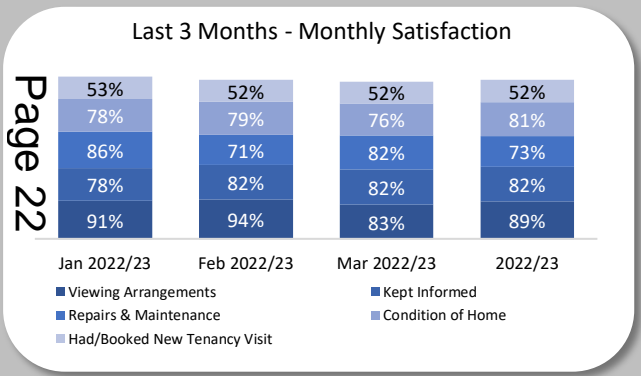
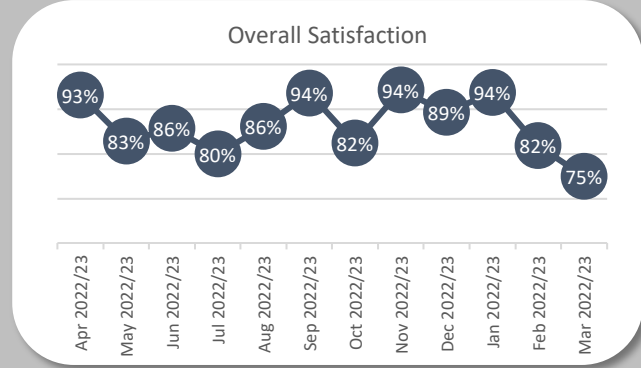
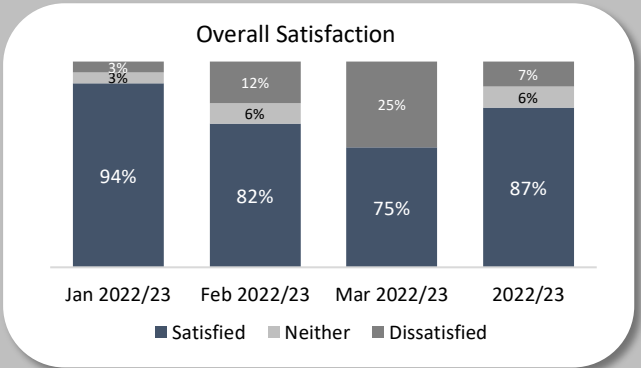
- **Customer services & contact** – Care, empathy & support (3).
- **Council & other agencies** – CBL system (4)

Dissatisfaction with Condition & Repairs

- **Property condition** – condition of property at letting (11).
- **Day-to-day repairs** – outstanding/forgotten repairs (5)

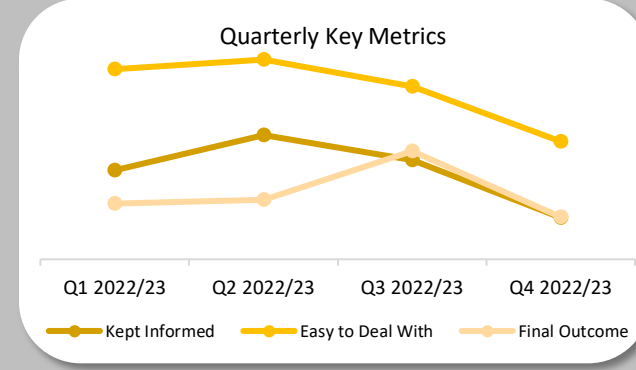
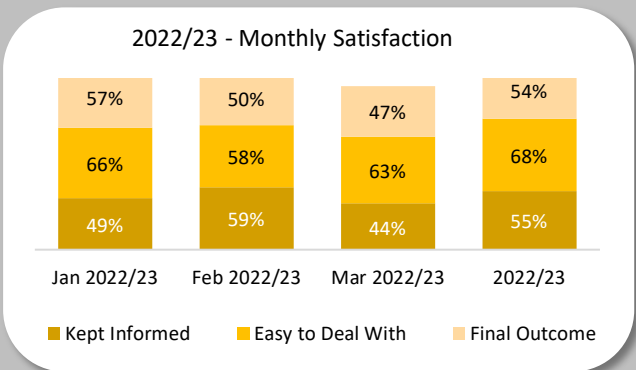
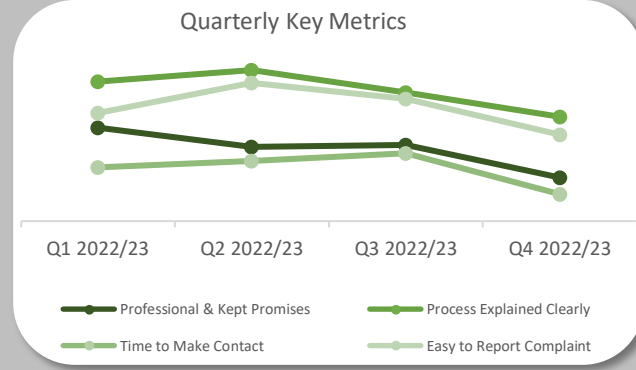
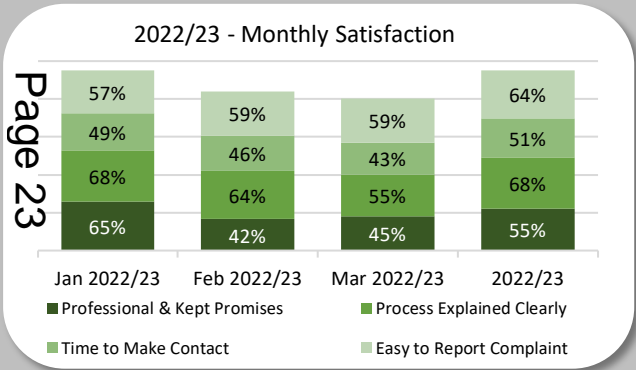
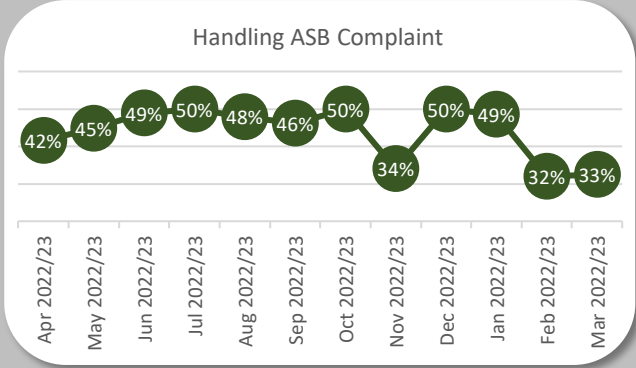
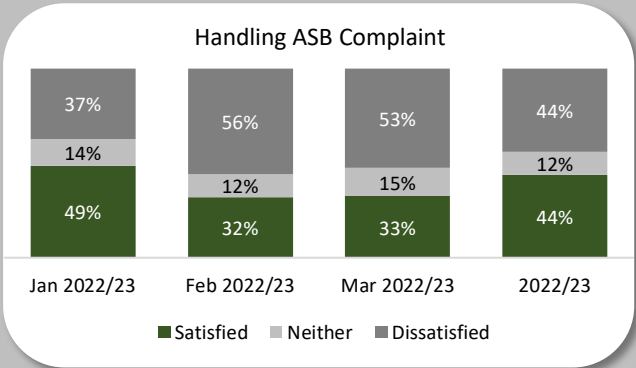
Dissatisfaction with Lettings Process

