



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive
Wards affected:

18 June 2025
all wards

Consumer Standards and Tenant Involvement Update

Report of Director (Community Services)

1. Purpose of report

- 1.1 To provide members with the results and analysis of the second year of Tenant Satisfaction Measures (TSMs).

2. Recommendation

The Executive

- 2.1 Note the results of the TSMs and work underway to respond to tenant feedback.

3. Background to the report

- 3.1 The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) in April 2023 as part of a wider programme to strengthen consumer regulation and improve accountability in the social housing sector. The TSMs are designed to provide clear, comparable information about landlords' performance and the quality of services provided to tenants.
- 3.2 The TSMs form a key part of the new regulatory framework and are intended to:
- Enable tenants to scrutinise their landlord's performance and hold them to account
 - Support the Regulator in identifying areas of concern and prioritising regulatory engagement
 - Encourage landlords to drive service improvement through greater transparency
- 3.3 Landlords are required to collect and report on 22 measures across five themes:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints

This report presents the results from the second year of TSM data collection and provides analysis of key trends, areas of improvement, and actions being taken in response to tenant feedback.

A full list of the 22 TSMs can be viewed in Appendix A.

3.4 Tenant Satisfaction Measures

The second year of Tenant Satisfaction Measures (TSMs) offers valuable insights into tenant experiences and perceptions. The results reflect a strong foundation across service areas, with opportunities identified to further enhance the quality and responsiveness of services.

The table below shows answers to perception questions that tenants were asked, in line with the technical requirements set out by the Regulator of Social Housing. The number in brackets shows how many people responded to that question (of a possible 554).

Table A: Tenant Satisfaction results 24/25

Ref	Question	2024/25	Previous year (2023/24)	Difference (+/-)
TPO1	Overall satisfaction (n 554)	80.1%	82.5%	-2.4%
TPO2	Repairs service overall (378)	77.5%	79.9%	-2.4%
TPO3	Speed of repairs (372)	76.3%	80.7%	-4.4%
TPO4	Home is well-maintained (547)	79.0%	81.5%	-2.5%
TPO5	Home is safe (549)	89.4%	89.4%	0.0%
TPO6	Listens to views and acts (517)	74.1%	72.9%	1.2%
TPO7	Keeps tenants informed (533)	82.4%	78.9%	3.5%
TPO8	Treats tenants fairly and with respect (545)	85.0%	87.5%	-2.5%
TPO9	Complaint handling (107)	43.0%	46.5%	-3.5%
TP10	Communal areas are clean and well-maintained (124)	71.0%	73.6%	-2.6%
TP11	Contribution to neighbourhood (549)	75.9%	76.1%	-0.2%
TP12	ASB handling (548)	74.9%	73.6%	1.3%

The next table refers to the landlord collected measures which make up the remainder of the full TSM questions to be submitted to the Regulator. Anti-Social Behaviour figures have been collected in part, with a new system implementation meaning the remainder of the figures will be collected in June prior to submission to the regulator.

Table B: HBBC Landlord performance measures as required by the Regulator of Social Housing

Tenant Satisfaction Measures	Result
BS01 Proportion of homes for which all required gas safety checks have been carried out (%)	100%
BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)	100%
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	99.65%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%)	100%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100%
CH01: Complaints received (Stage 1) per 1000 properties	34.8
CH01: Complaints received (Stage 2) per 1000 properties	5.9
CH02: Complaints responded to within Complaint Handling Code timescales (Stage 1)	94.60%
CH02: Complaints responded to within Complaint Handling Code timescales (Stage 2)	100%
NM01: Number of Anti-social behaviour cases (including hate incidents) per 1000 properties	TBA
NM01: Number of ASB cases involving hate crimes per 1000 properties	TBA
RP01: Proportion of homes that do not meet the Decent Homes Standard	0%
RP02: Repairs (non-emergency repairs completed within target timescales)	78%
RP02: Repairs (Emergency repairs completed within target timescales)	84%

3.5 Benchmarking and Performance Overview

Compared to national and peer group benchmarks, the majority of TSM scores remain above average, highlighting continued tenant satisfaction across many areas of service delivery. While there have been some minor changes in specific areas, the overall picture remains positive and provides a clear foundation for identifying and prioritising targeted improvements.

