

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 26 March 2023
SUBJECT:	Tenant Satisfaction Measures Action Plan
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

This report supports the following areas of the corporate vision:

- Delivering the right homes in the right places
- Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.
- Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard.

This report will share with members the action plan put together following the results of the tenant satisfaction survey carried out in July 2023.

DIRECTORATE POLICY CONTEXT:

As a housing provider we must comply with the Standards set out by the Regulator of Social Housing, this includes the Tenant Satisfaction Measures Standard which came into effect on 1 April 2023.

Following the results of the survey the service put together an action plan to improve satisfaction, this work feeds into our wider objectives and ensures we are monitoring the improvements made as a service.

FINANCIAL SUMMARY:

There are no direct financial implications associated with this report, however some of the improvements suggested within the action plan may require additional funding or generate additional income.

Where certain projects require additional funding then the Group Head of Housing will work with the Group Head of Finance to identify this funding. These projects will be subject to a separate approval process where required.

1 PURPOSE OF REPORT

- 1.1 To provide members with a copy of the action plan to improve tenant satisfaction in housing services.

2 RECOMMENDATIONS

2.1 It is recommended that the Committee notes the content of this report.

3 EXECUTIVE SUMMARY

3.1 Appendix 1 of this report shares with members an action plan put together by housing services to improve tenant satisfaction.

3.2 This action plan is monitored every fortnight at our housing management meeting to ensure that progress is made.

3.3 The action plan sets out actions we are taking in the short term to improve satisfaction and sets out longer term projects which are in progress.

4.0 DETAIL

4.1 Following the results of the tenant satisfaction survey in July 2023 a workshop was arranged with senior managers and team leaders to discuss the results and create an action plan for the service to improve tenant satisfaction.

4.2 We looked at the key themes of the survey results and the requirements of the Consumer Standards and produced a set of actions that we feel will improve the services we provide and tenant satisfaction.

4.3 Some of these actions can be completed quickly and are in progress already, some of the actions are longer term and will be considered as part of objective setting for the new financial year.

4.4 The action plan is a live document and can be amended and updated to reflect the changing priorities of the service and feedback we receive from our tenants.

4.5 We carried out tenant engagement in Match this year to find out from our tenants how we can improve our communication with them, and to ask them to help shape improvement we make to how we communicate and keep them informed.

4.6 Their feedback will be used to further shape our action plan for improving satisfaction.

5 CONSULTATION

5.1 Workshops have been held with tenants on our communication. A verbal update will be provided at the meeting.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 This report is for noting only.

7. COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

7.1 Where certain projects require additional funding then the Group Head of Housing will work with the Group Head of Finance to identify this funding. These projects will be subject to a separate approval process where required.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no implications identified.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 There are no legal and governance implications.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 Further work is being done to improve tenants' awareness of compliance and safety in their home, this supports effective management of health and safety risks associated with our housing stock and will encourage tenants to report any safety concerns with their homes.

12. PROPERTY & ESTATES IMPACT

12.1 The recommendations of this report have no impact on the Councils General Fund Portfolio or the delivery of Property, Estates, and Facilities functions.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required for this report, but individual EIA's will be carried out where required for the different actions and activities carried out within the action plan.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified.

16. HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified.

CONTACT OFFICER:

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BACKGROUND DOCUMENTS:

Appendix 1 – Action plan