- **Communications & Information** – Information on service standards (5).
- **Property condition** – condition of property at letting (4).



Anti-Social Behaviour (January – March 2023)

Page 23



Tenant Voice



ASB Officer

- **Customer service & contact** – keep informed (31), complaints not resolved (21), care/empathy/support (14), complaints handling (13).
- **Communications & Information** – general communications (11).

Case Handling

- **Customer service & contact** – complaint not resolved (45), complaints handling generally (20), keep informed of progress (16), time taken to resolve query (12), care/empathy/support (12).

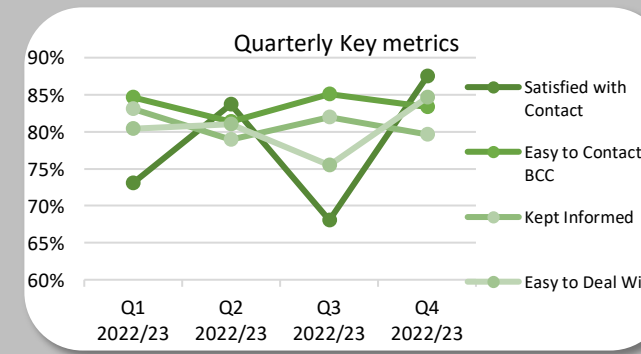
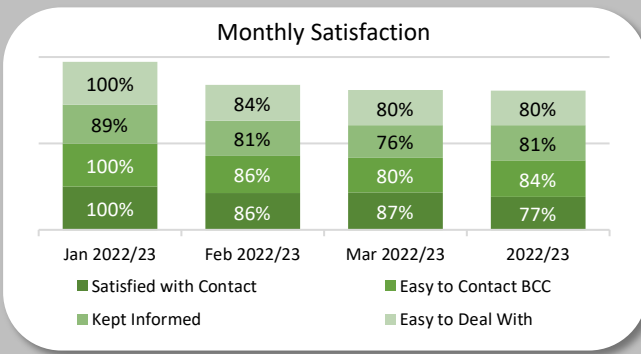
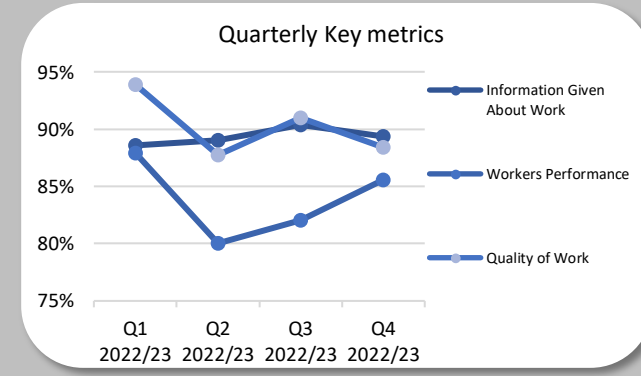
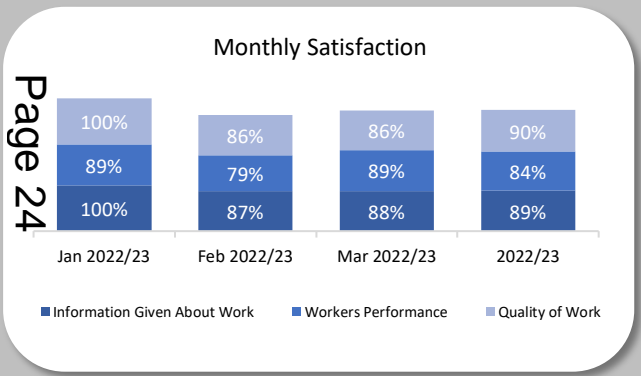
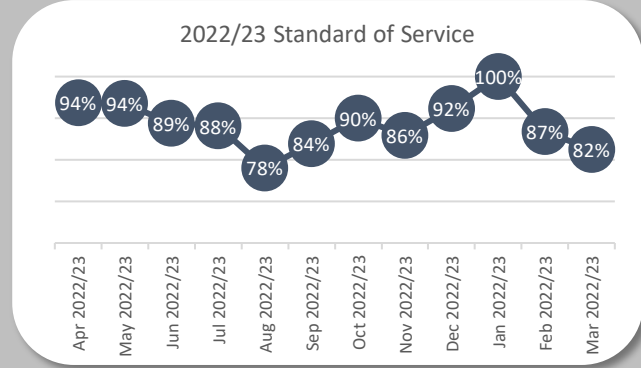
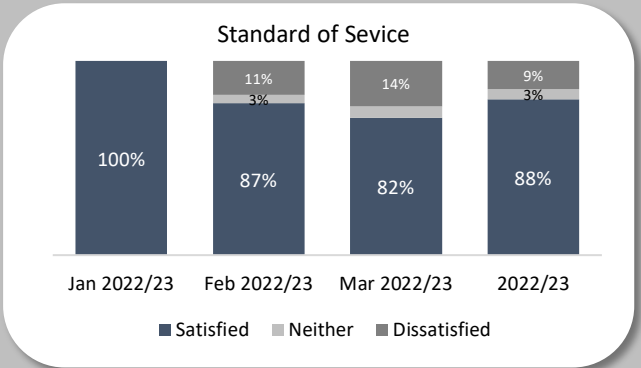
Improving ASB Service

