

## 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.

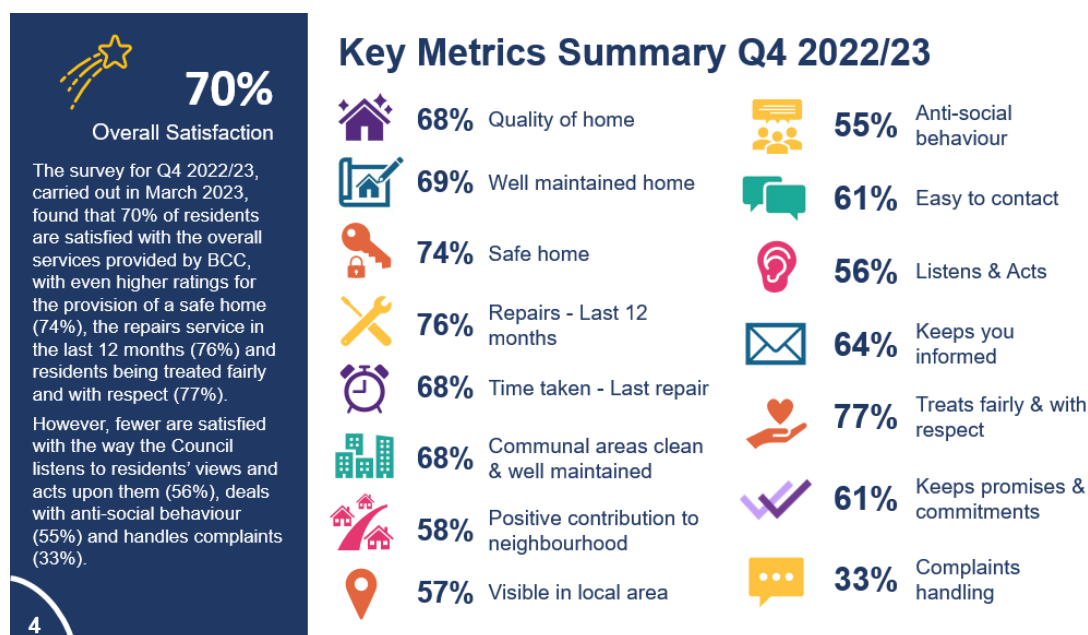
Acuity also carry out 5 transactional resident satisfaction surveys. These surveys are designed to capture resident satisfaction with service delivery once a service has been concluded. The slide deck in appendix b, provides insight into resident satisfaction with operational services between April 2022 - 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"><li>• BCC is visible in local area</li><li>• BCC is easy to contact</li><li>• BCC keeps promises and commitments</li><li>• Satisfaction with quality of the home</li><li>• Do you wish to get involved</li></ul>	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

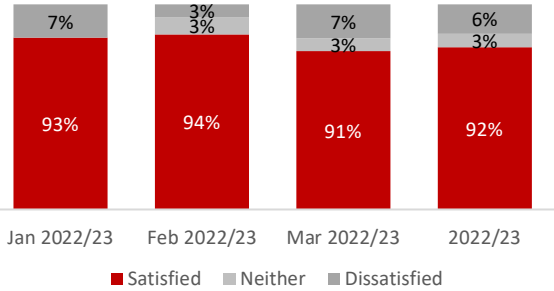
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### Q4 22/23 Results

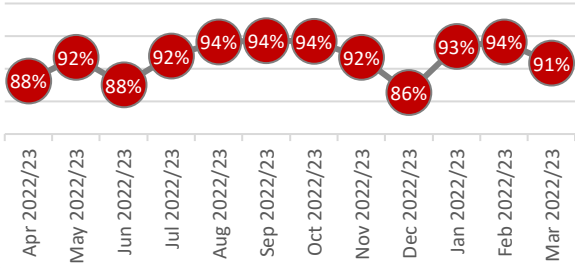
- Repairs
  - Gas servicing
  - Lettings
  - Anti-social behaviour
  - Planned maintenance
  - STAR survey
- 
- Survey reliability and respondents

