

Tenant Satisfaction - Improvement Action Plan

The following action plan has been developed to capture actions taking place to improve tenant satisfaction across the Tenant Satisfaction Measures (TSM).

The plan will be reviewed each quarter and updated. It will be published on our websites so tenants can hold us to account. We will also report progress against our targets to our Housing Programme Board, our Tenant Board and Portfolio Holders for regular scrutiny.

We begun collecting Tenant Satisfaction data in 2023/23 so we could begin to understand what our tenants thought about our services. Data from these surveys has helped us to see where we are improving against 2023/24, and where we need to do better.

Our scores for 2023/24 have been colour coded to reflect if we have increased satisfaction from the previous year (**green**), stayed the same (**amber**) or reduced (**red**).

Overall Satisfaction

Tenants' **overall satisfaction** with us as their landlord in at the end of 2023/24 was **64% for Babergh** and **64% for Mid Suffolk**. Overall satisfaction scores for 2022/23 were 61% for Babergh and 62% for Mid Suffolk.

Theme: Keeping properties in good repair

TSM: TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-24 score – Mid Suffolk	Target
61%	62%	66%	61%	73%

TSM: TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-24 score – Mid Suffolk	Target
53%	48%	56%	49%	58%

TSM: TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-2 score - Mid Suffolk	Target
61%	62%	63%	65%	68%

Actions	Lead	Progress made:
Action 1 – Complete follow ups from surveys within five weeks.	Building Services	Staff continue to work through the survey follow ups and return phone calls/emails to pick up outstanding issues.

Action 2 – Carry out frequent communication with tenants about repair challenges.	Building Services/ Transformation Team	Implementation of a new job management system, Total Mobile Connect (Right first-time project), comms plan developed to ensure tenants and other key stakeholders are kept informed on new system and progress. Will include benefits of new system for customer and improved performance monitoring and reporting.
Action 3 – Improve contract management to ensure efficient services are provided for customers.	Building Services	The new compliance team is in place, and we continue to manage and monitor contracts in relation to performance and delivering efficient services. New transactional surveys are being explored for use on all contractors within our planned maintenance programme. These will help us to ensure customers are happy with performance.
Action 4 – Working with current stock condition surveyors and Ridge and external contractor to complete missing and validate current data to inform the planned maintenance programme.	Building Services	Ridge has started surveying 100% of our properties with 50% achieved already. Work continues and is on target to achieve 100%. Planned maintenance contracts are also being mobilised.

Theme: Maintaining building safety

TSM: TP05: Proportion of respondents who report that they are satisfied that their home is safe.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score - Babergh	2023-24 score – Mid Suffolk	Target
68%	71%	74%	77%	80%

Actions	Lead	Progress made:
Action 1 – Complete follow ups from surveys within five weeks.	Compliance Team	Staff continue to work through the survey follow ups and return phone calls/emails to pick up outstanding issues.
Action 2 – Continue building safety engagement with tenants as per requirements set out in the Building Safety Act (BSA).	Compliance Team	We have new policies on gas, electrical, water, fire, lifts, asbestos and damp and mould which have now all been signed off. Policy summaries and accompanying leaflets for all areas, with information for residents, are in their final draft and design stages. We have created a new

	<p>section for Health and Safety information on our websites for residents, which will contain all of the information of our policies, summaries, and outstanding leaflets. We are hoping that this section on the website will grow over time.</p> <p>We are in the process of sending out letters to all residents regarding fire safety, including evacuation strategies, fire door information and asking tenants to get in touch with us if they are storing oxygen so we can inform the fire service, this is the part which is covered by the BSA.</p> <p>Over the last few months, the Compliance Team has been attending the Tenant Board and introducing their work to the panel and presenting the team. We have also been working on some information around seasonal home/safety tips for residents to be put in our My Home Bulletin.</p> <p>Work will soon be starting on a Building Safety Resident Engagement Strategy which will then pave the way for how we engage with residents further.</p>
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Theme: Respectful and helpful engagement

TSM: TP06: Proportion of respondents who report that they are satisfied that their landlord listens to views and acts upon them.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-24 score – Mid Suffolk	Target
48%	48%	51%	51%	60%

TSM: TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter most to them.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-24 score – Mid Suffolk	Target
61%	62%	66%	65%	70%

TSM: TP08: Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect.

