
S4B Tenant Satisfaction Survey

Survey 2023

Report

Tenant Satisfaction Measure



Executive Summary of S4B Tenants Satisfaction Measures Survey 2023

The Tenants Satisfaction Survey became a legal requirement from the Regulator of Social Housing, on 1st April 2023. For all Registered Providers in England to collect and maintain information known as the Tenant Satisfaction Measures (TSMs) in connection with their tenants.

This new style version replaces the previous survey that was issued in January each year. The results from this survey will be used to calculate the annual TSM and the overall outcome will be published by S4B, and the data collected will be sent to the Regulator who will publish the results on their website. The Regulator for Social Housing will publish the TSMs in Autumn 2024, when each RSL's TSM report will become accessible on public record.

The change notice and timelines for this new survey remains outstanding, but agreement was made on the targets required for contractual performance before commencement. The 2023 TSM contract performance was measured on two key questions which are set out in the contract. It is important to note that the methodology for "satisfied" on the contractual questions includes those who said "neither". This is due to rationale developed and agreed with Manchester City Council in 2014. All other Questions were set as standard across the English housing sector by the regulator. The last survey was in 2022 but offers limited direct comparisons as the survey questions have changed, as have the survey audience.

S4B will use the information to drive improvements in service delivery by all S4B partners where applicable, and further enhance the customer experience.

Response

The total number of respondents was 186 out of the 785 tenants who received the questionnaire. This is a response rate of 23.69%. It is important to note that not every respondent answered all questions, and that the households with joint tenants will have received more than one survey.

Results summary – Contract Questions

Satisfaction was well above the minimum thresholds for the contractual questions. This can be compared to previous years with understanding that 2023 is only tenants.

- **Overall Satisfaction for 'Services provided by S4B' was 86.27% against a KPI target of 83%- 3.27% above target.**
In 2022 this overall satisfaction by all residents was 89.43% and in 2020 this was 86.3 %.
- **Satisfaction for 'Opportunities available for resident involvement in Brunswick' was 91.57% against a KPI target of 70%- 21.57% above target.**
In 2022 this was 95.15% and in 2020 this was 91.3% including all tenures.

The 2023 survey presents reduction in overall satisfaction rate for *Services provided by S4B* achieved for the Brunswick PFI but is set in the context of a different survey which is outlined in the full report.

Background & Context

The annual Brunswick satisfaction survey on Neighbourhood and Housing Management services historically went out to all tenants, leaseholders and new build owners on the anniversary of Service Commencement from 2014 to 2022.

The last full survey of all residents was in 2022, with no survey completed in 2021 due to the pandemic in line with a request from Manchester City Council.

A full report was historically provided to the Local Authority by the end of March annually as stipulated in the PFI contract, under Clause 45.2 of the Project Agreement. The survey was undertaken by Onward Homes' S4B Housing Management Team with technical support being provided by Onward Homes Analytics and Insight Team.

With the change brought in by the Regulator of Social Housing in April 2023, this survey has gone to only social housing tenants and follows a set format provide by the regulator and Manchester City Council.

It is important to note that this new survey takes a much broader view of all services and includes repairs as well as review of customer opinion of the neighbourhood services provided by S4B in Brunswick.

Comparison with previous years will not be possible on many areas due to the changed format and audience.

This format of survey and performance KPI have been agreed with Manchester City Council. However, the timeline for reporting requires formal agreement within the PFI contract between S4B and Manchester City Council.

The 2023 survey was delivered through the door of all tenants, promoted electronically by text and email and placed on the S4B website and promoted on social media. Whilst also available in the office. Some were also completed by phone where residents expressed the desire to do this,

KPI Target methodology.

The methodology for agreeing satisfaction KPI targets was agreed with Manchester City Council as part of change notice S4B(C)049. The comparator group is to be based on the last available satisfaction surveys for Northwards Homes, Miles Platting PFI and Grove Village PFI. The Comparator Group KPI target was implemented in 2018 (year 5). The KPI was not adjusted for the 2023 survey due the changes brought in by the regulator and uncertainty of the impact of this change in survey group, change in questions, diversion from Neighbourhood management to include repairs and no formalisation of a change notice in place.

Clause 5.18 and Clause 5.19 of the Payment Mechanism are to be applied to calculate any Failure. In this case, the median value of the Comparator Group scores was achieved and the required target was met. Refer to information below with the comparative scores.

Survey

In 2023, Tenants were the only group asked to complete the S4B Tenants Satisfaction Measures Survey. Surveys were sent to 785 tenanted home and 180 (22.93%) responded. This compared to a return of, 23.05% in 2022 to all tenures in Brunswick.

