

TENANT SATISFACTION MEASURES

Listening and acting on your feedback

62.4%

Are satisfied with the overall service from MDH

63.8%

Are satisfied with the overall repairs service

49.6%

Are satisfied with our approach to anti-social behaviour

71.6%

Are satisfied that their home is safe

49.9%

Are satisfied that MDH makes a positive contribution to their neighbourhood

62.2%

Feel they are kept informed about things that matter to them

69.8%

agree they are treated fairly and with respect

The Tenant Satisfaction Measures (TSMs) are great for tenants as they allow you to hold us accountable. The aim is to help improve standards by providing visibility and giving the regulator an insight into how we are performing. The results of the survey also give us an idea of where and how we can improve. The snapshot of results above has given us the ability to create an action plan based around you, for you. There are 22 TSMs in total which cover 5 themes. Keep reading to find out our full results from 2023-2024 and how we are acting on your feedback.



Mid Devon Housing

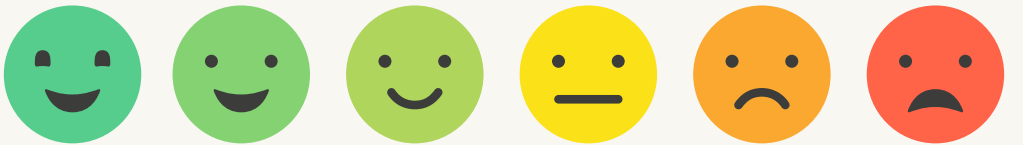
What are the Tenant Satisfaction Measures?

From April 2023 social housing providers had to start collecting data on a new set of tenant satisfaction measures (TSMs). These new measures have been developed as part of a new system by the Regulator of Social Housing to assess how well a social housing landlord is providing good quality homes and services.

There are 22 TSMs in total, 12 of these require landlords to conduct a tenant perception survey. You will see these referred to in this document as 'TP01-TP12'. The remaining 10 are management information measures.

TSM Themes

- 1. Keep properties in good repair (RP)
- 2. Maintaining building safety (BS)
- 3. Respectful and helpful engagement
- 4. Effective handling of complaints (CH)
- 5. Responsible neighbourhood management (NM)



625

The amount of responses received

71.6%

Our highest score: Satisfaction that MDH provides a home that is safe

22.2%

Our lowest score: Satisfaction with our approach to complaints handling

Our Approach

We worked with Service Insights Ltd to carry out our 2023/24 survey in November and December of 2023 using postal, telephone and online survey methods. Service Insights selected a randomised sample through MS Excel randomisation which led to 625 responses. We would like to thank everyone that took part and encourage others to do so for future TSMs, your views help shape the service we provide you.

We asked the required 12 regulatory TSM questions as well as 4 additional questions:

We asked 'Please can you tell us why you gave that score' immediately after asking tenants about overall satisfaction (TP01).

We asked 'Do you have any final comments or suggestions in relation to the issues raised in this survey?'

We asked if you had reported anti-social behaviour in the last 12 months before asking TP12

We included a net promoter score asking 'how likely are you to recommend MDH to others'

What happens next?

We have been working hard to analyse your responses and have put together a comprehensive Improvement Plan which will allow us to ensure we provide the best possible service to our tenants. This Improvement Plan can be found at the end of this document.

Alongside this, tenants were asked within the survey if they were happy to be contacted regarding their answers. We have been working through responses and contacting those tenants who said yes to this to offer the opportunity to discuss their concerns further and whether they wish to raise a formal complaint.

We have also started work for our next survey for 2024-25. More details of this survey will be provided in due course.

Results

These 12 results are from the tenant perception survey tenants completed at the end of 2023. The arrows depict whether our scores have gone up or down compared to our test survey conducted in 2022. Please note the results of the test survey are not submitted to The Regulator.

62.4%

Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by MDH?

TP01

7.6%



63.8%

How satisfied or dissatisfied are you with the overall repairs service from MDH over the last 12 months?

TP02

5.2%



57.5%

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

TP03

7.5%



65.3%

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

TP04

0.3%



71.6%

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

TP05

0.6%



50.6%

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

TP06

0.6%



62.2%

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

TP07

1.2%



69.8%

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

TP08

3.8%



22.2%

How satisfied or dissatisfied are you with MDH's approach to complaints handling?