# Repairs (January – March 2023)

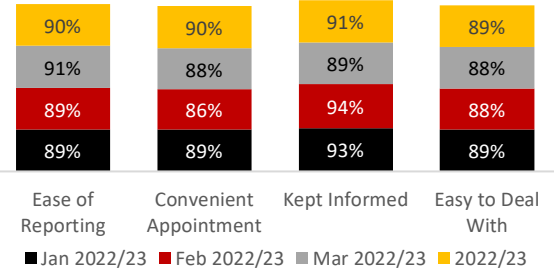
Overall Satisfaction



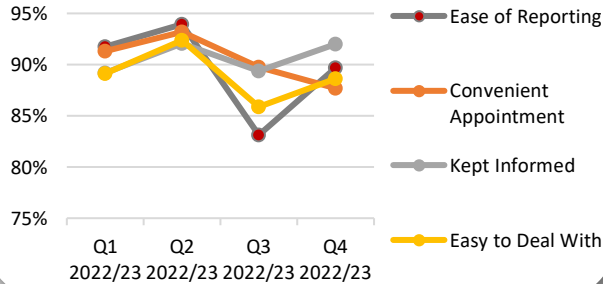
Overall Satisfaction



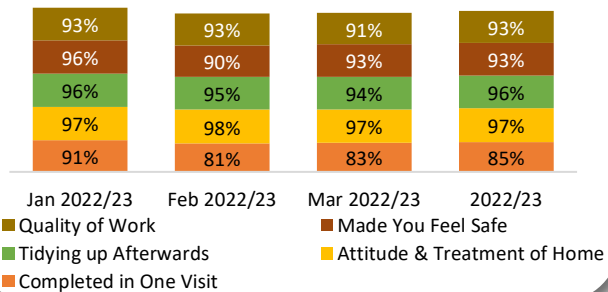
2022/23 - Monthly Satisfaction



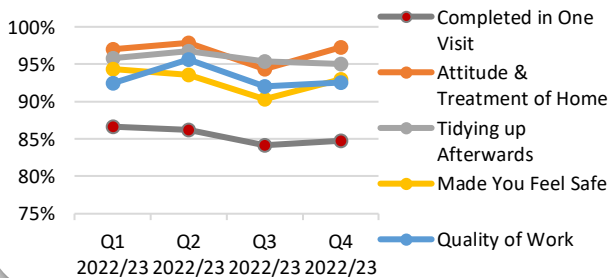
Quarterly Communications



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

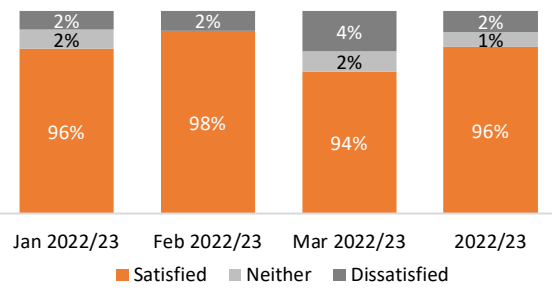
- **Day-to-day repairs** – timescales to complete repairs (19), outstanding/forgotten repairs (15), quality of work (13), ease of reporting repair (12), appointments (10).

### Improving Services

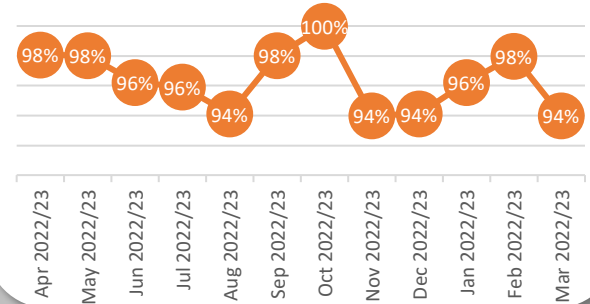
- **Day-to-day repairs** - timescales to complete repairs (40), ease of reporting repair (24), appointments (15), outstanding/forgotten repairs (15) and communication before work (13),
- **Customer contact** - answering phones (14)

# Gas Servicing (January – March 2023)

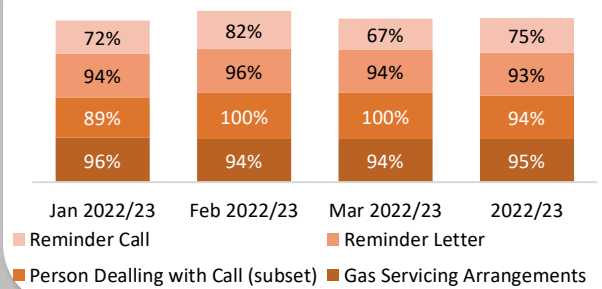
Overall Satisfaction



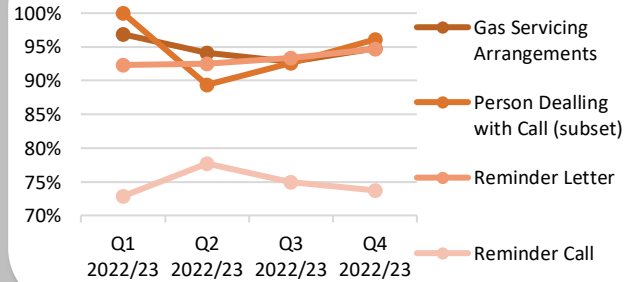
2022/23 Overall Satisfaction



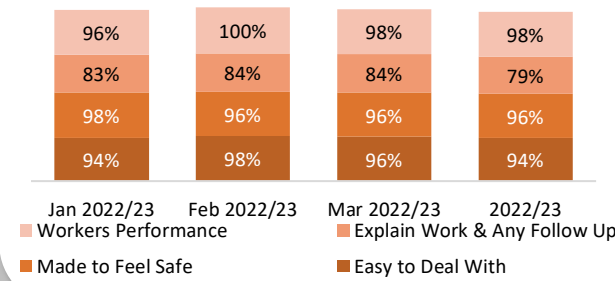
2022/23 - Monthly Satisfaction



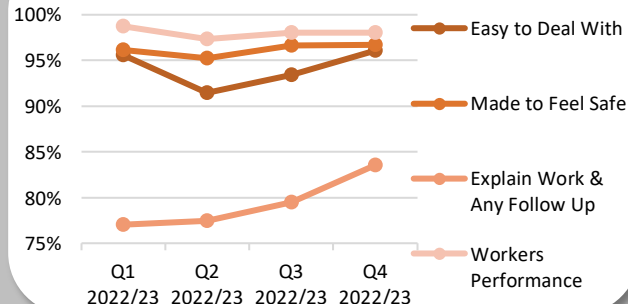
Quarterly Key Metrics



2022/23 - Monthly Satisfaction



Quarterly Key Metrics



## 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).

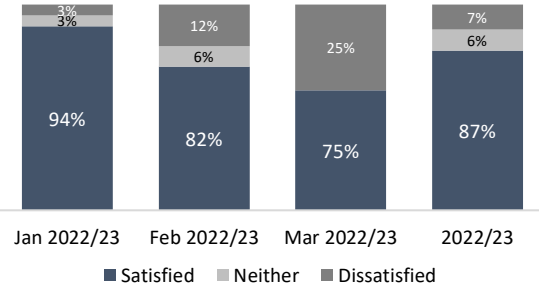
### Improve Gas Service

- **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)