Chart C: Performance compared to national and peer median

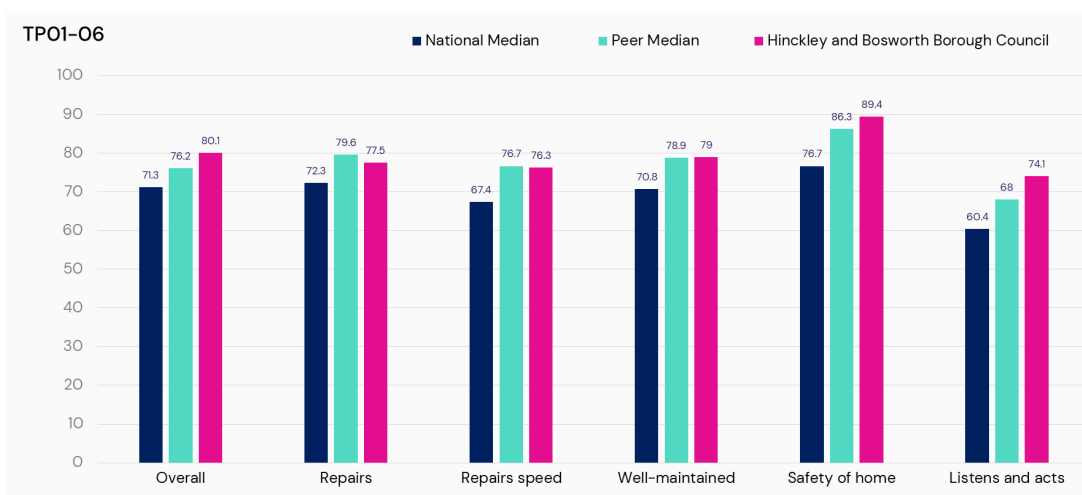
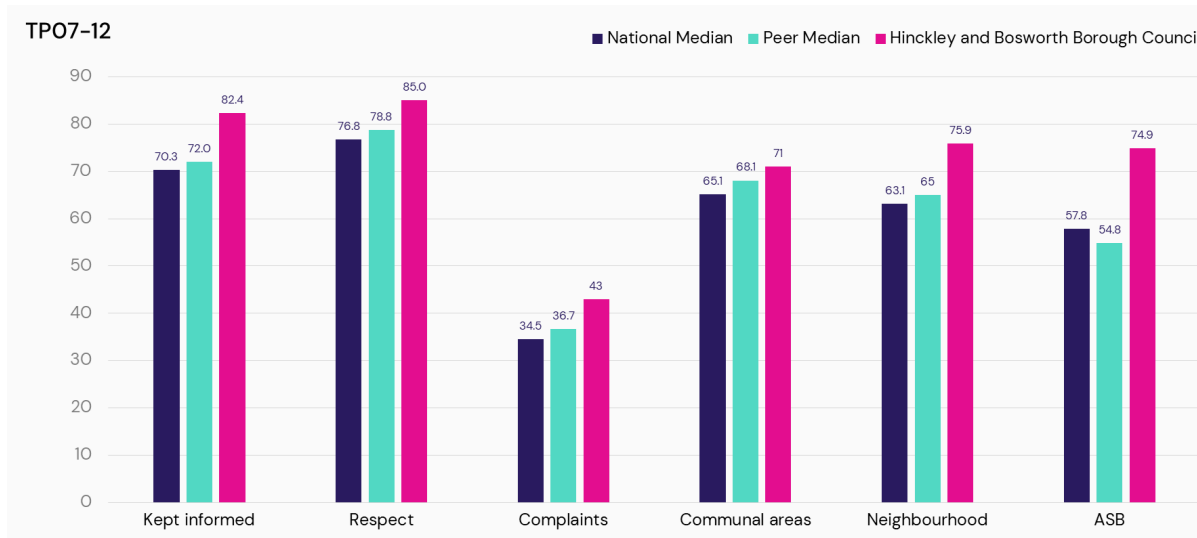


Chart D: Performance Compared to national and peer median continued



Hinckley and Bosworth have a higher rate of satisfaction across all questions compared to the national median. We also have a higher rate of satisfaction, except for repairs and repairs speed, compared to peer median.

We were anticipating a potential challenge with repairs, due to the completion of the 'tail end' of the covid backlog in the last financial year. Out of target jobs where tenants were potentially waiting the longest, reduced by 97% between 2022 and 2025. We recognise the need to keep tenants informed about this progress and ensure communication channels are used to share this messaging. Tenants remain highly satisfied that their home is safe.

"Since I have been falling a lot, they have been helping me a great deal to ensure my safety."

"My house is beautiful"

"Because he is disabled, if he reports any repair that needs to be done, they come straight away."

3.6 Key areas for improvement

Repairs:

- 77.5% of tenants were satisfied with the overall repairs service, and 76.3% with the speed of repairs.

In terms of perception surveys, these areas remain a priority for improvement, as they have a strong influence on overall satisfaction—tenants who are "very satisfied" with repairs are, on average, 98.5% satisfied with the overall housing service.

The repairs service and service development team are launching a new tenant engagement workshop later this year; to review along with tenants, how transactional surveys could be implemented across the repairs service to help us gain better insights into what improvements tenants would like to see. We'll co-create those surveys with tenants, ensuring they remain at the heart of our

service as per the housing customer charter. We'll also involve tenants in reviewing our satisfaction levels via tenant scrutiny opportunities.