Setting the Questions

The questions included in the survey have been decided upon by the Regulator of social housing and provided by Manchester City Council to be comparable across the City and with all other English registered providers. The regulator also set the order of the questions. These can be grouped into three themes:

- 1) **Contract Questions.** Two questions were required to fulfil the requirements of the PFI contract and come with key performance measures to meet, these are:
 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by S4B?
 - How satisfied or dissatisfied are you with the opportunities available for resident involvement in Brunswick?

- 2) **Questions comparable to previous years.** To provide the opportunity for benchmarking the survey results with other housing organisations or neighbourhoods, the 7 core questions prescribed by the House Mark STAR model (Survey of Tenants and Residents) were included.
 - How satisfied or dissatisfied are you with the overall repairs service you have received to your home from S4B over the last 12 months?
 - How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?
 - How satisfied or dissatisfied are you that S4B keeps these communal areas clean and well-maintained?

- 3) **New Questions.** The rest of the survey was made up of questions set by the regulator but mainly on areas including repairs which had not appeared in the previous S4B neighbourhood management surveys.
 - Has S4B carried out a repair to your home in the last 12 months?
 - How satisfied or dissatisfied are you with the overall repairs service you have received to your home from S4B over the last 12 months?
 - How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
 - How satisfied or dissatisfied are you that S4B provides a home that is well-maintained?
 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that S4B provides a home that is safe?

- How satisfied or dissatisfied are you that S4B keeps you informed about things that matter to you?
- To what extent do you agree or disagree with the following? “S4B treats me fairly and with respect.”
- Have you made a complaint to S4B in the last 12 months?
- How satisfied or dissatisfied are you with S4B approach to complaints handling?
- Do you live in a building with communal areas, either inside or outside, that S4B is responsible for maintaining?
- How satisfied or dissatisfied are you that S4B makes a positive contribution to your neighbourhood?
- How satisfied or dissatisfied are you with S4B's approach to handling anti-social behaviour?
- Have you made a complaint regarding ASB in the last 12 months?

Access to the survey

In order to reach as many tenants as possible, the survey information and guidance notes were translated into 7 languages, which are the most used in Brunswick.

The survey was also made available to be completed online and was added for direct access via smartphone and tablet. Links were text out to all tenants mobile phone on 2 occasions in October and 4 occasions in November 2023, as well as being promoted in the newsletter and by staff.

The survey was promoted via specific E-bulletin email allow people to complete the survey online via the link.

For the paper survey. A FREE pre-paid reply envelope was provided with each questionnaire, enabling tenants to return the survey at no expense of their own. These were returned to Onward Homes head office, Didsbury, Manchester to encourage responses at an address which was not the local office and at no cost to them.

Resident’s address details were added if they wished into the questionnaire to allow them to anonymise the results if they wished.

Access to the survey was made available on the S4B website.. A phone number for the office was also provided on the survey for any tenants who wanted to complete the survey over the phone, or if they required a telephone translation service.

Incentives

To encourage the completion of the survey, a prize draw was advertised for which all respondents (one per household) were given the opportunity to win one of 3 shopping vouchers to the value of £50.

Results

The results are outlined in the order provided to tenants and as specified by the Regulator of Social Housing. This would not be S4B preferred order as Overall satisfaction is the first question rather than the final one as previously.

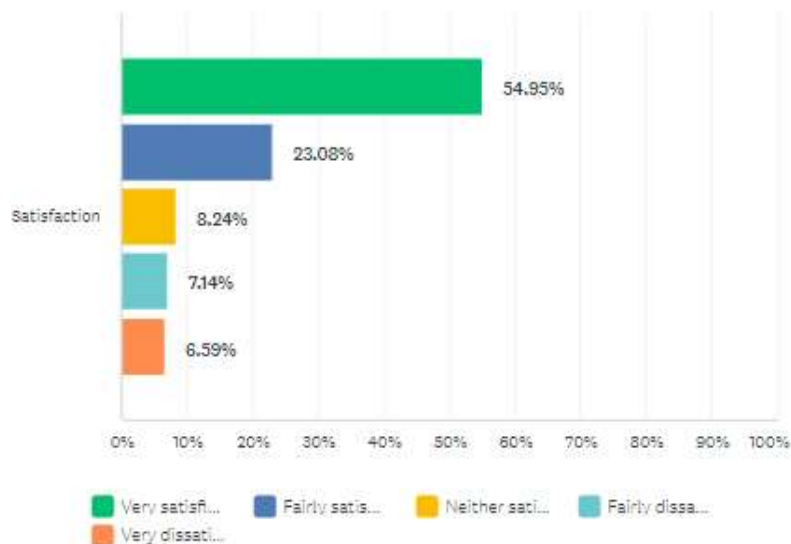
Overall Satisfaction

Overall Satisfaction is a key measure for Brunswick PFI showing the summary of tenant's opinions on services but also providing 1 of the 2 contractual questions.