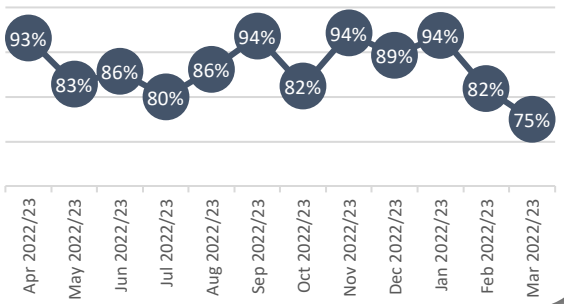


# Lettings (January – March 2023)

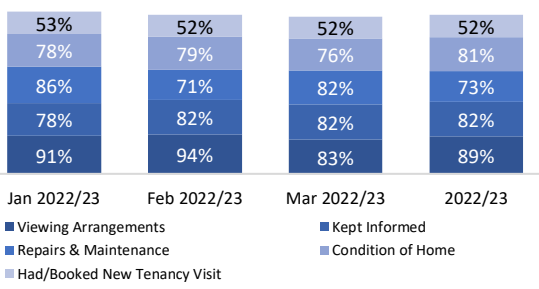
Overall Satisfaction



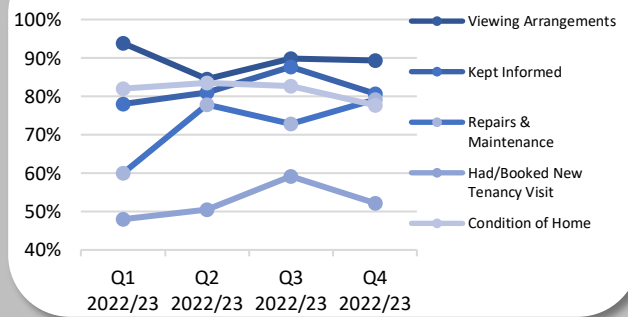
Overall Satisfaction



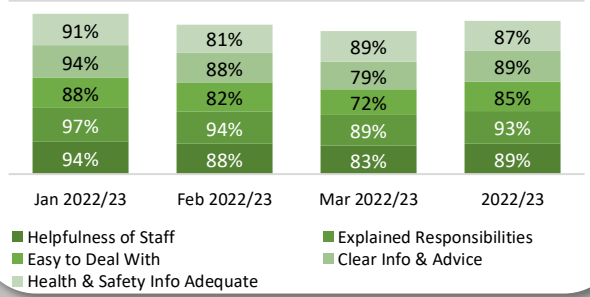
Last 3 Months - Monthly Satisfaction



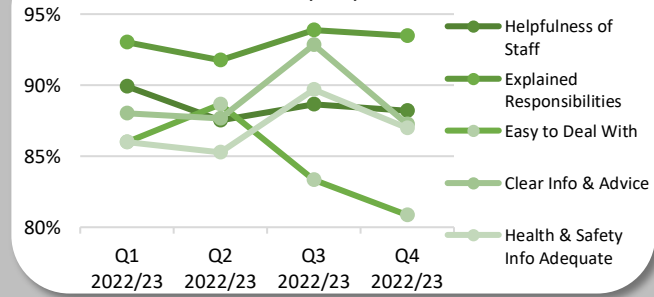
Quarterly Key metrics



Last 3 Months - Monthly Satisfaction



Quarterly Key metrics



## 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)

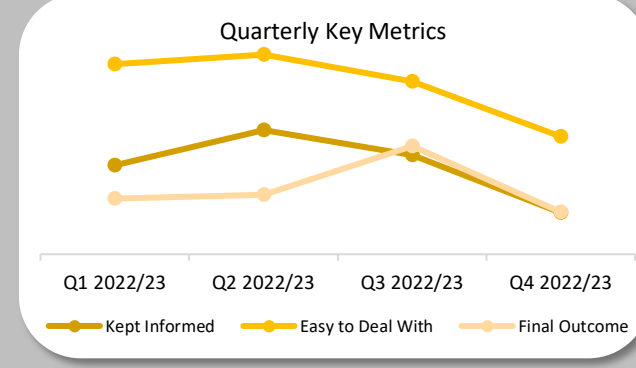
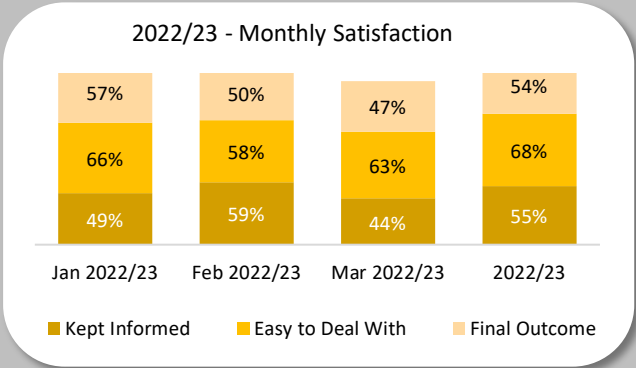
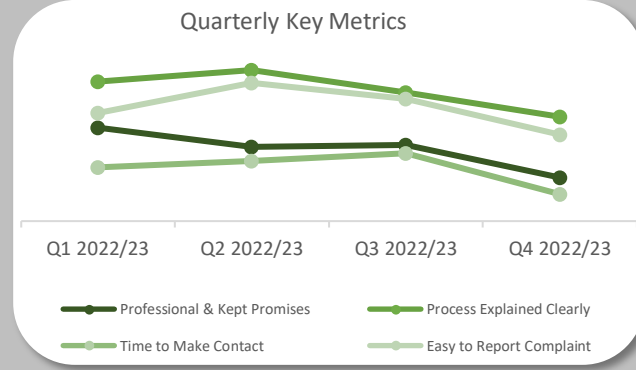
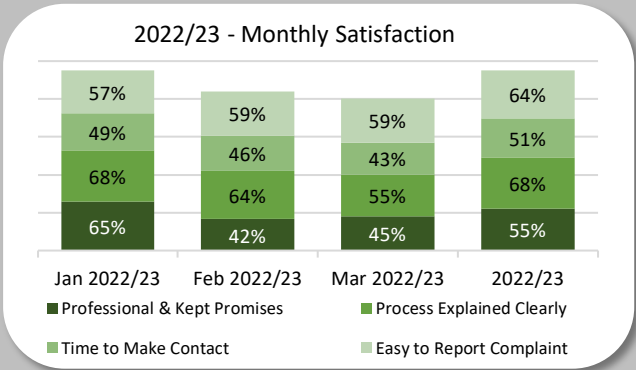
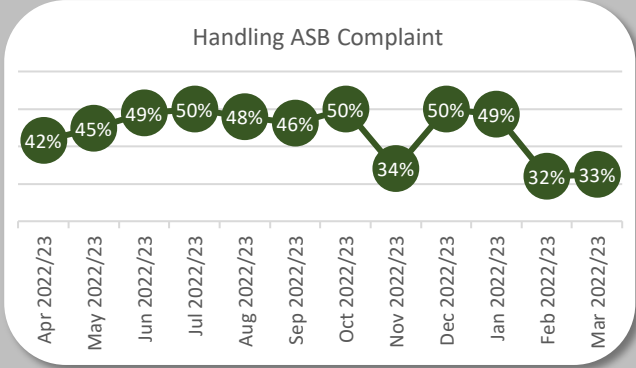
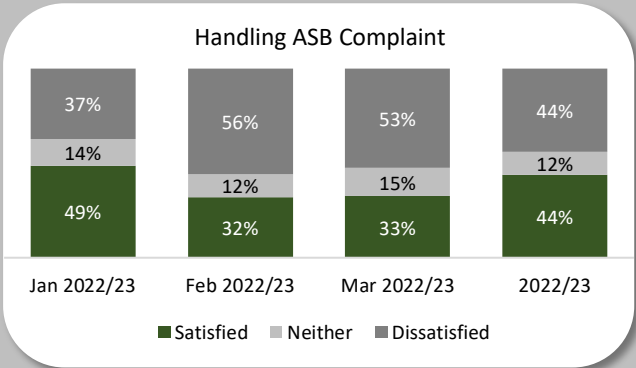
### Dissatisfaction with Condition & Repairs

