

SPECIFICATION – TENANT SATISFACTION MEASURES: TENANT SURVEY

1. Introduction

The Council requires a specialised external organisation with both the technical and legal expertise, to prepare and undertake an independent **Tenant Perception Survey** across all 4320 Council tenants, that must meet the Regulator of Social Housing requirements (as set out within Regulator of Social Housing's guidance and technical documents available on gov.uk website; [Tenant Satisfaction Measures Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/442222/Tenant_Satisfaction_Measures_Standard_-_GOV.UK.pdf), including;

- *Tenant Satisfaction Measures: Tenant Survey Requirements*
- *Tenant Satisfaction Measures: Technical Requirements*
- *Tenants Satisfaction Measures: Summary of Requirements*
- *Tenant Satisfaction Measures: Guidance on the submission of data to the regulator*
- *Tenant Satisfaction Measures: FAQ's*

The Contractor with the support of the Council will;

- Review and fully understand the Regulator of Social Housings Tenant Survey Requirements, including the scope and approach which are detailed within the Regulators guidance and technical documents.
- Produce and deliver a Tenant Perception Survey to all 4320 Tamworth Borough Council tenants, which meets the Regulators timeframe and requirements, including the publication of summary of approach.
- Collect the tenant perception survey response data, which meets the Regulators timeframe and requirements.
- Calculate and process the tenant perception survey, with meets the Regulators timeframe and requirements.
- Produce a report setting out the tenant perception survey response data/information in a suitable format, in readiness for the Council to annually submit the data returns to the Regulator.
- Produce and present a report on the tenant perception survey responses/findings along with recommendations for improving tenant satisfaction.
- Produce a Tenant Satisfaction Improvement action plan.
- Prepare and publish the survey performance against the tenant satisfaction measures in a manner and format that is timely, clear, and easily accessed by tenants.

The Council will meet and agree the key milestones with the Contractor and plan to ensure that all items listed in 3 below are delivered at the relevant points. The indicative milestones listed below are when the Council will expect work packages to be completed, but these will be agreed as part of the initial discussion with the Contractor.

Outcome	Lead	Timescales
Commissioning of Contractor.	The Council	Oct/Nov 2023
Submission of proposed project programme plan, methodology/approach plan, project timetable during the inception meeting.	The Contractor	Oct/Nov 2023
Complete an initial desk top review – to establish and understand the Regulator of Social Housing Requirements for the Tenants Survey, as set out within their guidance and technical documents ` <i>Tenant Satisfaction Measures: Technical Requirements</i> and <i>Tenant Satisfaction Measures: Tenant Survey Requirements etc.</i>	The Contractor with the Council supporting with document requests	Dec 2023
First draft of survey, covering letter and communication programme.	The Contractor	Dec/Jan 2023
Produce and deliver the tenant perception survey.	The Contractor	Jan 2023
Communication programme will continue throughout the entire duration of this programme with all stakeholders.	The Contractor	Throughout the entire programme
Collect the tenant perception survey responses.	The Contractor	February 2024
Calculate and process the tenant perception survey responses.	The Contractor	February 2024
Produce a report setting out the tenant perception survey response data/information in a suitable format, in readiness for the Council to annually submit the data returns to the Regulator.	The Contractor	February 2024
Produce and present a report on the tenant perception survey responses/findings along with recommendations for improving tenant satisfaction. The report will be presented to the Council's leadership teams, tenant groups and then to a Cabinet meeting.	The Contractor	March 2024
Produce a Tenant Satisfaction Improvement action plan.	The Contractor	March 2024
Prepare and publish the survey performance against the tenant satisfaction measures in a manner and format that is timely, clear and easily accessed by tenants	The Contractor	April 2024

2. Background

The Regulatory of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSMs) that social housing landlords must report on, with effect from April 2024.

The Tenant Satisfaction Measures Standard requires all registered providers of social housing to collect and report annual on their performance from April 2024, on a core set of defined measure to provide tenants with great transparency about their landlord's performance and gives the Regulator an idea of which landlords might need to improve things for their tenants. In addition to this, the survey will maximise the Council's understanding of overall tenants' satisfaction and expectation, identify areas for service improvement, compare satisfaction and enable performance comparison with other comparable Borough Councils.

The tenant satisfaction measure information must meet the regulator's requirements as set out in the Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Survey Requirements.

