

Tenant Satisfaction Measures - Report 2023-24

The Regulator for Social Housing has created a system for addressing how well social landlords in England are doing at providing good quality homes and services. They have introduced a set of Tenant Satisfaction Measures (TSM's) that social housing landlords must report on. Residents will be able to use these measures to understand how well YMCA North Tyneside is performing as a landlord. The data will also give the Regulator an idea of which landlords need to improve. In April 2023, it became mandatory for all regulated providers of social housing to start carrying out TSM surveys. Here is the data we collected for the period April 2023 to March 2024.

Guide to interpretation:

Figures in red

We're below target

Figures in amber

We're slightly below target

Figures in green

We're at or above target

Management Information Measures		
Measure	Target	Achieved
Number of stage 1 complaints received per 1000 properties	N/A	40
Number of stage 2 complaints received per 1000 properties	N/A	9.57
Stage 1 complaints responded to within the Housing Ombudsman's timescales	100%	100%
Stage 2 complaints responded to within the Housing Ombudsman's timescales	100%	100%
Anti-social behaviour cases per 1000 properties	N/A	13.3



Anti-social behaviour cases involving hate crime per 1000 properties	N/A	None reported
Non-emergency repairs completed within target timescale	100%	94.3%
Emergency repairs completed within target timescale	100%	87.8%
Homes that have not met the Decent Home Standard at some point in the year	0%	1.4%*
Homes that have had all necessary gas safety checks	100%	100%
Homes that have had all necessary fire safety checks	100%	100%
Homes that have had required asbestos surveys or re-inspections	100%	90%
Homes that have had all necessary legionella risk assessments	100%	100%
Buildings where communal passenger lifts have had necessary safety checks	100%	100%

Notes:-

Based on 300 properties as at 31st March 2024

* 3 properties were reported as being below Decent Homes Standard during routine compliance inspection visits. Remedial works were carried out on each to bring them back up to the required standard.



Tenant Perception Measures		
Measure	Last Year	Achieved
Overall satisfaction	N/A	63.1%
Satisfaction with repairs	N/A	63.1%
Satisfaction with time taken to complete most recent repair	N/A	67.7%
Satisfaction that the home is well maintained	N/A	63.1%
Satisfaction that the home is safe	N/A	66.1%
Satisfaction that YMCA listens to tenant views and acts upon them	N/A	69.2%
Satisfaction that YMCA keeps tenants informed about things that matter to them	N/A	61.5%
Agreement that YMCA treats tenants fairly and with respect	N/A	73.8%
Satisfaction with YMCA's approach to handling complaints	N/A	41.7%



Satisfaction that YMCA keeps communal areas clean and well maintained	N/A	58.2% [#]
Satisfaction that YMCA makes a positive contribution to neighbourhoods	N/A	50% [#]
Satisfaction with YMCA's approach to handling anti-social behaviour	N/A	50% [#]

Notes:-

Less than a quarter of those surveyed gave any response to these 3 questions consequently the results are far from any sort of statistical significance.

Tenant perception measure averages were adversely affected by the results from a particular set of residents, cared for by one particular care provider. Given the small achieved sample size these results had a marked suppressing effect on the overall scores. YMCA is working to address resident concerns with this care provider in 2024-25.



Meeting the Regulators methodological requirements of surveying and publishing tenant perception measures

The following table contains details of YMCA's approach to collecting data and our response to the requirements of the Regulators requirements:-

Requirement	Response
Required sample size to attain required level of statistical accuracy (+/- 5%)	136 (which is calculated based on 209 total properties as at 31st August 2023)
What was the achieved sample size?	65
What was the timing of the survey?	October 2023 to April 2024.
What data collection methods were employed?	In-person surveys conducted during Compliance Officer property visits.
What sample method was employed?	Census i.e. every resident was included in the sample.
What is the representativeness of the survey sample?	The survey achieved <ul style="list-style-type: none"> • 58% of young people aged 16 to 24 in Supported Exempt Accommodation (including Looked After Children and Unaccompanied Asylum Seeking Children) • 32% of those adults in Supported Exempt Accommodation • 61% of those in Specialised Supported Exempt Accommodation.
Has any weighting been applied when presenting the survey results?	None.



Were any external contractors involved in data collection? What was their role?	No.
Number of households not included due to 'exceptional circumstances'	No households were excluded from sampling.
Reasons for failure to meet the required sample size	Did not start surveying until half way through the year. Only used face-to-face surveying due to the number of residents with learning difficulties, autism, limited english and other support needs.
Type and amount of incentives used to encourage survey completion	None.
Other methodological issues likely to have a material impact on the	None.
What is the confidence level?	Less than 95% as the required sample size was not met.

Conclusion and learning points

- Collecting data was more difficult than expected from our Regulate & Protect residents and whilst the qualitative responses provided rich data, we were unable to reach the numbers required.
- This, in part, was because of the number of residents we have with learning difficulties, limited english, autism or other support needs; which made the process time consuming.
- In 2024-25 data collection will start earlier in the financial year and we will allocate more resources to ensure we meet the required sample size for statistical accuracy.
- We will consider offering paper and on-line survey options in order to help boost the responses from those that do not need high levels of support in order to answer the survey effectively.

Report author: Steve Pugh, Director of Homes & Places

Report date: 20th June 2024

