

## 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 Tenant Board and Portfolio Holders for regular scrutiny.

Tenants' **overall satisfaction** with us as their landlord in **Quarter 3** was **59% for Babergh** and **64% for Mid Suffolk**.

### Theme: Keeping properties in good repair

**TSM:** Satisfaction with repairs services in last 12 months.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
59%	62%	61%	62%	73%

**TSM:** Satisfaction with time taken for repair.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
48%	49%	53%	48%	58%

Actions	Lead	Progress made:
<b>Action 1</b> – 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.
<b>Action 2</b> – Carry out frequent communication with tenants about repair challenges.	Building Services/ Transformation Team	The teams responsible for communications and building services are going to be meeting to discuss what messages they would like to keep tenants updated about – these will then be sent out regularly through our tenant newsletter, My Home Bulletin.
<b>Action 3</b> – Improve contract management to ensure efficient services are provided for customers.	Building Services	New contracts are in place for gas, oil and electric servicing and repairs and new compliance team structure has now

		been recruited to, to ensure resources are in place for effective contract management.
<b>Action 4</b> – 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 to start surveying 100% of our properties between February 2024 – April 2025.

## Theme: Maintaining building safety

**TSM:** Satisfaction that we provide a well-maintained home.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
62%	65%	61%	62%	68%

**TSM:** Satisfaction that we provide a safe home.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
73%	76%	68%	71%	80%

Actions	Lead	Progress made:
<b>Action 1</b> – 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.
<b>Action 2</b> – Continue building safety engagement with tenants as per requirements set out in the Building Safety Act.	Compliance Team	Engagement work has started within sheltered housing, due to these properties having vulnerable tenants living within them. Fire risk assessment actions are being worked on to ensure sheltered housing remains safe and manageable. Also, work ongoing with the Tenant Engagement and Compliance teams to look at how we can work with our tenants to provide them with information about health and safety in their homes.

## Theme: Respectful and helpful engagement

**TSM:** Satisfaction that we listen to views and act upon them.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
48%	52%	48%	48%	60%

**TSM:** Satisfaction that we keep tenants informed.

Current score – Babergh	Current score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
60%	69%	61%	62%	70%

**TSM:** Satisfaction that we treat tenants fairly and with respect.

Current score – Babergh	Current score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
66%	69%	66%	67%	72%

Actions	Lead	Progress made:
<b>Action 1</b> – 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 will have an objective within their PDR to carry out at least 20 CPD hours in 2024/25.
<b>Action 2</b> - 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. 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: Satisfaction with our complaint handling

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score - Babergh	2022-23 score – Mid Suffolk	Target
22%	15%	26%	19%	29%

Actions	Lead	Progress made:
<b>Action 1</b> – 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 April and then published on-line for tenants to see.
<b>Action 2</b> – 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 completed in Summer 2023 for complaint handlers. A further training session is being delivered by the Local Government Ombudsman in February 2024. Housing colleagues who respond to complaints are attending an Improvement Session in April to focus on how improving the quality and time taken to respond to a complaint.
<b>Action 3</b> – Carry out a complaints audit to see what we are doing well and where we can improve. Complete recommendations and action plan that will come from carrying out the audit.	Customer Services / Transformation Team	An external audit of our complaint handling was carried out in November 2023 with the actions being worked towards by the Customer Operations team. The Improvement Session in April will assist us in identifying what is working well and where we need to improve. The Complaints Taskforce will be presented findings, and a plan of action will be developed to continue our work in this area.

## Theme: Responsible neighbourhood management

**TSM:** Satisfaction that we make a positive contribution to neighbourhood.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score - Babergh	2022-23 score – Mid Suffolk	Target
56%	57%	54%	52%	67%

**TSM:** Satisfaction with our approach to handling Anti-Social Behaviour.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022/23 score - Babergh	2022-23 score – Mid Suffolk	Target
54%	54%	51%	51%	62%

**TSM:** Satisfaction that we keep communal areas clean and well-maintained.

Q3 score – Babergh	Q3 score – Mid Suffolk	2022-23 score – Babergh	2022-23 score – Mid Suffolk	Target
60%	69%	60%	65%	71%

Actions	Lead	Progress made:
<b>Action 1</b> – 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	Nine locations have been agreed upon and dates are in the process of being confirmed. Once confirmed, these will be advertised.
<b>Action 2</b> – Develop an estate inspection programme and advertise to tenants.	Neighbourhoods Team/ Transformation Team	Estate inspections are underway with the support of some new IT software called Photobook. Meeting planned for early Spring to finalise inspection programme and advertise to tenants working with newly recruited Neighbourhood Tenant Experts.
<b>Action 3</b> – 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 – further updates to follow.