Overall Satisfaction for 'Services provided by S4B' was 86.27% against a KPI target of 83%- 3.27% above target. In 2022 this overall satisfaction by all residents was 89.43% and in 2020 this was 86.3 %.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?

Answered: 182 Skipped: 4

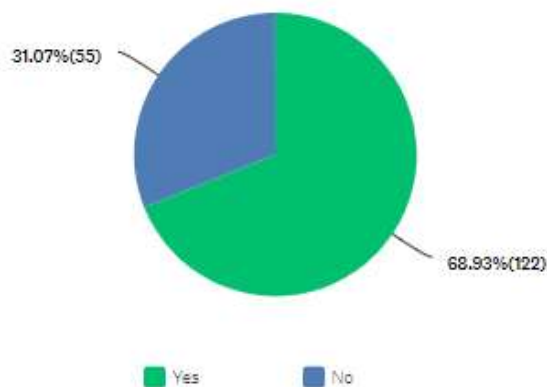


Repairs and Maintenance

A new question this year was to ask if tenants have had a repair in the last 12 months. This that despite large scale refurbishment of Brunswick under the PFI, with almost 69% of those tenants who responded had received repairs in the last 12 months.

Has S4B carried out a repair to your home in the last 12 months? (if no go to Q6)

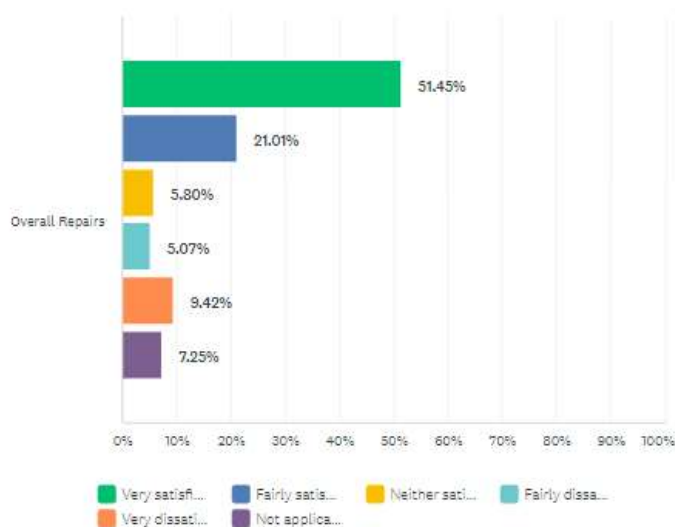
Answered: 177 Skipped: 9



Overall repairs satisfaction with those who received repairs in the last 12 months showed that over 72% are very or fairly satisfied with the repairs service received. With 9.42% very dissatisfied.

If yes, how satisfied or dissatisfied are you with the overall repairs service you have received to your home from S4B over the last 12 months?

Answered: 138 Skipped: 48

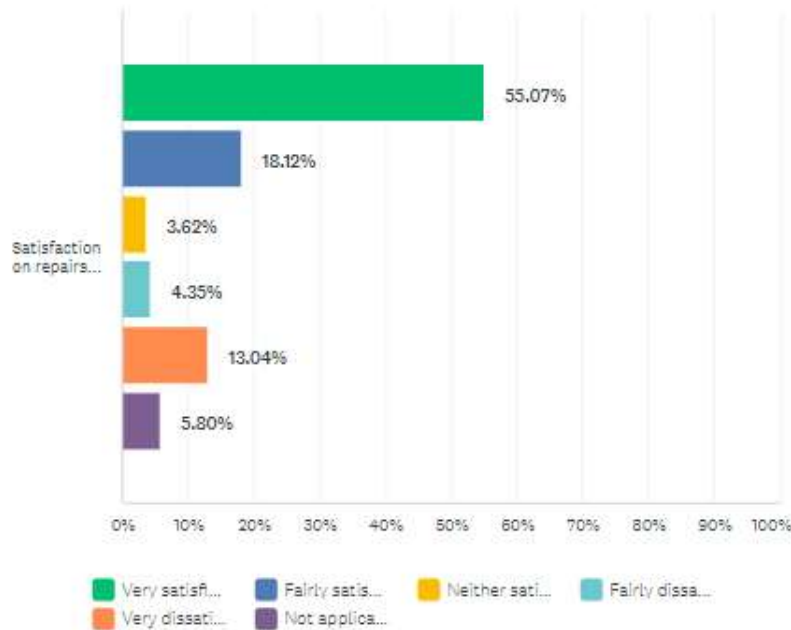


The satisfaction with the time taken to complete the most recent repairs was 73.19%, including those very and fairly satisfied with the repair time frame. But just over 13%

were very dissatisfied with the time taken. Details on comments from individual addresses can be found to address the issues of these repairs and these have been logged as jobs for action by the repairs team. This will also be included within the action plan for 2024.

