

Year 2023/24

Tenant Satisfaction Measures (TSMs)

Taking responsibility for our properties
meeting the highest standards



FOUNDATION

Inspiring independence. Transforming lives.

1 Foreword



The TSMs are intended to:

- Enable tenants to scrutinise their landlord and hold them to account.
- Give landlords insights on where they might look to improve their services.
- Allow the RSH to see whether landlords are meeting required regulatory standards.

I am honoured to introduce the Tenant Satisfaction Measures (TSMs) report for 2023/24, reflecting the collective efforts of our organisation in prioritising tenant satisfaction within the social housing sector.

Having begun my journey with this organisation as a support worker in 2009, I have witnessed first-hand the transformative impact of putting clients and tenants at the forefront of our service delivery. Today, as the Director of Operations, overseeing housing services within my portfolio, I remain deeply committed to ensuring that our services not only meet, but exceed regulatory standards.

As co-chair of our internal Housing Governance Group, I understand the importance of regulatory compliance and continuous improvement in service delivery. This group serves as a cornerstone in our commitment to upholding regulatory requirements and staying ahead of changes in legislation. We embody our organisational values in our communication, approach, and style, ensuring that our client's and tenants' voices are heard and valued at every turn. The TSMs have now become an integral part of our group's agenda, ensuring their regular review and incorporation into our ongoing efforts for service enhancement.

The publication of this report marks a significant milestone in our journey toward enhancing tenant engagement and satisfaction. By actively listening to and acting upon the feedback provided by our tenants, we strive to create positive and meaningful experiences for all.

I extend my gratitude to the dedicated individuals who contributed to the preparation of this report. Together, let us reflect on its findings and recommit ourselves to the cause of placing tenants at the heart of our operations.

Warm regards,

Will Goode
Director of Operations
Inspire North (parent company of Foundation)



A message from Ruth Kettle, CEO at Inspire North (parent company of Foundation)

This report represents a significant step forward in our commitment to transparency, accountability, and continuous improvement in the services we provide to our clients and tenants. Participating in the Regulator of Social Housing's small provider pilot for TSMs has been an invaluable experience, offering us deep insights and enabling us to benchmark our performance against other similar providers of social housing. This initiative has reinforced our dedication to understanding and enhancing tenant satisfaction.

The insights gained from the TSMs are directly aligned with our new Inclusive Growth Business and Growth Strategy 2024 - 2029. Under the theme "Influencing and Inspiring, we are committed to driving innovation, influencing positive change, and serving as a catalyst for progress within the social housing sector. By sharing best practices and fostering collaboration among our employees, trustees, partners, and local communities, we aim to develop high-quality services that address the increasingly varied and complex needs of our clients and tenants.

Our strategy emphasises the importance of active listening and responsiveness to tenant feedback. Through the implementation of TSMs, we are not only enhancing our service delivery but also ensuring that tenant voices are central to our operations. This commitment aligns with our core value 'People' and organisational mission of "creating a world where everyone matters".

As we move forward, our focus will remain on fostering an inclusive environment where innovation thrives, and best practices are shared widely. We believe that by doing so, we can deliver meaningful change and improve the quality of life for our clients and tenants.

I would like to extend my thanks to all who have contributed to this report and to those who continue to support our mission. Together, we will build on this foundation, striving for excellence and ensuring that client and tenant satisfaction remains at the heart of all we do.

Sincerely,

Ruth Kettle
Chief Executive Officer

2 About us



Foundation is part of the Inspire North Group, alongside Community Links, two charities leading the way in mental health and housing support across the north of England.

Our Vision

“We are here to create a world where everyone matters, building brighter futures for people within the health and social care sector through our family of organisation.”

Foundation is a Registered Social Landlord, working for over 40 years in the North of England building better lives. We believe in social justice, fairness and the right to belong. We support adults, young people and families, building on their strengths to make a lasting difference, empowering change and social inclusion.

We work in partnership to deliver a broad range of innovative and professional services for those who are homeless or at risk of homelessness; whether through complex needs, offender history, family breakdown, domestic abuse, addiction or mental health issues.

We are proud to stand as official advocates alongside our tenants.

We are an official Together with Tenants Adopter. In 2023/24, we relaunched our Tenant Voice panel, providing our tenants with a meaningful opportunity to express their opinions and concerns.

This initiative is crucial because it ensures that our tenants' voices are heard and valued, allowing us to better understand their needs and improve our services.



Our Approach

“We will take responsibility for our services meeting the highest standard.”