- **Customer contact** – complaints handling (17), care/empathy/support (11), time taken to resolve enquiry (9)
- **Communications and information** – listen carefully & take interest (8).

Final Outcome

- **Communications & information** – complaint not resolved (37), complaints handling (10).
- **Neighbourhood problems** – anti-social behaviour (13).

Planned Maintenance (January – March 2023)



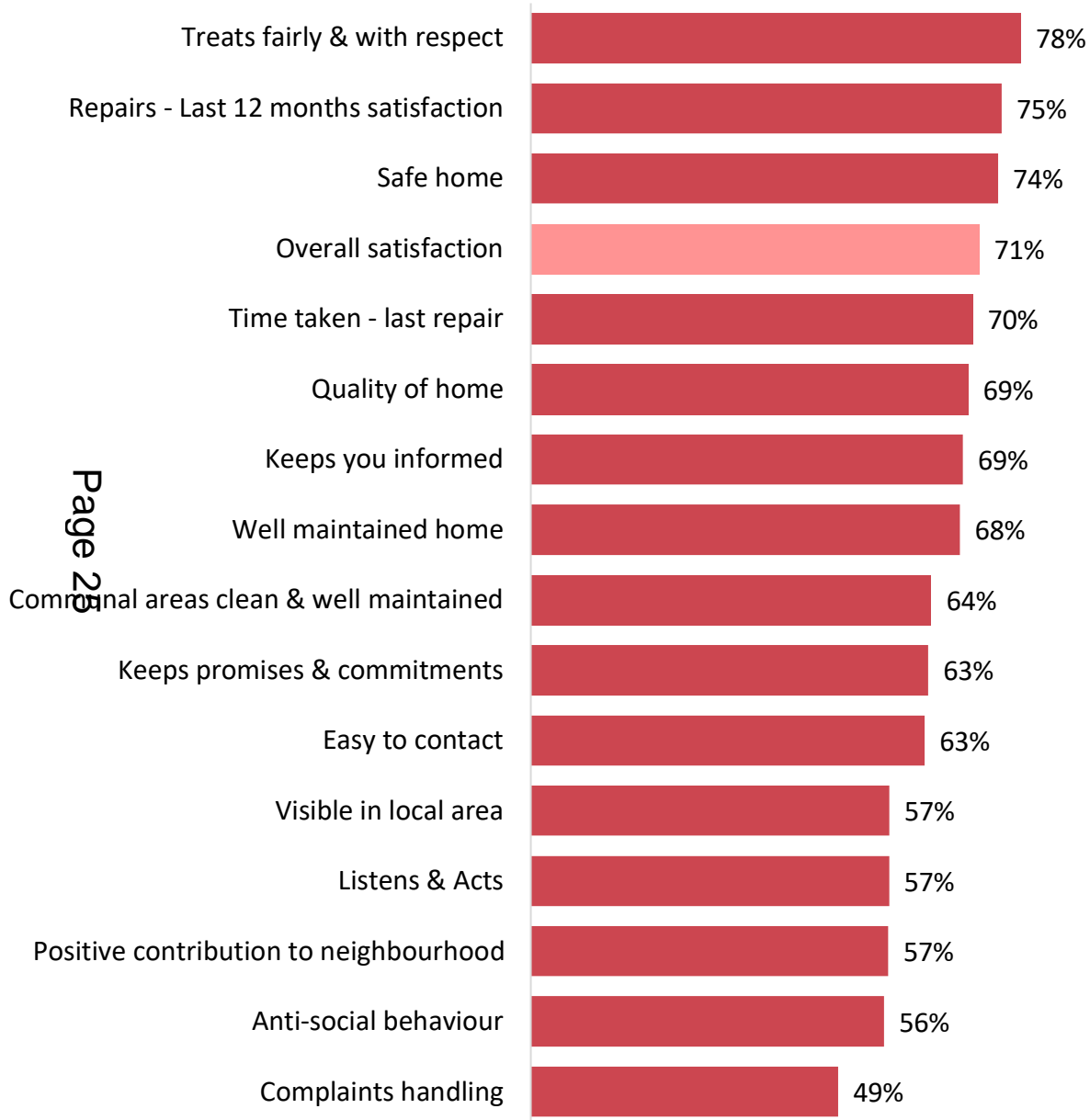
Tenant Voice

Reasons for Dissatisfaction

- **Day-to-day repairs** – quality of work (11), timescales to complete repairs (7), treatment of resident/home (6, appointments (5).

