

Cheltenham Borough Council

Cabinet Housing Committee – 13th November 2024

Quarter 2 Tenant Satisfaction Measures (TSM) Tracker update

Accountable member:

Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Head of Community Services

Ward(s) affected:

n/a

Key Decision: No

Executive summary:

The purpose of this report is to inform Housing Committee members of the results of Tenant Satisfaction Measure results for quarter 2 2024/25 and to outline activities being developed to address areas of dissatisfaction. Members are reminded that tenant satisfaction surveys are carried out independently on the council's behalf, 250 tenants are contacted each quarter so that a representative sample of tenant perceptions and opinions is obtained. Most tenants (around 80%) give permission for the council to contact them to discuss areas of dissatisfaction further. These dissatisfied customers are contacted to better understand areas of concern and the feedback used for learning and improvement.

Key messages from the quarter survey results include:

- 82% tenants are satisfied with the overall service provided by the council (an increase of 4% from quarter 1)

Several satisfaction areas achieved satisfaction above 80%, these included:

- Time taken to complete repairs
- Keeping tenants informed
- Treating tenants fairly and with respect
- Overall satisfaction in repairs increased to 87% - the highest score achieved

In contrast, tenants were less satisfied in three areas (below 70%)

- how the council listen to tenant's views and acts upon them (67%)
- the approach to dealing with ASB (62%)
- Maintenance of communal areas (65%)
- Satisfaction with the handling of complaints (47%)

Follow up calls have been made to all dissatisfied tenants and contact established with 44 tenants. The key areas for dissatisfaction were repairs, ASB and estate services (cleaning of communal areas), where possible individual tenant concerns have been resolved.

An ASB service improvement programme has been established, and addition to meeting regulatory requirements, the following are in development to respond to the TSM survey results:

- Text based surveys to understand tenants lived experience of the ASB service
- Programme of focus groups to understand the experience of ASN victims and perpetrators
- A communication campaign to share achievements in addressing ASB and educate the wider tenant population around the ASB service available.

The team will be delivering a range of activities in ASB awareness week (18th – 24th November 2024) and a focus group will take place on Let's talk ASB day (20TH November 2024)

The team is in the process of contacting tenants who expressed dissatisfaction with the council's approach to dealing with ASB or are dissatisfied with the handling of complaints but have had no contact with these services. Tenants will be engaged to understand the barriers to reporting and to proactively address where possible, unreported ASB or complaints.

The estate services team are working in addressing the dissatisfaction with the cleaning of communal areas and the following activities are in progress:

- New Cleaning Rotas & Schedules – A review was completed, and new rotas and schedules were introduced in June 2024. Historically cleaning teams may have visited the same estate more than once in a week to clean different blocks on that estate, the new rota sees the number of visits reduced with more time spent at each location to complete the cleaning to all blocks on the estate. This approach reduces travel time, dedicates more time to cleaning, increases the impact of the cleaning and the visibility of the cleaning teams.
- New equipment – the team are investing in new equipment that is more suited to the cleaning requirements of our blocks. This will increase efficiency and quality of the work being completed Backpack hoovers and Mechanical floor scrubber dryers have been ordered with delivery anticipated early November. Staff have had training on the new equipment being purchased.
- Block survey form – a draft block inspection form for use by staff has been created, colleagues across numerous teams have been involved providing ideas and feedback to ensure that the final form will work for each team. Initially the form will be piloted in paper format as a template for staff to complete when out on the estates visiting our blocks, going forwards, the intention is to develop this an electronic form (using Versaa mobile working tool). Tenants have agreed to pilot the use of this form and feedback on the cleaning service by completing the form and commenting on the form itself.
- Team meetings – we have covered the feedback received via the Acuity customer satisfaction surveys and the cleaning staff have discussed the feedback and ways that they may improve quality and efficiency in their work. The new equipment will help, as would a collective more proactive approach to their work, for example, planned replenishment of van stocks and better

route planning. Attitude and behaviours have been discussed with the team to reinforce expectations around providing quality services for our customers.

- Estate Inspections – are taking place on a quarterly basis with Tenancy Management and Estates & Cleaning Supervisor, Councillors and Police attending.
- CCTV Installed – CCTV has recently been installed at the block which receives the greatest level of fly-tipping. In conjunction with CBC Neighbourhood Team, Tenancy Management and the Estates and Cleaning Team monitoring this block, it is anticipated that the CCTV cameras will act as a deterrent to fly tippers. We are also exploring the possibility of joint funding for more CCTV capacity.
- Dedicated multi-trade resource – from November onwards a multi trade person will be dedicated to work specifically on communal areas, visiting one block at a time in a planned proactive manner to complete an inspection which will be recorded on the Versaa mobile working form, any repairs will then be completed by the same trade's person where possible.

Recommendations:

1. that Committee note quarter 2 Tenant Satisfaction Measure survey results
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1. Implications

1.1 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Being a more modern, efficient and financially sustainable council
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2 Background

2.1 Please see attached Tenant Satisfaction Measure Tracker report (quarter 1)

3 Key risks

3.1 Tenant Satisfaction Measure surveys are a mandatory requirement, failure to undertake surveys would result in intervention from the Regulator for Social Housing

Report author:

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Appendices:

- i. Tenant Satisfaction Measure Tracker report