Like all other Registered Social Landlords, this is the first year that we have been required to report against the TSMs. We are seeing this year as a year of learning, which will help us to refine our process for future years in order to achieve a high response rate and increased insight from our Tenants.

To support this we have volunteered to take part in the Regulator of Social Housing's small provider TSMs data pilot and hope to share learnings and best practice with other housing providers.

All applicable tenants that were in an accommodation support placement throughout the months of February and March 2024 were given the opportunity to contribute to the survey. Support workers completed the survey with their individual tenants during support visits. This was not a transactional approach and tenants could choose not to participate.

Our landlord measures were based on our periodic data for the end of March 2024.

3 Our Results



Following the introduction of the Tenant Satisfaction Measures (TSMs) by the Regulator of Social Housing (RSH) on 1st April 2023, we are pleased to present our organisation's performance against these measures for the fiscal year 2023/24.



Tenant Survey

Out of 373 clients, 181 agreed to participate in the survey. Here are the perspectives and feedback shared by these participants:

TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Foundation?



TP02 & TP03 Has your landlord carried out a repair to your home in the last 12 months?



Of the 119 Tenants who received a repair, 90% were either very satisfied or fairly satisfied with the time taken to complete it

TP04 How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?



86% of respondents expressed that they were either 'very' or 'fairly' satisfied with the maintenance of their homes.

TP09 Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



79% of respondents reported being either 'very' or 'fairly' satisfied with their landlord's approach to complaints handling, suggesting that our approach to addressing issues raised by tenants is generally effective and satisfactory to the tenants, with room for improvement.

TP10 Do you live in a building with communal areas, either inside or outside that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?



Of the 87 tenants residing in buildings with communal areas, 83% expressed being either 'very satisfied' or fairly satisfied with our maintenance of these spaces, indicating a strong level of satisfaction with the cleanliness and upkeep of communal areas.

TP11 How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?



62% of respondents expressed being either 'satisfied' or 'fairly satisfied' with their landlord's positive contribution to their neighbourhood, suggesting a moderate level of contentment with the landlord's impact on the community.

TP12 How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



72% of respondents reported being either 'very satisfied' or 'fairly satisfied' with our approach to handling anti-social behaviour, indicating a high level of contentment with how we address such issues, with room for improvement.

TP05 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?



78% of respondents reported feeling 'very' or 'fairly' satisfied with the safety of their homes, reflecting a good level of contentment with the property conditions.

TP06 How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



90% of respondents expressed being 'very' or 'fairly' satisfied with our responsiveness to their views, indicating a high level of satisfaction with our willingness to listen and act upon tenant feedback.

TP07 How satisfied or dissatisfied are you that your landlord keeps you informed about the things that matter to you?



90% of respondents indicated being 'fairly' or 'very' satisfied with our communication practices regarding matters relevant to them, highlighting a strong level of satisfaction with our continued efforts to keep tenants informed.

TP08 To what extent do you agree or disagree with the following: "My landlord treats me with respect".



96% of respondents 'agree' or 'strongly agree' that we treat them with respect, indicating a high level of satisfaction with our treatment of tenants.



TSMs reported by landlord directly

The following metrics are taken from quarterly periodics reports / KPI reports to give an average across the year.



RP01: Homes that do not meet the Decent Homes Standard



of properties currently do not meet the standard. This can be for a number of reasons including the age of the property stock.

RP02: Repairs completed within a target timescale



of repairs that were completed within a target timescale. This is an average of 1-day, 7-day and 28-day repairs.

BS01: Gas safety checks



of homes have undergone all necessary gas safety checks, with delays primarily attributed to contractor delays or challenges in accessing properties. Additionally, the cost of living crisis has contributed to issues where tenants were unable to complete gas checks due to zero credit on their meters.

BS02: Fire Safety Checks



of homes have had all the necessary fire safety checks

BS03: Asbestos safety checks



of homes have had all the necessary asbestos management surveys or re-inspections

BS04: Water safety checks



of homes have had all the necessary legionella risk assessments. Legionella is a bacterium that can make people get ill if it gets into water supplies

BS05: Lift safety checks

None of our properties have a lift.



CH01: Complaints relative to size of landlord

This measure is based on the number of complaints the landlord receives for each 1,000 homes they own.

31

CH02: Complaints responded to within Complaint Handling Code timescales



12 complaints were received from tenants between 1st April 2023 and 31st March 2024.



of these were acknowledged within the timeframe set out by the Housing Ombudsman (5 working days).



of these were completed within the timeframes set out by the Housing Ombudsman (10 working days)

Out of the complaints received, only one was not acknowledged within our policy timeframes, taking 9 days to acknowledge. Whilst the complaint related to a tenant where Foundation was the landlord, the complaint was actually related to the support services provided rather than any property-related issues. As the service manager was part of the complaint, a manager from another service had to be allocated as the investigating officer. One complaint was anonymous and could not be acknowledged.