Improve Process

- **Day-to-day repairs** – timescale to complete repairs (6), contractor (6), communication about repairs (5), treatment of resident/home (4), outstanding/forgotten repairs (4).
- **Customer services & contact** – answering phones (4)
- **Positive comments** – repairs service/workforce (9), repairs service/workforce (6).



The annual results from the surveys carried out in 2022/23 show some good levels of satisfaction with the services provided by BCC, although satisfaction has generally decreased slightly compared with the previous year, albeit this is in the context of falling satisfaction across the sector.

71% of residents are satisfied with the overall services provided, whilst 18% are dissatisfied. The highest ratings are for residents being treated fairly and with respect (78%), the repairs service in the last 12 months (75%) and the provision of a safe home (74%). However, just 56% of residents are satisfied with the way anti-social behaviour is dealt with and only 49% are satisfied with the way complaints are handled, with 39% dissatisfied.

Overall satisfaction has stayed the same as last year whilst satisfaction with the handling of ASB is up by 2% and listening to residents' views is up by 3%. However, other measures show slight decreases in satisfaction, including the upkeep of communal areas (down 4%) and residents finding housing and landlord services easy to contact (down 5%).

When asked to expand on their answers, residents most frequently referred to the timescales for works to be completed and outstanding or forgotten repairs. However, some residents also have concerns about the answering of the phones and how they are listened to by BCC staff.

Reliability and response rates

Page 26

| | Report Period | Number of Interviews | Reliability - Monthly | Reliability - Quarterly | Reliability - Annually | Target interviews per month (STAR Quarterly) | Service Users (approx.) |
|---------------------|----------------|----------------------|-----------------------|-------------------------|------------------------|--|-------------------------|
| Repairs | Jan – Mar 2023 | 363 | 8.9% | 5.1% | 2.5% | 120 | 33000 |
| Gas Servicing | Jan – Mar 2023 | 153 | 13.7% | 7.9% | 3.9% | 50 | 15672 |
| Lettings | Jan – Mar 2023 | 94 | 17.2% | 9.6% | 3.9% | 35 | 924 |
| ASB | Jan – Mar 2023 | 127 | 14.9% | 8.3% | 3.6% | 50 | 1607 |
| Planned Maintenance | Jan – Mar 2023 | 113 | 15.8% | 8.9% | 3.9% | 64 | 1546 |
| STAR | Q4 2022/23 | 496 | | 4.4% | 2.1% | 495 | 33000 |

For further information, please contact:

Acuity: Denise Raine (denise.raine@arap.co.uk)

BCC: Lesha Wilson (lesha.Wilson@bristol.gov.uk)

Your Views

Bristol City Council – Resident Satisfaction Survey



About the Survey

From May 2022 to April 2023 many of you took part in an important survey, which was carried out by telephone.

A series of four surveys were undertaken during 2022/23, focusing on how happy you are with the way Bristol City Council delivers key services and maintains your homes.

The survey is designed to be a snapshot and residents are chosen from the total population at random to take part. The surveys are anonymous and carried out by an independent market research company – Acuity Research and Practice.

A total of
1,989
residents took
part in 2022/23
out of a possible
26,500.

Survey 1

Survey 2

Survey 3

Survey 4

The aim is to complete
around 2,000 interviews
every year.

This report contains the annual results for 2022/23 (combining the results from the four surveys) in respect of both tenants' and leaseholders' opinions about their homes and the services they receive.