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

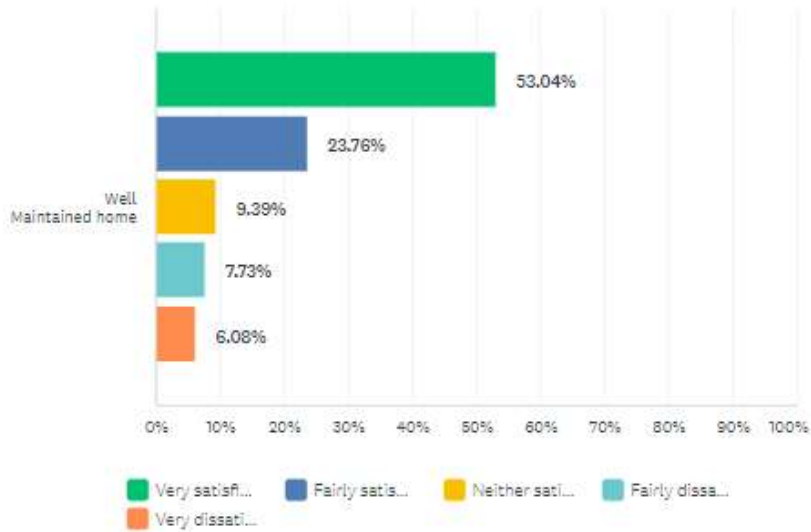
Answered: 138 Skipped: 48



The level of satisfaction of the homes of tenants in Brunswick is high as you would expect following the investment, refurbishment, and regeneration of the Brunswick PFI. The satisfaction level is 76.8% including those fairly and very satisfied. Those most dissatisfied will be a focus of the action plan to resolve outstanding concerns which have led to this.

How satisfied or dissatisfied are you that S4B provides a home that is well-maintained?

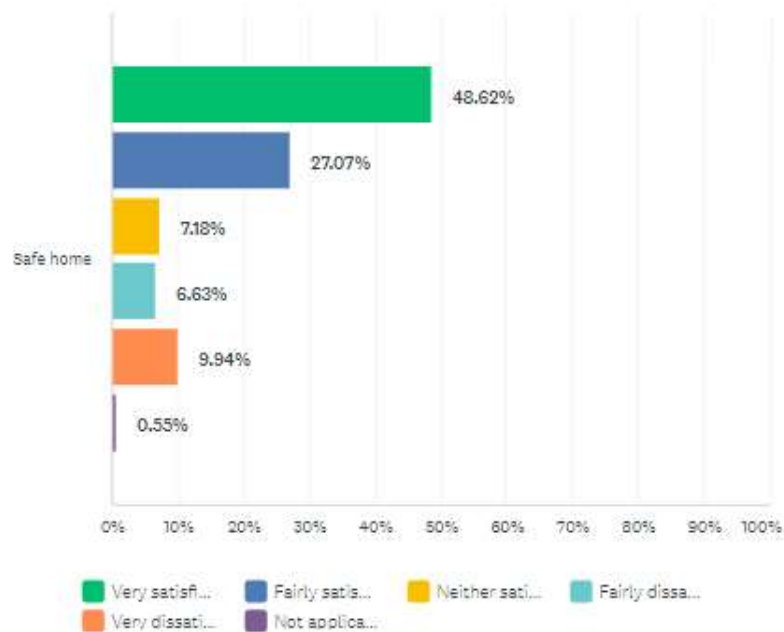
Answered: 181 Skipped: 5



Tenants views of the safety of their home shows a high level of satisfaction at 75.96% including those very and fairly satisfied. However, of concern and for investigation under the action plan is the 9.94% who are very dissatisfied that their property condition or building is safe. This will be included in the 2024 action plan to explore the data to extract which buildings are noted as concern and inspect.

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that S4B provides a home that is safe?

Answered: 181 Skipped: 5

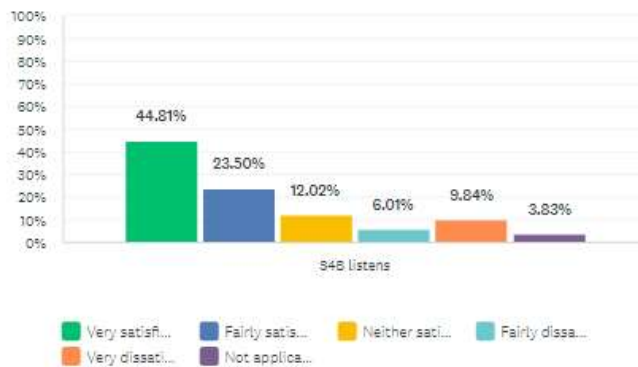


Communication

Tenants were surveyed if they felt S4B listened to their views and acted upon the information. The survey showed that 68.30% were very or fairly satisfied with S4B listening and acting upon the views of tenants but 9.84% were very dissatisfied. This will form a focus of the action plan for being sure S4B use and give feedback from residents.