Out of the 75% of complaints that were not completed within policy timeframes, 42% did not directly relate to property issues. These complaints often involved broader issues encompassing our support services rather than physical property concerns. The remaining complaints involved more intricate issues such as complex repairs, damp, and mould and continued anti-social behaviour, which necessitated more thorough investigation due to their complexity.

NM01: Anti-social behaviour cases relative to the size of the landlord



19 incidents of Anti-social behaviour were received between 1st April 2023 and 31st March 2024.

4 Our Commitment to Continuous Improvement

In response to the feedback gathered from our tenants, we are committed to implementing meaningful improvements to enhance their living experiences and satisfaction levels. Firstly, we recognise the importance of an efficient and transparent complaints process, especially in light of the new housing ombudsman complaint handling code. To this end, we have updated our complaint process to align with the new code, effective from April 1st, 2024. This updated process aims to streamline complaint handling and ensure prompt resolution, thereby fostering greater trust and confidence among our tenants and clients

Additionally, we are pleased to announce the re-establishment of our Client and Tenant Voice Panels, which serve as vital platforms for amplifying the voices of our clients and tenants. These panels facilitate robust two-way communication, consultation, and co-production, enabling our clients and tenants to actively participate in decision-making processes that directly affect their living conditions and overall satisfaction. By engaging our stakeholders in this collaborative manner, we aim to cultivate a culture of transparency, responsiveness, and mutual respect, ultimately enhancing the quality of our services and strengthening our relationship with those we support.

Moreover, we are taking proactive measures to address emerging concerns, such as damp and mould issues, which have been identified as a growing concern. We have initiated an audit to assess our approach to damp and mould management, and have adopted a zero-tolerance stance towards interventions in this regard.

Furthermore, dedicated training programmes have been developed for frontline employees to address these concerns comprehensively and ensure the well-being of our tenants.

Moving forward, we acknowledge the importance of continuous improvement and will develop an action plan based on the results and feedback gathered. This action plan will outline specific measures and timelines for further enhancing our repair services, property standards, and overall tenant satisfaction. We remain committed to delivering high-quality services and ensuring the well-being and satisfaction of our tenants and clients.



4 Spotlight on our Service

Foundation Durham Complex Needs Service and Domestic Abuse Navigator Service (DAN)



Jill Thorpe, alongside her dedicated team, manages two services in County Durham, offering supported accommodation, group work, and triage services to individuals with complex needs, including those fleeing domestic abuse (DAN).

Despite tenants and clients typically being content with participating in prearranged activities, the team aimed to enhance feedback collection. 18 months ago, they initiated a quarterly feedback week. By setting dates in advance during team meetings, workers paired up and reached out to their colleagues' clients to gather feedback on their support and housing. One client expressed their gratitude, stating:

"Everyone is helpful, cares about me, is kind and understanding. I'm more confident. I have more opportunities for the future. I'm more comfortable. Huge thank you for everything!"

While the primary goal was to improve tenant and client feedback, the process also provided the entire team with reward and recognition. This feedback allowed them to understand how their hard work positively impacted the lives of those they support. Jill said:

"This have been a lovely process with some absolutely amazing feedback from clients."

The feedback gained was more than just about the service, but also about the environment and a good example of that is the interview/meeting room that was recently changed. The team worked with clients to get feedback about the space and what would make it a more comfortable and trauma informed environment. One client helped transform the room with some redecoration.

'The addition of the quiet room has been helpful. I recently made a phone call that I felt anxious about, but it helped with our support available and having a safe space.' Client feedback.





**Durham Service Manager,
Jill Thorpe**

Fostering Tenant Satisfaction: A Collaborative Approach in Durham Services

As with any specific feedback or client involvement, the team at the two Durham services discussed and agreed their approach at their team meeting. At a pre-arranged appointment with their support worker, clients who wished to be involved completed their questionnaire. With an overall response rate from the two Durham services of 70% from the Tenant Satisfaction Measures survey this approach proved its worth!

As part of their quarterly feedback week, 'Durham Voice' meetings are held with established groups to discuss the current service and reflect on any changes. The meetings also provide information on how clients and tenants can become involved in coproduction opportunities, such as being interviewed by the Customer Services Excellence Assessor and having a client representative for Foundation on the Board.



When asked what her proudest moment, Jill immediately replied:

"My team, they are so committed and even when things are really tough, they always come together and support each other."

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