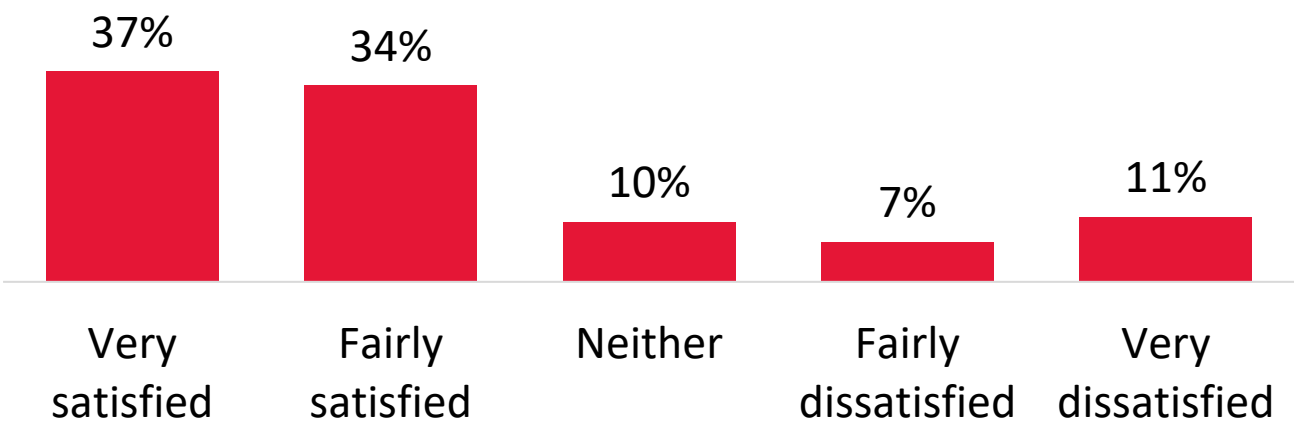


**A big thank you to all
of you who took part!**

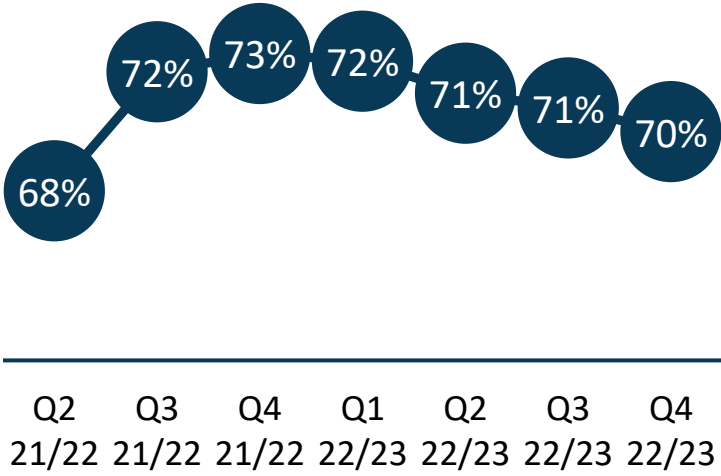
Overall Services



In 2022/23, seven out of ten residents are satisfied with the overall services provided by Bristol City Council **(71%)**.
72% of tenants and 52% of leaseholders.



Overall Satisfaction Over Time



The Home & Repairs



Seven out of ten residents are satisfied with the quality of their homes **(69%)**.



Two-thirds of residents are satisfied that their homes are well maintained **(68%)**.



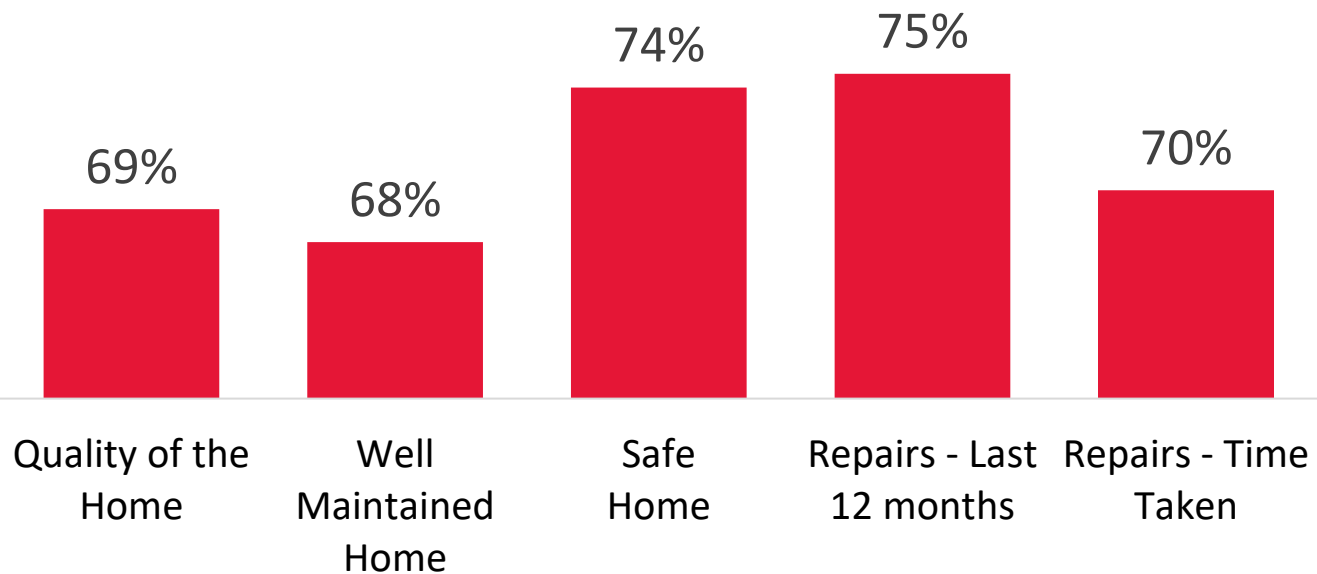
Three-quarters of residents are satisfied that their homes are safe **(74%)**.



75% of residents are satisfied with the repairs service they received in the last 12 months.



Seven out of ten residents are satisfied with the time taken to complete their most recent repair **(70%)**.



Neighbourhood Management



More than three-fifths of residents are satisfied their communal areas are kept clean and well maintained **(64%)**.



57% of residents are satisfied with the positive contribution made by Bristol City Council to their neighbourhood.



Over half of residents are satisfied with how the Council deals with anti-social behaviour **(56%)**.



57% of residents are also satisfied that Bristol City Council is visible within their local area.



64%

57%

56%

57%

Communal Areas
Clean & Well
Maintained

Contribution to
Neighbourhood

Handling of Anti-
social Behaviour

Visible in Local
Area



Almost three-fifths of residents are satisfied that Bristol City Council listens to their views and acts upon them **(57%)**.