How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?

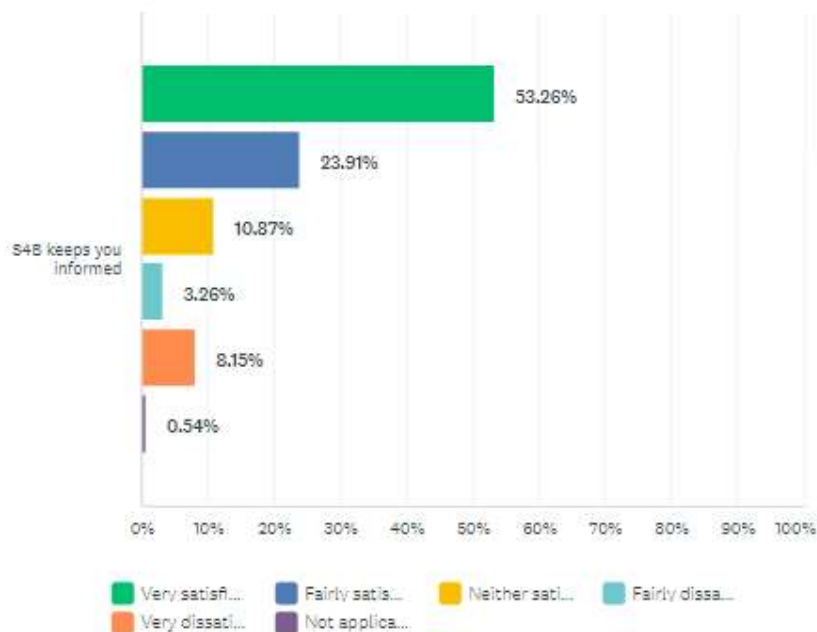
Answered: 183 Skipped: 3



Tenant feedback in 2023 showed that S4B tenants feel well informed about things most important to them. At 77.17%, this survey showed very high proportion of tenants were very or fairly satisfied with the information provided by S4B.

How satisfied or dissatisfied are you that S4B keeps you informed about things that matter to you?

Answered: 184 Skipped: 2

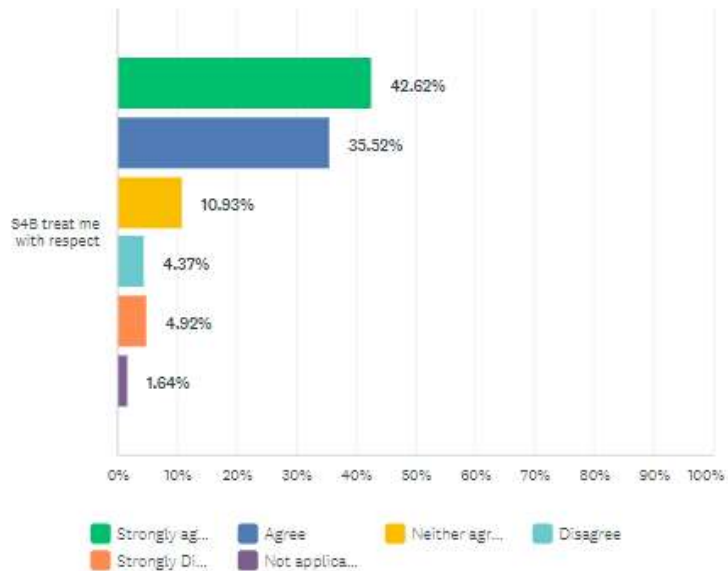


Involvement

Tenants provided very positive feedback that they felt treated fairly and with respect. The survey showed that 78.14% were very or fairly satisfied that S4B treated tenants fairly and with respect.

To what extent do you agree or disagree with the following? "S4B treats me fairly and with respect."