- **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)



## 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).

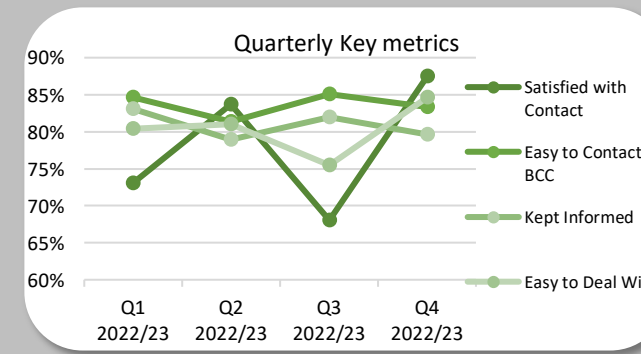
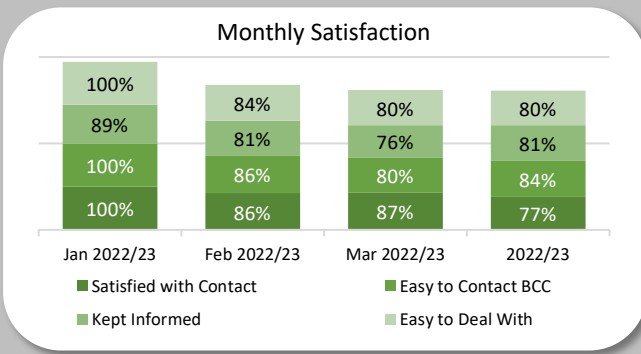
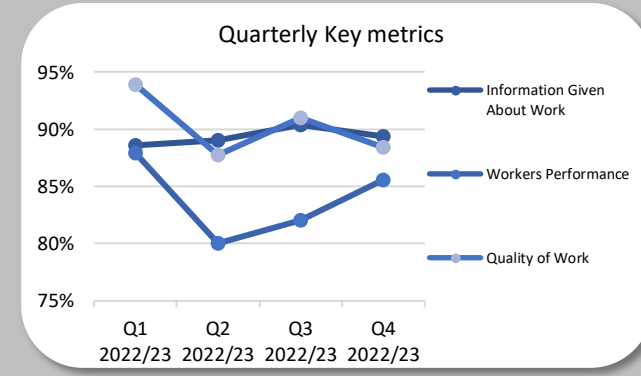
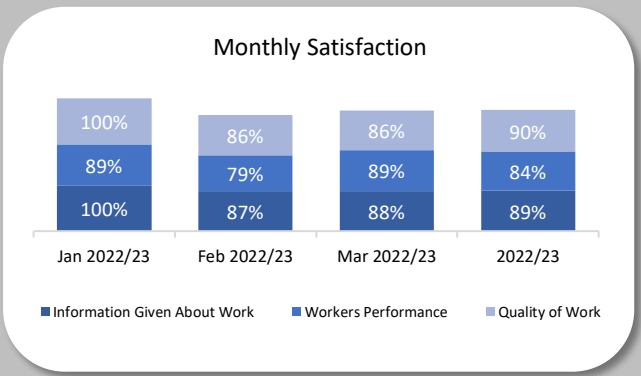
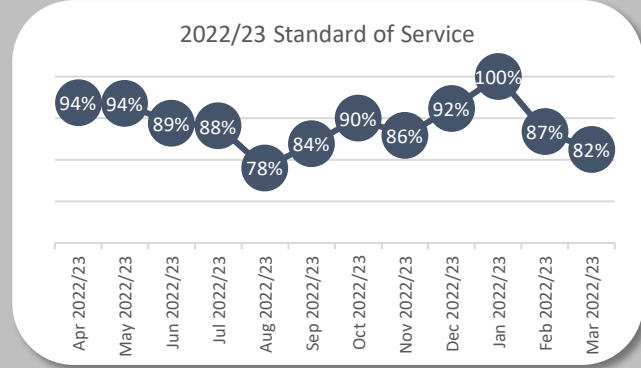
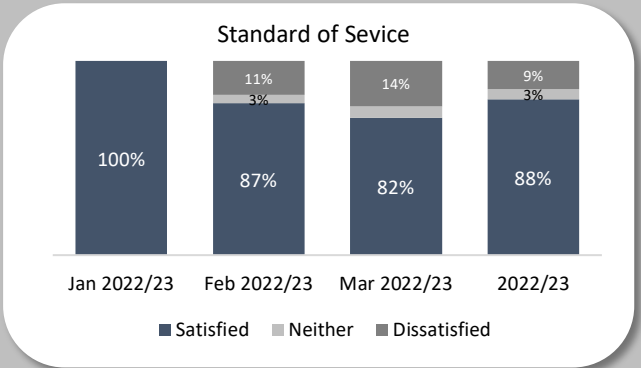
### Improving ASB Service

