

Tenant and Client Annual Snapshot Survey Report 2022/23



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1.0 Introduction

This year's survey marks a change in focus for BHT Sussex as we transition to the new TSM (Tenant satisfaction measures) that have been introduced by the Regulator for Social Housing. As a smaller housing association BHT Sussex is required to submit data every two years and therefore the 23/24 survey will be our first formal submission. TSM questions are marked in grey on the tables following.

The tables present data on satisfaction; based on returns that stated the respondent was either very satisfied or satisfied in their answer. We have continued to use a differentiated approach with two surveys, one for tenants and one for clients which include shared core questions.

We have also retained a number of questions from our 21/22 annual survey and continued, where applicable, to benchmark results to the Accuity Annual Report for Smaller Housing Associations. The data used is based on Acuity 21/22 results which were the most current at the time of the analysis. Benchmarking is different in sections 2.2 and 2.4 as Acuity distinguishes between tenants

and supported accommodation clients in its benchmarking results. This is also why there is no benchmarking in the combined results.

Some individual services took the opportunity to include additional bespoke questions relevant to their service – these were not necessarily related to satisfaction and are not included in this report. Actions and issues that emerged for each service surveyed are analysed separately and not included in this report.

2.0 Results and Analysis

2.1 Tenant and Client Survey Results combined

Response	2021/22	2022/23	Change
Overall Satisfaction	92%	92%	=
Satisfaction with repairs	85%	82%	↓
Satisfaction with time taken to complete most recent repair	*	79%	N/A
Satisfaction that home is well maintained	87%	77%	↓
Satisfaction that the home is safe	83%	85%	↑
Satisfaction that BHT Sussex listens to tenant (client) views and acts upon them	90%	86%	↓
Satisfaction that BHT Sussex keeps tenants (clients) informed about things that matter to them	88%	89%	↑

Agreement that BHT Sussex treats tenants (clients) fairly and with respect	96%	94%	↓
Satisfaction with BHT Sussex's approach to handling complaints	81%	82%	↑
Satisfaction that BHT Sussex keeps communal areas clean and well maintained	*	79%	N/A
Satisfaction that BHT Sussex makes a positive contribution to neighbourhoods	*	91%	N/A
Satisfaction with BHT Sussex's approach to handling anti-social behaviour	*	80%	N/A
Satisfaction that BHT Sussex meets needs relating to protected characteristics	94%	93%	↓
Damp and mould free home	*	72%	N/A
Given opportunities to be involved	42%	55%	↑

* Question not asked in either client or tenant 20/21 survey

2.2 Tenants Survey Results

Response	Benchmark	2021/22	2022/23	Change
Overall Satisfaction	75%	74%	77%	↑
Satisfaction with repairs	71%	70%	69%	↓
Satisfaction with time taken to complete most recent repair	N/A	N/A	70%	N/A
Satisfaction that home is well maintained	76%	75%	57%	↓
Satisfaction that the home is safe	88%	65%	71%	↑
Satisfaction that BHT Sussex listens to tenant (client) views and acts upon them	57%	69%	59%	↓
Satisfaction that BHT Sussex keeps tenants (clients) informed about things that matter to them	N/A	75%	63%	↓
Agreement that BHT Sussex treats tenants (clients) fairly and with respect	N/A	N/A	82%	N/A
Satisfaction with BHT Sussex's approach to handling complaints	N/A	57%	57%	=
Satisfaction that BHT Sussex keeps communal areas clean and well maintained	N/A	N/A	66%	N/A
Satisfaction that BHT Sussex makes a positive contribution to neighbourhoods	N/A	N/A	80%	N/A
Satisfaction with BHT Sussex's approach to handling anti-social behaviour	N/A	N/A	66%	N/A
Satisfaction that BHT Sussex meets needs relating to protected characteristics	N/A	89%	80%	↓
Damp and mould free home	N/A	N/A	70%	N/A
Given opportunities to be involved	N/A	27%	32%	↑

2.3 Tenant Survey Analysis

The 2022/23 annual survey saw a considerable decrease in return rate. We received 88 responses to the survey which is 21% of the total tenants in Housing Services. This has fallen from 33% in the previous year. We will need to place much greater focus on improving our engagement with tenants in the coming year and encourage more of them to complete the survey as this will give a better reflection of the wider tenant base.