2022-23 score - Babergh	2022-23 score – Mid Suffolk	2023-24 score - Babergh	2023-24 score – Mid Suffolk	Target
66%	67%	68%	69%	72%

Actions	Lead	Progress made:
Action 1 – Training review to be carried out on all housing staff to determine current levels of professional standards.	Transformation Team	Survey completed with staff to identify training needs and skills gap. A robust training programme is being developed and all staff have an objective within their PDR to carry out at least 20 CPD hours in 2024/25.
Action 2 - Cleanse our tenant data to ensure that we meet our tenant needs through appropriate service delivery	Transformation Team	Acuity (survey provider) is collecting demographic information to assist with data gaps. This will be ongoing throughout the survey periods. We are also publicising the My Home Tenant Portal through our Bulletin to encourage tenants to update their own data and information in the portal. We are continuing to encourage staff to ensure that data is updated at each transactional point. We are using our Community Action Days to carry out targeted comms with residents where we have gaps. This year we will be working on process mapping for our current system to identify improvements and efficiencies in the data we hold about our tenants and their homes.

Theme: Effective handling of complaints

TSM: TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their Landlord's approach to complaints handling.

2022-23 score - Babergh	2022-23 score - Mid Suffolk	2023-24 score - Babergh	2023-24 score - Mid Suffolk	Target
26%	19%	26%	26%	29%

Actions	Lead	Progress made:
Action 1 – Produce an annual summary of complaints performance for tenants based on the outcomes from the Complaints Task Force. This is to include lessons learnt, themes and preventive actions taken by us to stop service failures/drive improvement. Report to be available online and shared through our My Home Bulletin.	Transformation Team	Annual summary for housing complaints to be shared with the Complaints Task Force in Quarter 3 and then published on-line for tenants to see. Links will be made available through My Home Bulletin.
Action 2 – Ensure a robust training programme is in place to support staff that deal with complaints, including training on how the complaints system works (to include annual refreshers).	Customer Services / Transformation Team	Training delivered by the Local Government Ombudsman in February 2024 for all staff who respond and investigate to complaints. Team Managers and Leaders attended an Improvement Session in April on complaint handling and have committed to completing the Housing Ombudsman's E-learning modules. An Action Plan has been developed that is being monitored by the Head of Transformation and Housing Regulation. New complaints system implemented end of June 2024 and system training completed by complaint handlers.
Action 3 – Complete Ombudsman self-assessment and publish on websites	Customer Services / Transformation Team	An action plan has been developed for any outstanding actions required as part of compliance towards the Housing Ombudsman's Code. This is being monitored by the Senior Leadership Team.

Theme: Responsible neighbourhood management

TSM: TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

2022-23 score - Babergh	2022-23 score – Mid Suffolk	2023-24 score - Babergh	2023-24 score – Mid Suffolk	Target
54%	52%	59%	59%	67%

TSM: TP12 - Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour.

2022/23 score - Babergh	2022-23 score – Mid Suffolk	2023-24 score - Babergh	2023-24 score – Mid Suffolk	Target
51%	51%	51%	59%	62%

TSM: TP10: Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well-maintained.

2022-23 score – Babergh	2022-23 score – Mid Suffolk	2023-24 score – Babergh	2023-24 score – Mid Suffolk	Target
60%	65%	51%	72%	71%

Actions	Lead	Progress made:
Action 1 – Plan and deliver nine Community Action Days within the districts. These days are designed to improve neighbourhoods by removing fly tipping, overgrown weeds and vegetation and any other improvements required.	Transformation Team	The 2024 programme of Community Action Days are going well with five completed as of June 2024. Four days are scheduled for the rest of 2024.
Action 2 – Develop an estate inspection programme and advertise to tenants.	Neighbourhoods Team/ Transformation Team	<p>Estate inspections are underway with the support of some new IT software called Photobook.</p> <p>We have recruited some neighbourhood experts within some our Sheltered Housing schemes and training is underway to support those individuals.</p> <p>We are now recruiting to General Needs Neighbourhood Expert Roles and the Neighbourhoods Team continue to work together with the Tenant Engagement Officers. Once these experts are in place, it is hoped that they will also help to identify more areas for Community Action Days.</p>

		Work continues on our in-house systems to improve the estate inspections process.
Action 3 – Introduce a new Anti-Social Behaviour Policy that sets out how we deal with anti-social behaviour within our properties.	Tenant Services Team	New policy currently being worked on and as of Quarter 3 2024/25, the Tenant Board will be scrutinising the new ASB policy and procedures.