TP09

7.8%



49.3%

How satisfied or dissatisfied are you that MDH keeps these communal areas clean and well maintained?

TP10

3.7%



49.9%

How satisfied or dissatisfied are you that MDH make a positive contribution to your neighbourhood?

TP11

2.9%



49.6%

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

TP12

2.6%



Results

The results below are measured by MDH's management information. 2023-2024 was the first year collecting this data, from 2025 we will be able to provide data on whether we have improved.

61.6

Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH01 Part 1

15.6

Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH01 Part 2

98.4%

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

CH02 Part 1

89.1%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

CH02 Part 2

10.8

The number of anti-social behaviour cases opened for each 1,000 homes MDH owns including the number of cases that involve hate incidents

NM01 Part 1

0

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

NM01 Part 2

0.8%

Homes that do not meet the Decent Homes Standard

RP01

98.9%

Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

RP02 Part 1

99%

Proportion of emergency responsive repairs completed within the landlord's target timescale.

RP02 Part 2

100%

Percentage of homes that have had all the necessary gas safety checks

BS01

100%

Percentage of homes that have had all the necessary fire safety checks

BS02

77.7%

Percentage of homes that have had all asbestos safety checks

BS03

100%

The percentage of homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies.

BS04

100%

Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

BS05

MDH IMPROVEMENT PLAN

Although we improved on some areas in the 2023-24 TSMs compared to the test survey, we recognise there is still room for improvement. This is why we have created an Improvement Plan with the aim to develop MDH further and provide the best possible service to our tenants. Taking into consideration the new Consumer Standards, the proposed Competence and Conduct Standard and our own priorities, we have created an improvement plan that addresses the TSM results and will allow MDH to further empower tenants and provide a service that is tailored to them.

Context

Consumer Standards:

The new Consumer Standards came into force in April 2024 but what does this mean for social housing providers? The new standards set out 20 required outcomes and 61 specific expectations. In a nutshell, The Regulator now has new powers which will ensure a 'well-governed social housing sector'. The TSMs are part of these new standards and MDH will also be subject to inspections every 4 years,

Competence and Conduct Standard:

In February 2024, the government published an 8 week consultation seeking views on a new Competence and Conduct Standard for social housing providers. This sets out how housing staff should behave towards tenants and requires senior housing managers and executives in relevant roles to undertake qualifications.

Overview

The Improvement Plan consists of 11 themes, each includes a number of actions within the theme:

Governance and Tenant Scrutiny

Value for Money

Records

Performance Management

Policy & Procedure

Complaints

Case Management

Training

Tenant Involvement & Engagement

Tenant Satisfaction

Development

Governance and Tenant Scrutiny

Formalising an approach to increasing tenant scrutiny of MDH policy, performance and compliance under defined terms of reference. Particular emphasis on meeting the requirements of the new Transparency, Influence and Accountability Standard with outcomes about how landlords provide information, listen to tenants, and act on their views.

Action	Consumer Standard	Priority
Develop a Consumer Standards Board/Sub Committee which involves tenants to ensure effective governance of the housing service	Transparency, Influence and Accountability	High
Develop a Terms of Reference for the new Consumer Standards Board/Sub-Committee. This is a document that will describe the purpose of the group, set out the goals and provide scope.	Transparency, Influence and Accountability	High
Develop a Compliance Report for the new Consumer Standards Board/Sub-Committee.	Transparency, Influence and Accountability	Medium
Ad-hoc case studies presented to the new Consumer Standards Board/Sub-Committee	Transparency, Influence and Accountability	Low

Value for Money

Providing greater assurance on statutory requirement for tenants' money to be used appropriately in way that delivers value for money. Particular focus on increasing transparency and evidence base where services are delivered internally. Requirement of new Transparency, Influence and Accountability Standard.