Answered: 183 Skipped: 3

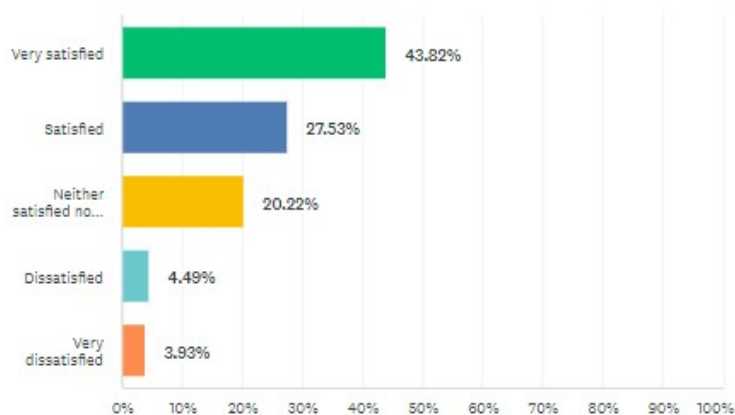


Tenant involvement in S4B was surveyed as part of the Tenant Satisfaction survey and forms a contractual key performance indicator. Satisfaction for 'Opportunities available for resident involvement in Brunswick' was 91.57% against a KPI target of 70%- 21.57% above target.

In 2022 this was 95.15% and in 2020 this was 91.3% including all tenures.

How satisfied or dissatisfied are you with the opportunities available for resident involvement in your area?

Answered: 178 Skipped: 8

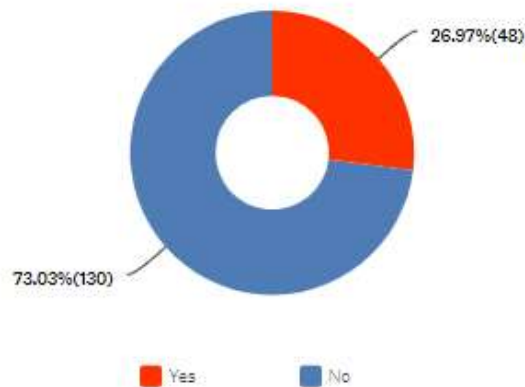


Complaints

Tenants were surveyed on complaints. With 26.97% or 48 noting they made a complaint in the last year.

Have you made a complaint to S4B in the last 12 months? (If no got to Q14)

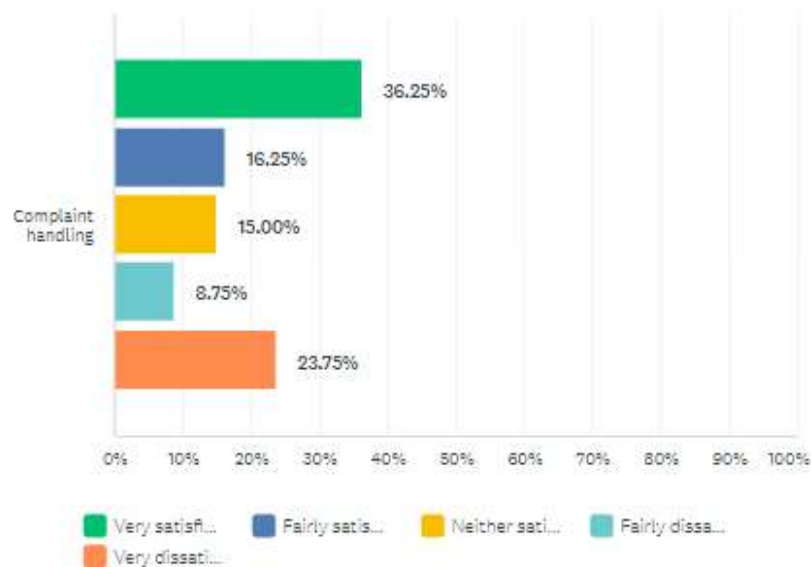
Answered: 178 Skipped: 8



Of the tenants who made a complaint it is important to note that 23.75% remained very with the approach to complaints. This area will need to be included in the action plan for 2024

If yes, how satisfied or dissatisfied are you with S4B approach to complaints handling?

Answered: 80 Skipped: 106

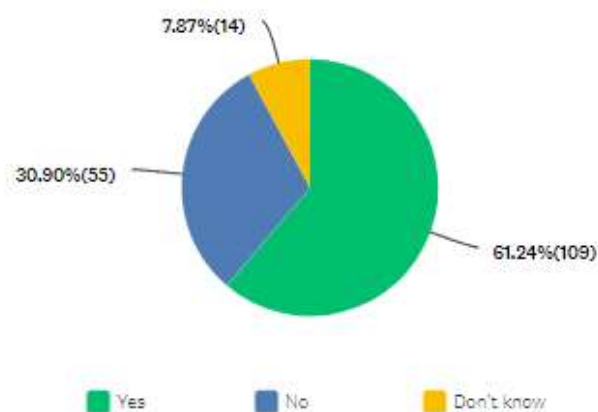


Communal area Services

Tenants were surveyed about the communal areas within blocks of Brunswick. This showed that 61.24% lived in a building with a communal. Although a review of addresses showed some who answered yes did not live in a building but clearly felt the benefit of the S4B caretaking services in the area.