- **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

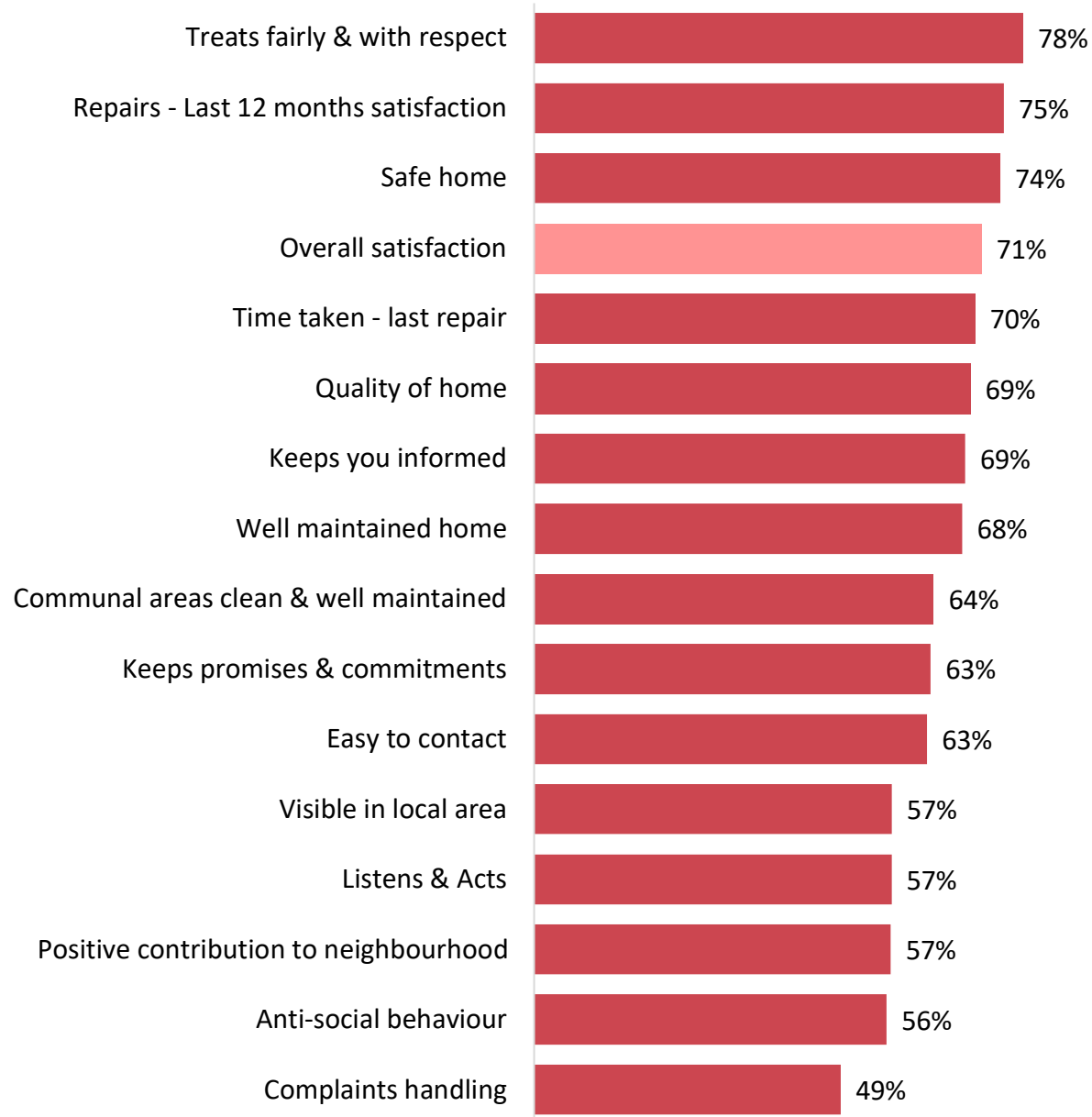
### Reasons for Dissatisfaction

- **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).

## TSM Survey (Q1 – Q4 22/23)



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

	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.

Survey 1

Survey 2

Survey 3

Survey 4

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

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



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

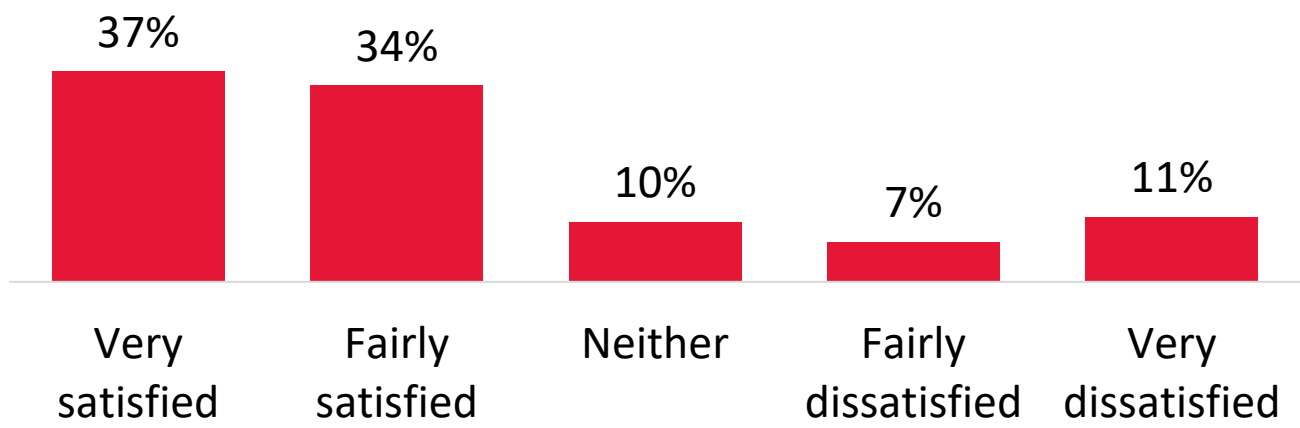
If you would like more information about the survey, please call us on 0117 3521444 or email us at [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)