Action	Consumer Standard	Priority
Value for Money exercise in relation to delivery of services which are recharged to MDH from the General Fund. For context, the General Fund refers to the services provided by a Council to the general public such as Environmental or Leisure Services. This is the account Council Tax is paid into. MDH uses a separate fund called the Housing Revenue Account (HRA), The HRA is used to fund management and maintenance of the Council's social housing stock, including repairs and maintenance, tenancy management, tenant initiatives etc.	Transparency, Influence and Accountability	High
Introduce a Value for Money log	Transparency, Influence and Accountability	Medium

Records

Cross-cutting theme enabling compliance and supporting scrutiny evidence base with both tenants and regulator. Supports compliance with all consumer standards.

Action	Consumer Standard	Priority
Management to continue to emphasise the importance of record keeping and providing evidence to ensure compliance	All Standards: Transparency, Influence and Accountability, Neighbourhood & Community, Safety & Quality, Tenancy Standard	High

Performance Management

Building on strong progress with performance management with emphasis on tenancy management and ASB (anti-social behaviour) activity. Supports compliance with all consumer standards but with a focus on Neighbourhood and Community Standard.

Action	Consumer Standard	Priority
Develop a revised performance scorecard to incorporate additional ASB, Safeguarding, Domestic Abuse, Tenancy Fraud data	Transparency, Influence and Accountability	High
Develop a set of ASB Service Standards	Neighbourhood & Community, Tenancy Standard	High
Ensure 'regular contact' is a performance measure for ASB case reviews	Neighbourhood & Community, Tenancy Standard	Medium
Managers to attend new tenancy sign ups on an ad-hoc basis	Transparency, Influence and Accountability	Medium

Policy and Procedure

This is the broadest theme; cross-cutting service areas and all consumer standards with actions ranging from overarching policy development/approach, policy gaps and procedure development with detail around voids and ASB management in particular. Moving forward with a strong proactive approach to damp and mould to ensure stock specific information is tailored to compliance with Awaab's Law.

Action	Consumer Standard	Priority
Update Housing Strategy	All standards	High
Develop a Housing Management Strategy	Tenancy Standard	High
Redevelop the Tenant Involvement Strategy	Transparency, Influence and Accountability,	High
Develop specific policies and procedures such as ASB, Safeguarding, Domestic Abuse, Tenancy Fraud for MDH	Transparency, Influence and Accountability, Neighbourhood & Community, Tenancy Standard	High/Medium
Review and revamp the Tenant Involvement Action Plan	Transparency, Influence and Accountability.	High
Review Hoarding Policy	Transparency, Influence and Accountability, Safety & Quality	High
Utilise the duty officer to handle initial reports of ASB	Neighbourhood & Community, Safety & Quality	High
Introduce an Initial ASB Report Form	Neighbourhood & Community, Tenancy Standard	High
Action Plans to be implemented on all ASB cases	Neighbourhood & Community, Tenancy Standard	High

Policy and Procedure

Action	Consumer Standard	Priority
Well-being question at the start and end of ASB cases	Neighbourhood & Community, Tenancy Standard	High
Review and rewrite ASB standard letters	Neighbourhood & Community, Tenancy Standard	High
Encourage staff to tailor letters to the case details rather than a generic approach	Neighbourhood & Community, Tenancy Standard	Medium
Change terminology from 'ASB Complaint' to 'ASB Report' within system / standard documentation and correspondence	Neighbourhood & Community	Medium
Develop a revised ASB Policy and new procedures. Highlight the importance of 'quality' regular contact within the ASB procedures	Neighbourhood & Community, Tenancy Standard	Medium
Review Domestic Abuse Housing Alliance (DAHA) accreditation to deliver updated policy and practice to support tenants who experience domestic abuse	Transparency, Influence and Accountability, Neighbourhood & Community	Medium
Damp and Mould research - build on research and current D&M Policy	Safety & Quality	Medium

Complaints

Capacity to meet regulatory drive/increased complaints under revised 2024 statutory Housing Ombudsman Service Complaints Handling Code/new mandated targets of 10 and 20-working days for Stage 1 and 2 Complaints. Embedding learning from complaints to shape improvements with more structured insights, communication and ownership approach.