Full details are set out on the government website: [Tenant Satisfaction Measures Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/tenant-satisfaction-measures-standard), including;

- *Tenant Satisfaction Measures: Technical Requirements*
- *Tenant Satisfaction Measures: Tenant Survey Requirements*
- *Tenant Satisfaction Measures: Guidance on the submission of data to the regulator*
- *Tenant Satisfaction Measures: FAQ's*
- *Tenants Satisfaction Measures: Summary of Requirements*

The Tenant Satisfaction Measures comprise of 12 tenant perception measures, to be provided through tenant surveys carried out by the provider, and 10 landlord management information measures. The measures cover five themes: 1) keeping properties in good repair, 2) maintaining building safety, 3) respectful and helpful engagement, 4) responsible neighbourhood management and 5) effective handling of complaints.

Landlords will be able to survey all their tenants. Landlords with many homes will also have the option of surveying only some of their tenants. Tamworth Borough Council have chosen to survey all Council tenants.

Landlords will be allowed to include their own questions as well as the 12 required questions exactly as the Regulator has written them.

Landlords will be responsible for making sure that their surveys results are meaningful. This includes getting enough responses and avoiding carrying out surveys in ways that might stop certain groups of tenants taking part.

When Landlords publish their tenant satisfaction measure results, they will have to report how they carried out their tenant perception surveys, including how other issues that may affect the results. Landlords with 1000 or more home will also have to annually submit their data to the Regulator of Social Housing as from April 2024.

The Regulator of Social Housing will 1) use the satisfaction measure results to spot areas where they may need to follow up with a particular landlord to make sure they are meeting the required standards. 2) publish the results of tenant satisfaction measure for all landlords with 1000 or more. These results will come out once a year, starting Autumn 2024.

3. Scope

The production and undertaking of the **Tenant Perception Survey**, which will include but not limited to, the following elements: -

- Produce a detailed project action plan which explains the methodology.
- Review changes in legislation, social housing regulatory standards, statutory obligations, best practice etc. to inform requirements to be included Tenant Perception Survey.
- Fully review and understand what exactly is expected from the Regulator of Social Housing including the *‘Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey Requirements’*. This review will examine the Regulator of Social Housing’s **scope of the tenant perception survey**, including; the type of tenant perception survey, survey questions and response options, survey question wording, questionnaire structure, timing of survey, collection methods, relevant tenant population, data protection and confidentiality, publication of summary of approach, regulatory data returns, sampling approach, sample size, representative of responses, survey collection method, timeframe, accessibility and barriers to responding etc.
- Calculate, process, and produce a report setting out the tenant perception survey response data/information in a suitable format, in readiness for the Council to annually submit the data returns to the Regulator, covering both calculated tenant perception measures as well as summary information on the survey approach used. This information must be collected within a timeframe set by the Regulator, meet all Regulators requirements, whilst ensuring the information is accurate, reliable, valid.
- Produce and present a report on the tenant perception survey responses/findings along with recommendations for improving tenant satisfaction. The report will be presented to the Council’s leadership teams, tenant groups and then to a Cabinet meeting.
- Produce a 3 Year Tenant Satisfaction Improvement action plan. The action plan will be presented to the Council’s leadership teams, tenant groups and then to a Cabinet meeting.
- Prepare and publish the survey performance against the tenant satisfaction measures in a manner and format that is timely, clear and easily accessed by tenants i.e., Council’s website, Tenants Magazine, Annual Report etc. This should include information about how the Council have met the regulator’s requirement set out in *‘Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey Requirements’*.

4. Approach

The approach will mainly be guided by the requirements for undertaking a **Tenant Perception Survey**, which will include, but not necessarily be limited to, the following: -

- A corporate project team will be established with relevant and accountable staff who will support the provision of the Contractor’s initial desk top review Regulator of Social Housing Requirements for Tenant Satisfaction Measures: Tenant Survey Requirements etc.
- Initial project mobilisation meeting with lead officers to clarify and agree expectations and project plan including a delivery timetable.

- Regular project group progress update meetings and virtual teams meeting with Lead Officers.
- Research and fully understand the Social Housing regulatory framework including what exactly is expected from the Regulator of Social Housing including the *‘Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey Requirements’*.
- Communication with all stakeholders may include tenant consultative group meetings, social media campaigns, individual meetings with stakeholders, members and the corporate management team.
- Present survey findings and recommendations, to Corporate Management Team, Committee, and tenant groups, followed by submission of a draft tenants’ satisfaction action plan report to inform Cabinet, along with the necessary survey response data to submit to the Regulator of Social Housing.
- An audit trail of meeting notes, actions, etc.

-The End-

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