Seven out of ten residents are satisfied that they are kept informed about things that matter to them **(69%)**.



Over three-quarters of residents are satisfied that they are treated fairly and with respect **(78%)**. While around three-fifths are satisfied staff keep their promises and commitments **(63%)**.

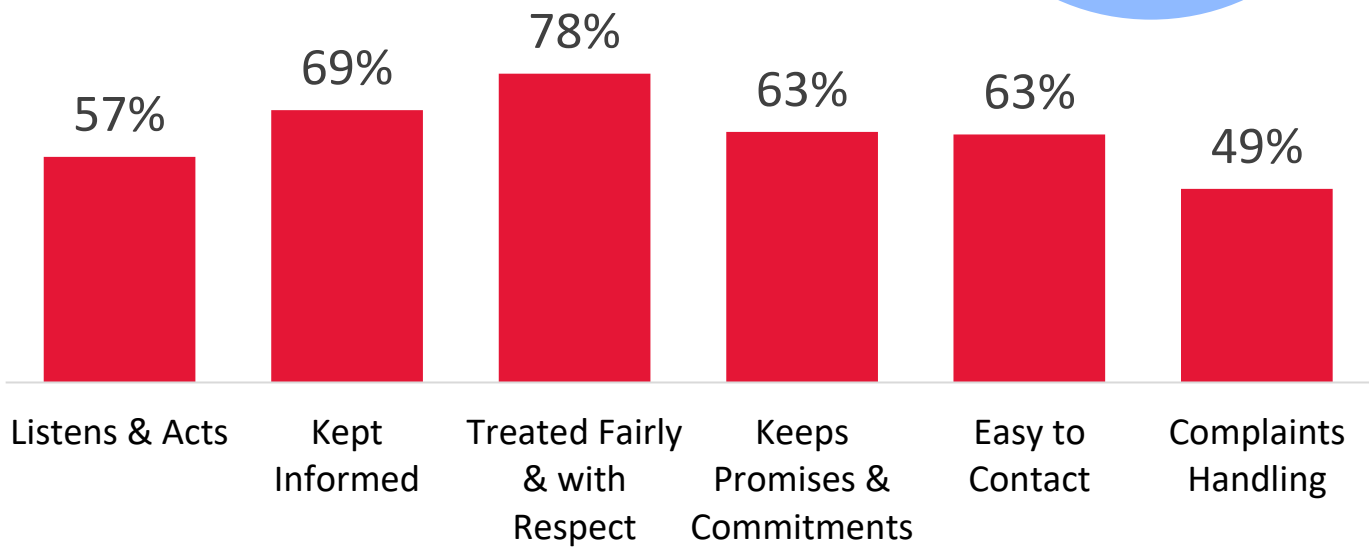


Around six out of ten residents find it easy to contact Housing & Landlord Services **(63%)**.



Half of residents are satisfied with Bristol City Council’s approach to handling complaints **(49%)**.

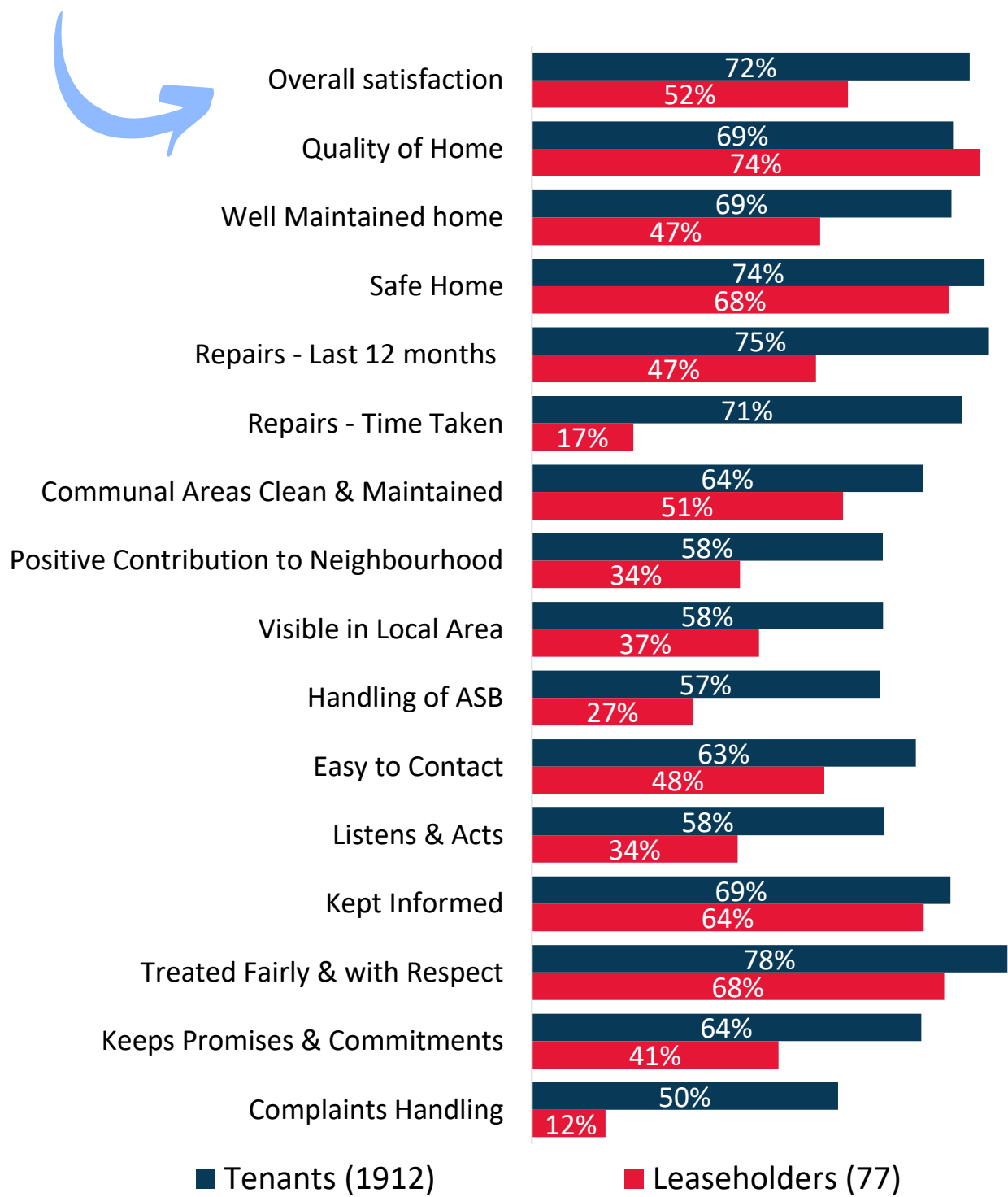
509 residents are interested in getting more engaged with Bristol City Council.