Complaints Handling:

- 19% of tenants (107 respondents) reported making a complaint in the past year.
- 57% expressed satisfaction with how their complaint was handled, highlighting an opportunity to strengthen communication and resolution processes.

In 2023-2024 the housing service implemented additional monitoring of complaints performance. We can combine our existing performance data with the comments provided alongside the TSMs to gain further insight. Initial analysis suggests:

- Officers are encouraging the use of the complaints process to accurately record dissatisfaction and as a route to resolution and in line with new practices brought in by the Housing Ombudsman.
- As a result we saw an increase in complaints by 47%. (23/24 69 complaints and 24/25 130 complaints)

We are piloting a complaints survey scheme, to be issued to people on completion of their complaint handling. This will go one step further to close the feedback loop and assist in tailoring the service we provide to tenants.

3.7 Respectful and helpful engagement

One of our strongest areas, and the area we have also improved in the most this year is the respectful and helpful engagement. We can see positive improvements in perception across the board, as detailed in the below examples:

- Listening to tenant views and acting on them (TP06) improved to 74.1%, reflecting progress in tenant engagement.

"I appreciated the fact that they showed up when they said they would and listened to the way I wanted the work done."

"My sister is disabled, and every time we have had to call up, they have been exceptional, and everything has been done on that day."

- Keeping tenants informed (TP07) remains a strong area and is our biggest increase this year at 82.4%.

"The scheme manager keeps us informed and he is very helpful"

"Communication was excellent, and the staff was very helpful"

- Fair and respectful treatment (TP08) also scored highly at 86.9%.

"They are really nice people, very polite and they do the job well."

"Any person the Council sends out to do work is always polite, professional, and cleans up after themselves."

3.8 Benchmarking and Performance Trends

Due to the regulatory requirements, our current methodology involves surveying a random sample of tenants each year. Whilst this approach ensures a representative snapshot of tenant feedback, it limits our ability to directly compare trends over time, as different individuals are surveyed each year. An approach that also considers a targeted approach towards tracking individual respondents over several years will be considered to ensure a more balanced perspective.

- 3.9 This year the housing service asked additional questions over and above the required questions by the regulator. These were:

Question:	Comments	Outcome
Can you briefly tell us why you gave that score?	As a follow up to “How satisfied or dissatisfied are you with HBBC housing services approach to complaints handling?”	
Would you be interested in finding out about opportunities to get involved to influence decisions made on homes and the services provided?	Tenants will be added to our tenant involvement opportunities register (170 preexisting members)	137 tenants indicated that they would like to find out more about getting involved
Do you have any further comments or suggestions for improving services at HBBC housing services?	Help steer us towards what matters to tenants the most	218 comments received
Collect an up-to-date email address from survey respondents. This will only be used by HBBC housing services for the purpose of issuing council housing updates and relevant news.		We collected 339 up to date email addresses from respondents
How would you like to be kept informed about things that matter to you as a tenant?	Although more tenants are moving towards email usage, it is a priority for tenants that we continue to use more traditional methods of communication.	1 st : Letter/post 2 nd : Email 3 rd : Tenant newsletter 4 th : Phone call 5 th : The website

4. Exemptions in accordance with the Access to Information procedure rules

4.1 Open

5. Financial implications [IB]

None

6. Legal implications [ST]

None.

7. Corporate Plan implications

- 7.1 The objectives of this report align with the following aims of the corporate plan:

People: Help people to stay healthy, happy and active and continue to provide initiatives that support children and young people, older people and our vulnerable residents

8. Consultation

- 8.1 None

9. Risk implications

- 9.1 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) risks

Risk description	Mitigating actions	Owner
Failure to meet requirements due to limited resource	Resource needs to be mapped out	Head of Housing

10. Knowing your community – equality and rural implications

- 10.1 The objectives of this report relate to council tenants.

11. Climate implications

- 11.1 Regulatory reform imposed by the Social Housing Regulation Act will support the reduction of the council's carbon footprint.

12. Corporate implications

- 12.1 By submitting this report, the report author has taken the following into account:

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications

- Data protection implications
 - Voluntary sector
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Background papers: None

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Executive member: [Cllr M Mullaney]

Appendix A- Measure per category.

1. Overall Satisfaction

- TP01: Overall satisfaction with the landlord's services

2. Keeping Properties in Good Repair

- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Satisfaction that the home is well maintained
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale

3. Maintaining Building Safety

- TP05: Satisfaction that the home is safe
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks

4. Respectful and Helpful Engagement

- TP06: Satisfaction that the landlord listens to tenant views and acts upon them
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect

5. Effective Handling of Complaints

- TP09: Satisfaction with the landlord's approach to handling complaints
- CH01: Number of stage one complaints per 1,000 homes
- CH02: Number of stage two complaints per 1,000 homes
- CH03: Complaints responded to within Complaint Handling Code timescales

6. Responsible Neighbourhood Management

- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
- NM01: Anti-social behaviour cases relative to the size of the landlord