**acuity**  
making sense of housing

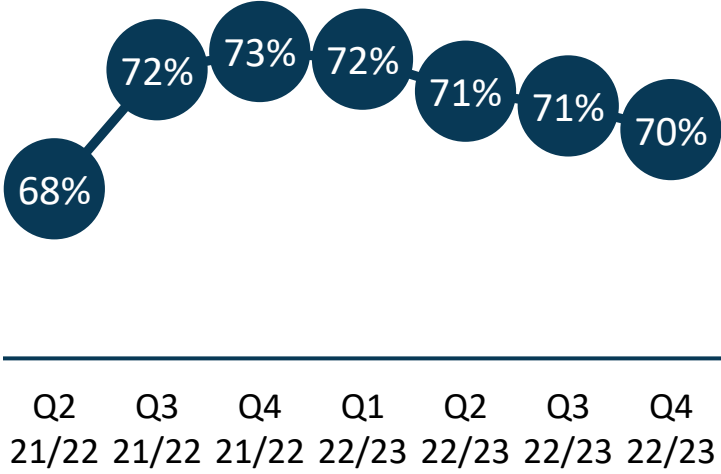
# Overall Services



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



If you would like more information about the survey, please call us on 0117 3521444 or email us at [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)



# 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%)**.



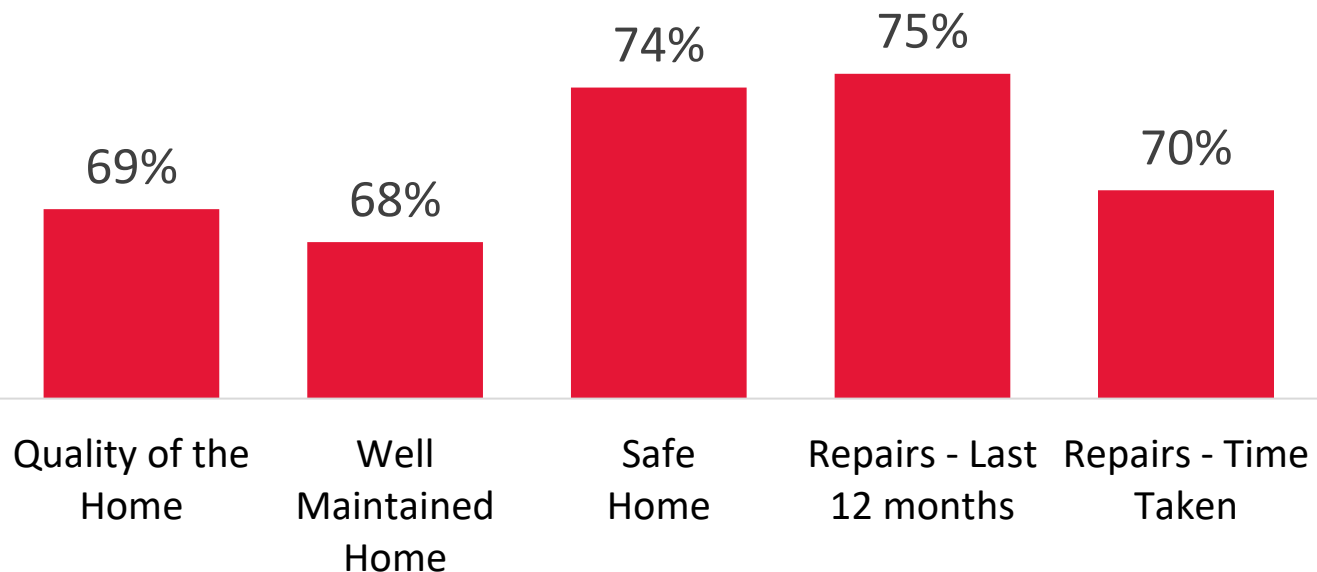
Three-quarters of residents are satisfied that their homes are safe **(74%)**.



**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%)**.



If you would like more information about the survey, please call us on 0117 3521444 or email us at [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)



# 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

If you would like more information about the survey, please call us on 0117 3521444 or email us at [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)

# Communication & Engagement



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%)**.

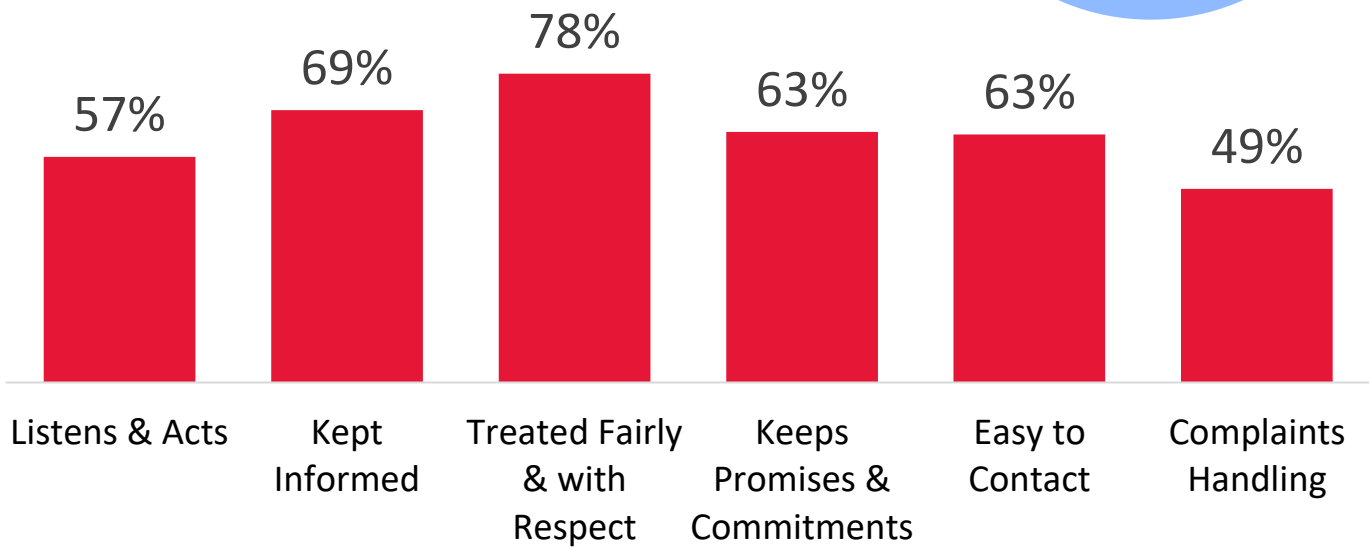


Around six out of ten residents find it easy to contact Housing & Landlord Services **(63%)**.