Action	Consumer Standard	Priority
Review investment into additional resources to the Performance and Complaints Team	Transparency, Influence and Accountability	High
Complaints Officer to ensure that all managers are aware of all complaints within their service area	Neighbourhood & Community, Tenancy Standard	High
Complaints officer to provide complaints insights presentations to teams across the service	Transparency, Influence and Accountability	Medium

Case Management

Developing better ASB case management to improve efficiency and outcomes. Focus on compliance with Neighbourhood and Community Standard.

Action	Consumer Standard	Priority
Ensure that regular case reviews are taking place	Neighbourhood & Community, Tenancy Standard	High
Actions plans to be highlighted within ASB case reviews	As above	Low

Training

Meeting requirements of new statutory RSH Competencies and Conduct (C&C) Standard. Broader investment in training across specific areas to build knowledge and performance leading to stronger compliance inc. ASB management, managing teams and customer service. Supports compliance with all consumer standards and C&C standard.

Action	Consumer Standard	Priority
Invest in effective tailored training for relevant teams/Develop MDH specific Learning & Development policy	All standards plus C&C	High
Develop a schedule of ASB training for the Estates team across different ASB requirements	Neighbourhood & Community, Tenancy Standard	Medium
Training for Estates team on ASB legislation and practical applications	Neighbourhood & Community, Tenancy Standard	Medium
Training for Estates team on ASB effective case management and the importance of gathering evidence	Neighbourhood & Community, Tenancy Standard	Medium
Invest in 'managing staff effectively' training for managers/team leaders	All standards	Medium
Customer service and lone working training to be provided to trades teams	Transparency, Influence and Accountability	Low

Tenant Involvement & Engagement

Building on strong development of our tenant and involvement to ensure capacity and wider methods and channels are in place to ensure tenants have even greater opportunities to access services and influence our decision making. A central, key compliance focus across the new regulatory regime but specifically the Transparency, Influence and Accountability Standard.

Action	Consumer Standard	Priority
Develop different methods of engagement i.e. 'light touch', 'online', 'more in-depth'	Transparency, Influence and Accountability	High
Develop local road/estate based tenant/resident groups under overarching tenant association	Transparency, Influence and Accountability	High
Develop a Terms of Reference for the new tenant groups and association	Transparency, Influence and Accountability	High
Review the website for areas where more information could be provided	Transparency, Influence and Accountability	Medium
Ensure resident engagement is embedded across MDH by managers ensuring they support the work of the Tenant Involvement Team	Transparency, Influence and Accountability	Medium
Complete tenant Pre-vacate Exit Interviews	Transparency, Influence and Accountability	Low
Looking into building a notification system into My Mid Devon to enable people to report issues of concern	All standards	Low
Promote training offer to tenants	All standards	Low
Explore the different ways of engaging a diverse range of residents to influence service delivery	Transparency, Influence and Accountability	Low

Tenant Satisfaction

Related to Tenant Involvement and Engagement with a focus on understanding service satisfaction through wider methods, using data effectively and acting on tenant feedback already received. Strongly links to outcomes in the perception survey based Tenant Satisfaction Measures (TSMs - mandated RSH metrics) and both the Transparency, Influence and Accountability Standard and Safety and Quality Standard

Action	Consumer Standard	Priority
Conduct telephone and/or online satisfaction surveys at point of closure of an ASB Case and Repairs.	Transparency, Influence and Accountability	High
Relevant managers to conduct random transactional surveys midway through cases/services	Transparency, Influence and Accountability	Medium
Consider other platforms to conduct transactional surveys	Transparency, Influence and Accountability	Medium
Embed the data from 'Getting to know you' surveys to influence services and identify reasonable adjustment requirements	Transparency, Influence and Accountability	Low
Plan to enable tenants to book repairs online in the medium term	Safety & Quality	Low

Development

Building capacity to deliver our ambitious 500 unit/5-year programme as a Corporate Plan and strategic priority. New approaches to advance internal and external communications and consultation.

Action	Consumer Standard	Priority
Develop 'early working together' processes to support location, design and specification of new MDH development applications (internal and external)	Corporate Plan and Housing Strategy	High
Develop Let's Talk MDH development hub channel - tenants and member awareness/wider engagement	Corporate Plan and Housing Strategy	High