

Meeting: Secure Sub Committee

Date: 4 February 2025

Title: Consumer Standards for Registered Providers and Tenant Satisfaction Measures

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Housing & Property Services

Directorate:

Wards affected: All

1. Purpose of Report

This report accompanies the presentation that will be provided to the Secure Sub Committee on the overview of the Regulatory Framework of Consumer Standards for all Registered Providers of social housing. The presentation provides a high-level assessment of how North Tyneside Council is performing against the Consumer Standards and identifies areas for further focus.

The report also provides the results of the 2024-25 Tenant Satisfaction Measures (TSMs) survey that was completed in December 2024. The provisional results for the service are positive, with satisfaction increasing across many areas of our service and demonstrating a continual trend of improvement from the previous survey completed in 2023-24.

2. Recommendations

It is recommended that the Sub-Committee:

1. Note the Council's position against the Consumer Standards and Tenant Satisfaction Measures provided in the presentation to the Committee
2. Approve that a progress report against the self-assessment action plan is provided to the Secure Sub Committee on an annual basis; and
3. Agree any further areas that the sub-committee wish to scrutinise further.

3. Information

3.1 Consumer Standards

The Regulator of Social Housing (Regulator) is responsible for ensuring that social landlords deliver services against the consumer standards.

Following significant events, including the Grenfell Tower disaster in 2017 and the tragic death of Awaab Ishak in 2020, the Social Housing (Regulation) Act 2023 introduced a proactive role for the Regulator to ensure that Registered Providers meet the Consumer Standards.

With effect from 1st April 2024, it gave the Regulator new powers to inspect and to intervene when they believe necessary, removing the 'serious detriment test' and giving the regulator new enforcement powers and tools.

The Regulator will now ensure compliance with the Consumer Standards through a programme of inspection that will include the Regulator issuing a consumer grading. All Registered Providers will be inspected within a four-year period (by April 2028). In addition to programmed inspections, the threshold for self-referral on consumer matters has been clarified in the Transparency, Influence and Accountability standard, with landlords expected to communicate with the regulator in a timely matter on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.

A self-assessment against the standards is being prepared to provide a comprehensive assessment of how the Authority is performing against regulatory standards and will make recommendations that progress against our performance and service improvement activity that is monitored by Cabinet, relevant scrutiny committees and our tenants to provide assurance around key areas of risk.

3.2 Tenant Satisfaction Measures

The Regulator of Social Housing set out 22 Tenant Satisfaction Measures (TSMs) to capture tenants' views and provide an overview of how Registered Providers are performing across key areas.

The measures allow tenants to hold their landlord to account, see how well they are performing and provide an insight into where improvement is required. The Authority has a statutory duty to publish the results by the end of June 2025.

The survey was carried out between 23 September and 20 November 2024 with a computer-generated randomly selected sample of 5,000 tenant households chosen to take part.

Paper self-completion questionnaires were distributed to the selected sample, followed by reminders three weeks later. The Regulator acknowledges that this methodology is statistically likely to produce results lower than face-face or telephone surveys and takes this into account. For this reason, any comparison with other Registered Providers results needs to be caveated.

There are 22 TSMs in total. 12 measures are classed as tenant perception measures (TP) and are collated from the annual tenant perception survey.

The remaining 10 measures are collated from management data collated by the service and are categorised by the following:

- Building Safety check completed
- Keeping properties in good repair
- Complaints handling
- Responsible neighbourhood management

A full set of the Authority's provisional tenant perception measure results detailing our performance and comparison to 2023-24 can be found in Appendix 1.

4. Appendices

Appendix 1 – Provisional TSM Tenant Perception question results for North Tyneside Council 2024-25.

Appendix 1 – Provisional TSM Tenant Perception Question results

Green = Score improved

Amber = Score remains the same

Red = Score decreased

Satisfaction Measure	2023	2024%
	%	%
Satisfaction overall	69	71
Repairs in last 12 months	70	70
Time taken to complete last repair	65	67
Home is well maintained	66	67
Home is safe	70	74
Being kept informed	60	63
Listens to views and acts upon them	49	50
Treated fairly and with respect	70	71
Approach to handling complaints	33	42
Communal area clean and well maintained	54	57
Positive contribution to the neighbourhood	52	54
Approach to Anti-Social Behaviour	44	52