Subgroup Analysis – Housing Need



Leaseholders are generally less satisfied than tenants - tenant overall satisfaction is **72%** compared with leaseholders at **52%**.



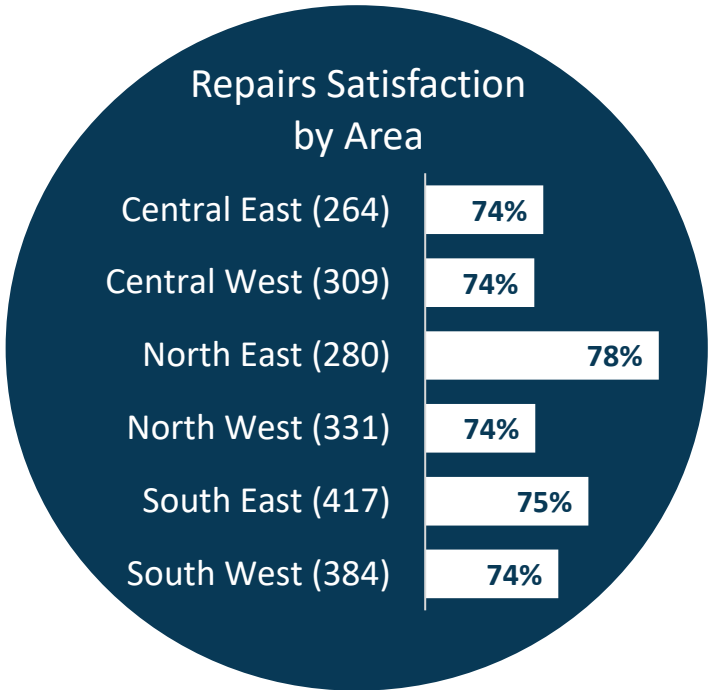
Subgroup Analysis – Area & Age



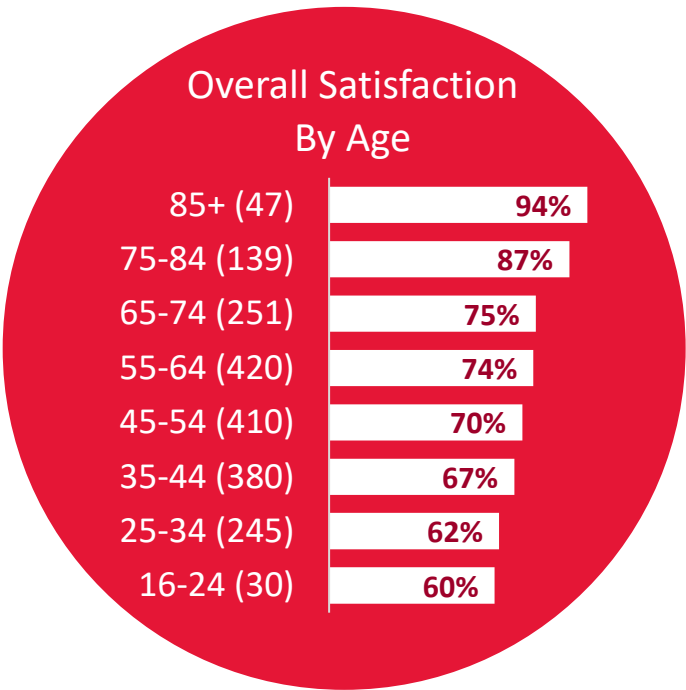
On overall satisfaction, 75% in the North East and 74% in the South East are satisfied, while just 66% are satisfied in the South West area.

For the repairs service in the last 12 months, residents in the North East are the most satisfied (78%), with between 74% and 75% of residents satisfied in all other areas.

Bristol City Council operate two repairs areas – North and South. Repairs South is more satisfied with the overall repairs service in the last 12 months; 76% compared with 71%. While the South area is 2% more satisfied with the time taken to complete their last repair.



For overall satisfaction, 94% of the 85+ age group are satisfied, compared with 60% of residents under 25 and 62% of those aged 25 to 34.



There is a similar pattern to this with the other key satisfaction questions. This is, perhaps, linked to younger people having higher expectations or that older residents are generally less critical.