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

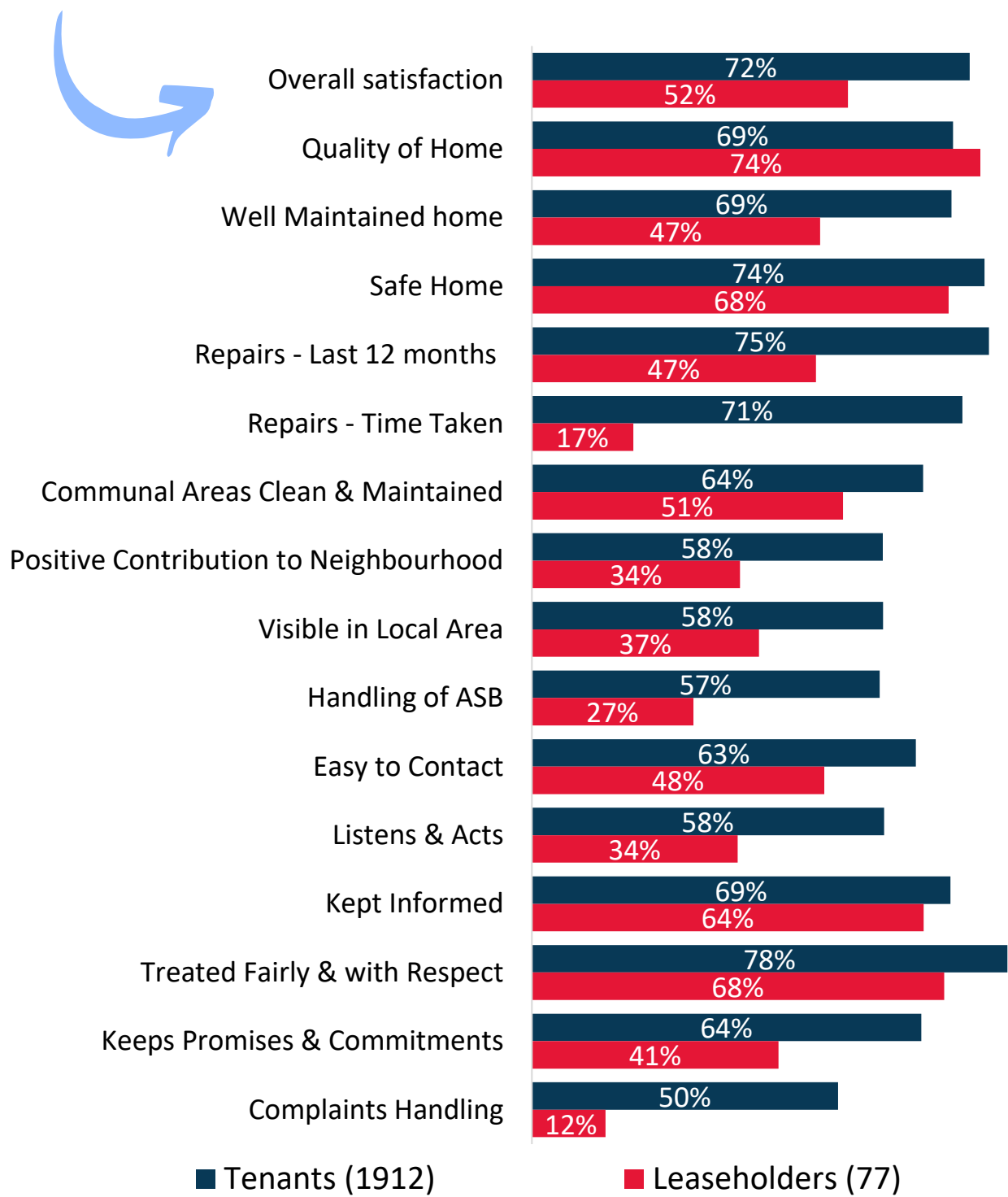
**509** residents are interested in getting more engaged with Bristol City Council.