Do you live in a building with communal areas, either inside or outside, that S4B is responsible for maintaining? (If no got to Q16)

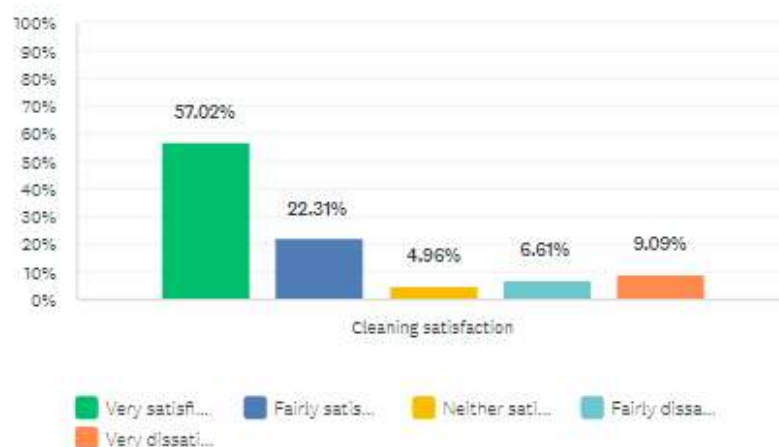
Answered: 176 Skipped: 8



Tenant satisfaction showed that 79.33% of residents felt at these communal areas are clean and well maintained. Demonstrating a very high standard of communal area management and tenant perception of this.

If yes, how satisfied or dissatisfied are you that S4B keeps these communal areas clean and well-maintained?

Answered: 121 Skipped: 65

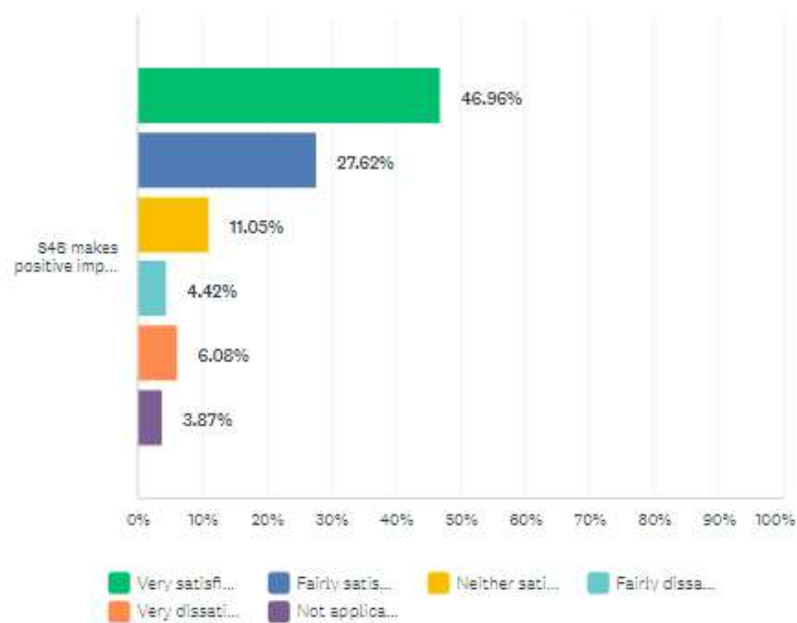


Neighbourhood Management

Tenants were surveyed on how S4B managed the neighbourhood and if S4B makes a positive contribution to the neighbourhood. The survey showed a very high satisfaction of neighbourhood management, and positive impact. The survey showed that 74.58% were very or fairly satisfied with S4B's neighbourhood management.

How satisfied or dissatisfied are you that S4B makes a positive contribution to your neighbourhood?

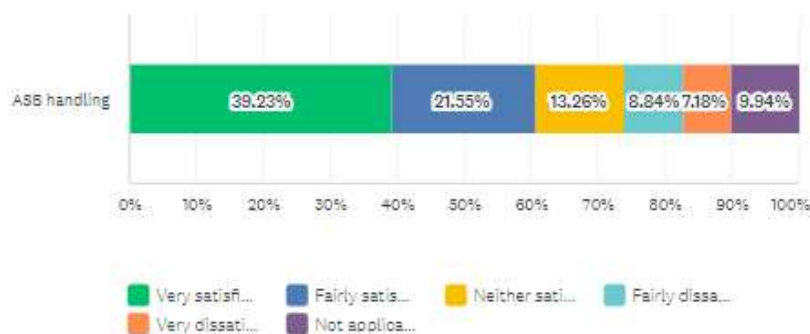
Answered: 181 Skipped: 5



Tenants affected by Anti-Social Behaviour were asked about their feedback on the approach taken by S4B. This showed a good level of satisfaction with 60.77% either very or fairly satisfied by the S4B approach to ASB. With only 10.34% of tenants surveyed making an ASB complaint in the last year.