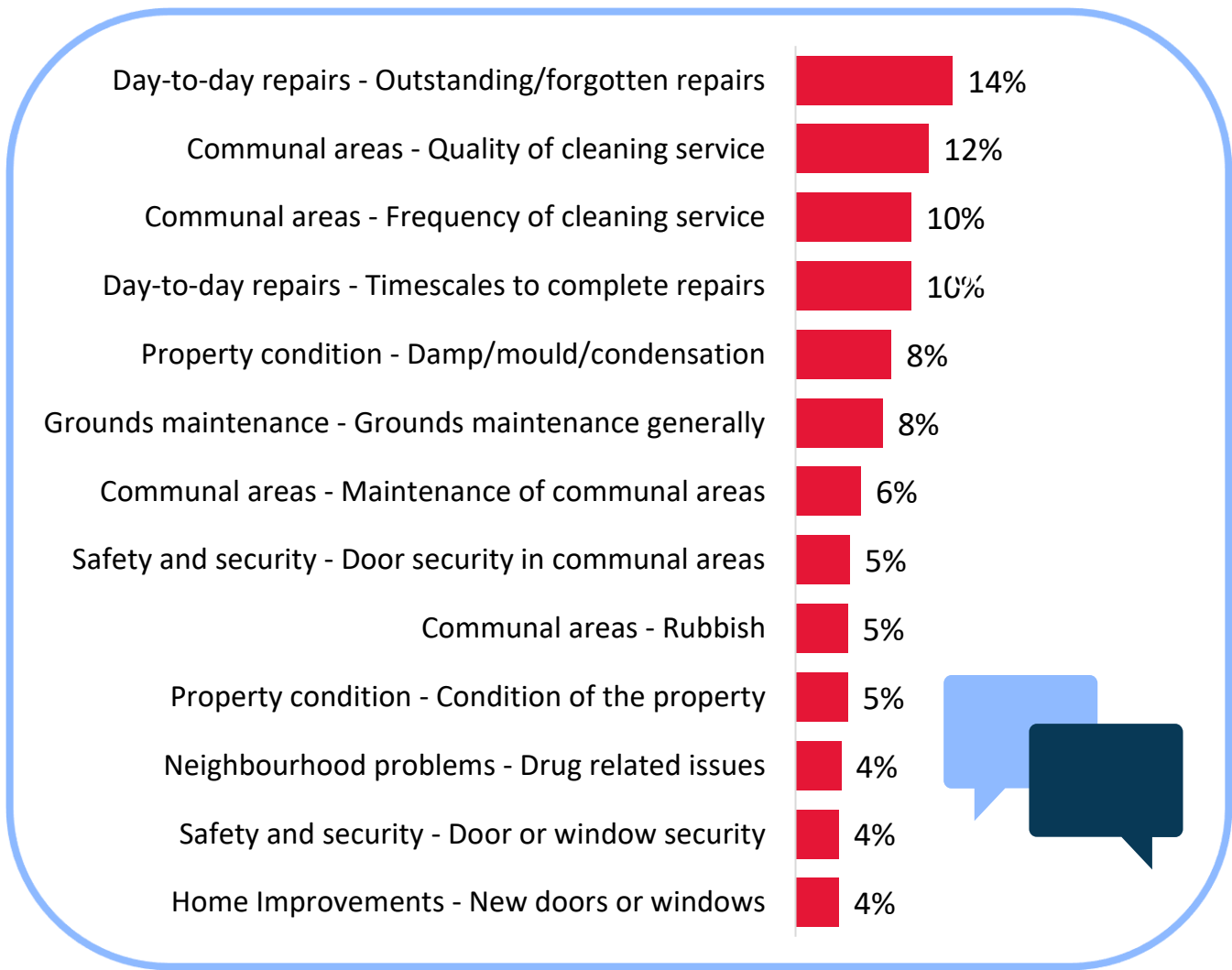
Residents' Comments



Residents not satisfied that their homes or communal areas are well maintained or safe, were asked to explain why and what could be done to improve this.

Some 524 residents gave comments across 2022/23. Most frequently residents commented on the repairs service, particularly dealing with outstanding or forgotten repairs and the timescales to complete repairs.

Residents also mentioned the communal area cleaning service, including its quality and frequency. While other residents referred to issues with the condition of their properties, such as damp and mould problems, as well as the grounds maintenance and the safety of doors and windows.



Your Views

Bristol City Council – Resident Satisfaction Survey



Next Steps

Bristol City Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can, and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

You say – We do

Carrying out this survey is just part of the work Bristol City Council does to involve you in developing services. As well as publishing the results of the survey, Bristol City Council plans to put the findings to good use by working with residents to further improve the services they provide.



Resident Survey

Key Findings 2022/23



71% Satisfied with the overall services provided by Bristol City Council



68% Satisfied that their homes are well maintained and **69%** with the quality of their homes



57% Satisfied that Bristol City Council listens to their views and acts upon them



74% Satisfied that their homes are safe



63% Satisfied that Housing and Landlord Services are easy to contact



75% Satisfied with the overall repairs service over the last 12 months



69% Satisfied that Bristol City Council keeps them informed



70% Satisfied with the time taken to complete their most recent repair



78% Satisfied they are treated fairly and with respect



64% Satisfied that communal areas are kept clean and well maintained



63% Satisfied that staff keep their promises and commitments



57% Satisfied that Bristol City Council makes a positive contribution to their neighbourhood and **57%** that they are visible in their local area



56% Satisfied with the approach to handling anti-social behaviour and **49%** with the approach to handling complaints