# Subgroup Analysis – Housing Need



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



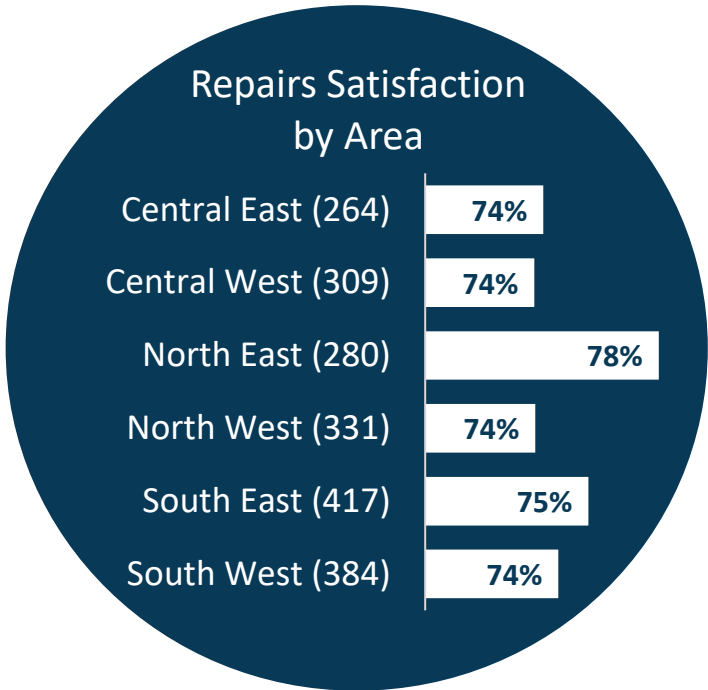
# Subgroup Analysis – Area & Age



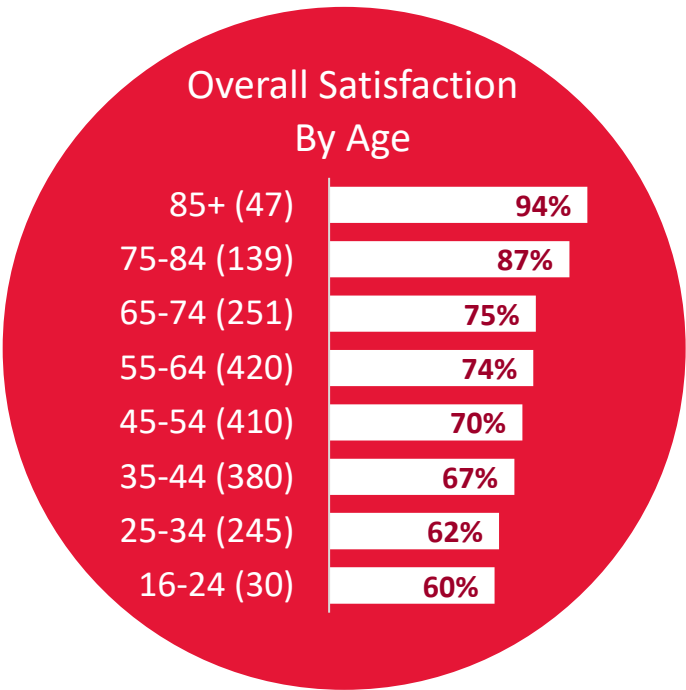
On overall satisfaction, 75% in the North East and 74% in the South East are satisfied, while just 66% are satisfied in the South West area.

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.

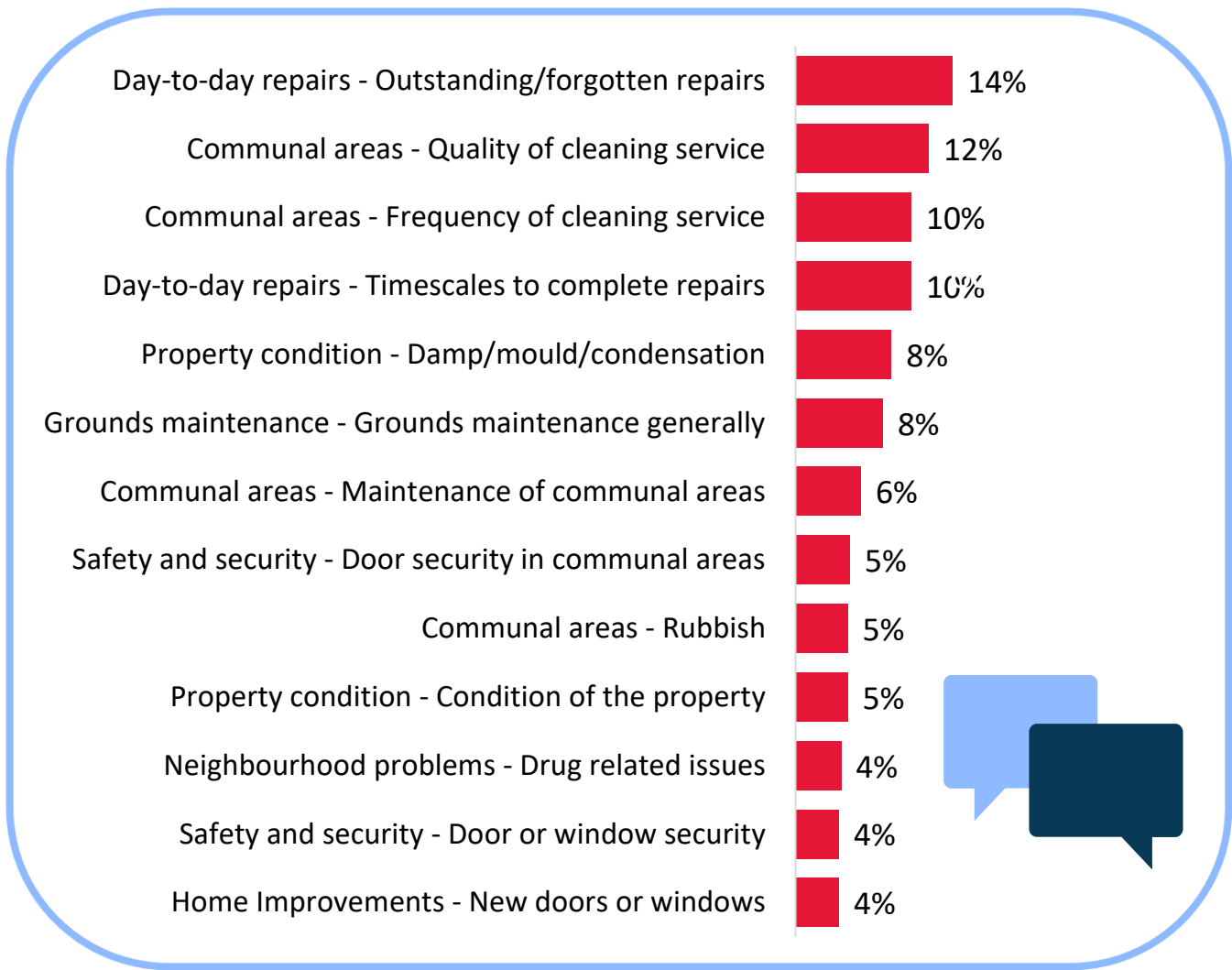
# Residents' Comments



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.



Thank you  
once again to  
everyone who  
took part.



Publish findings for  
residents



Use findings to plan and  
improve services, e.g.  
repairs, external  
maintenance, property  
condition and  
communications



Involve residents in  
shaping service  
improvements



If you would like more information about the survey, please call us on 0117 3521444 or email us at [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)

**acuity**  
making sense of housing

# 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