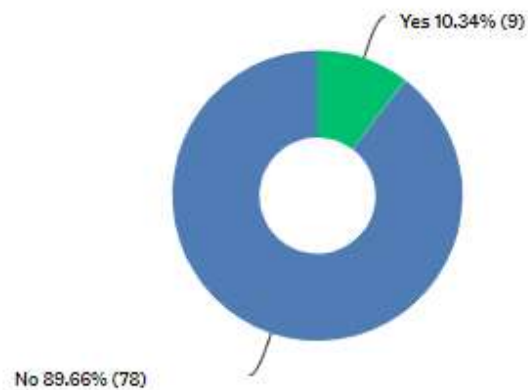
How satisfied or dissatisfied are you with S4B's approach to handling anti-social behaviour?

Answered: 181 Skipped: 5



Have you made a complaint regarding ASB in the last 12 months?

Answered: 87 Skipped: 99

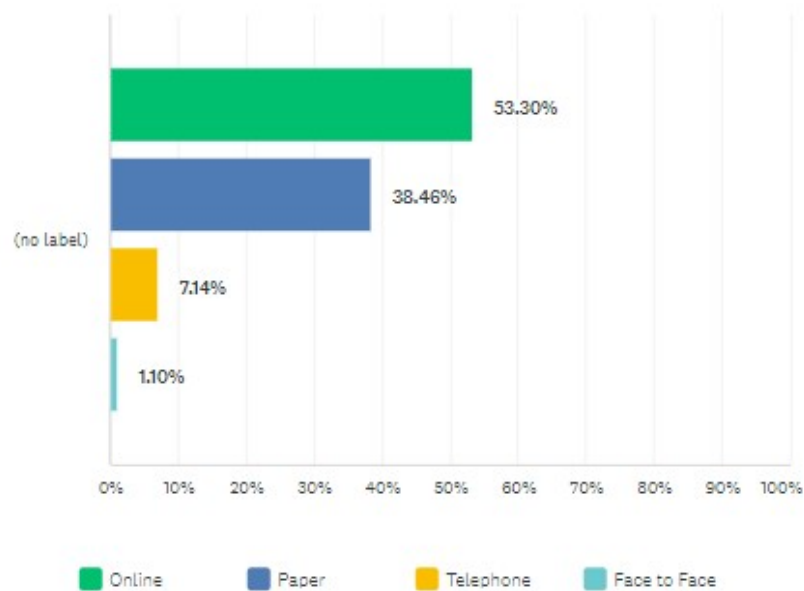


Methodology

The survey was completed using different methods. With 53.30% completed online, 38.46% returned in paper surveys.

Survey Method

Answered: 182 Skipped: 4



Summary and Next Steps

In order to use the information collected from this S4B annual satisfaction survey all the feedback and comments will be summarised and included in an action plan for 2024 this will inform the Neighbourhood plan which will be produced in 2024. This plan goes beyond the contract requirements to ensure that all S4B partners use the feedback from residents to enhance the services and delivery. The action plan will extract areas of focus for improvement and act as a focus for service improvement. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting.

Benchmarking work will be available via the Regulator to allow the comparison of data provided compares with other social housing provider. Manchester City Council will be able to provide feedback on how S4B compares to MCC Housing Services and other PFI areas.

The 2023 Tenants Satisfaction Measures Survey provides some very good areas of satisfaction in S4B services and some areas for improvement.

Neighbourhood Management Satisfaction is very high along with high satisfaction for communal cleaning services. Also tenants are happy with communication and feel well informed. The survey also shows very high satisfaction with involvement in Brunswick.

There are areas for focus under the action plan will be with those most dissatisfied with complaints, repairs, maintenance and not feeling their home is safe. More in depth resident scrutiny groups maybe needed to explore the more complex issues of repairs satisfaction. Or direct contact with those addresses most dissatisfied to understand concerns,

The Satisfaction Survey 2024 is a good news story and good levels of satisfaction and many positive elements, especially the feedback on neighbourhood management, communication, and cleaning.

As required the survey results will be published on the S4B website and shared in the S4B newsletter once agreed by Manchester City Council this will allow the feedback to be communicated to residents in detail.

The successes and positive overall feedback will be communicated in the S4B newsletter and via the S4B website. As well as announcing the prize draw winners to encourage participation in future surveys.

Whilst the S4B Satisfaction Survey only provides a snapshot annually, the information collated helps to inform all parts of the business and will be shared across S4B to allow for continued improvement.