Overall, the results are a mixed bag. There are some very encouraging results which reflect well on the considerable efforts of all those working in Housing Services this year but there are also several areas of concern that we need to learn from and improve in the coming year.

Perhaps most pleasing of all we have seen a 3% increase in overall satisfaction which takes us back above the sector average.

It is also encouraging to see a further 6% increase in our tenants feeling safe within their homes. Whilst there is still much improvement to do going forward, this reflects well on the strong relationships that we have built with our partner agencies and the more robust approach that we have taken to tackling anti-social behaviour and drug related crime at our properties.

Satisfaction with the maintenance of properties dropped by an alarming 18% this year alongside a further small drop in satisfaction with the way that repairs are carried out. Both decreases are reflective of the challenging year that the repairs service has faced. The service has been short staff for a considerable period, including several months where it operated without a permanent Maintenance Administrator. This clearly had a detrimental impact on overall performance. However, having successfully recruited an excellent new Maintenance Administrator in August the team are going from strength to strength and there is reason for optimism that responses to the survey next year will reflect the improvements that continue to be made.

Our tenants' opinion on how we listen and act on their views fell by 10% alongside a 12% decrease in them feeling that they are being kept informed. This needs to be an area of focus for the team next year. There were only two full editions and a smaller Christmas edition of the Lighthouse Magazine this year. The magazine is vital tool in communicating up to date messages directly to all our tenants and increasing the output of this will assist with making tenants feel informed. We also plan to run a minimum of six Community Days in the coming year. These events will help the team better understand the issues that our tenants face directly in their communities. Most importantly of all though, the team understand that we must act on the issues raised and ensure that they are resolved to the satisfaction of our tenants. This will be a key priority for the coming year.

2.4 Clients Survey Results

Response	Benchmark	2021/22	2022/23	Change
Overall Satisfaction	98%	98%	97%	↓
Satisfaction with repairs	N/A	98%	91%	↓
Satisfaction with time taken to complete most recent repair	N/A	N/A	86%	N/A
Satisfaction that home is well maintained	88%	97%	90%	↓
Satisfaction that the home is safe	N/A	97%	95%	↓
Satisfaction that BHT Sussex listens to tenant (client) views and acts upon them	94%	97%	95%	↓
Satisfaction that BHT Sussex keeps tenants (clients) informed about things that matter to them	95%	95%	97%	↑
Agreement that BHT Sussex treats tenants (clients) fairly and with respect	98%	98%	98%	=
Satisfaction with BHT Sussex's approach to handling complaints	87%	93%	90%	↓
Satisfaction that BHT Sussex keeps communal areas clean and well maintained	N/A	N/A	88%	N/A
Satisfaction that BHT Sussex makes a positive contribution to neighbourhoods	N/A	N/A	99%	N/A

Satisfaction with BHT Sussex's approach to handling anti-social behaviour	N/A	N/A	91%	N/A
Satisfaction that BHT Sussex meets needs relating to protected characteristics	79%	98%	98%	=
Damp and mould free home	N/A	N/A	73%	N/A
Given opportunities to be involved	75%	51%	62%	↑
Satisfaction that you know how to keep yourself safe	99%	98%	99%	↑
Satisfaction that you know how to report concerns for others	96%	97%	97%	=
Satisfaction that staff prioritise your safety	96%	98%	96%	↓

2.5 Client Survey Analysis

As with the results for Housing Services, those for Supported Housing continue to be benchmarked against Acuity's Annual Report for Smaller Housing Associations. This provides a useful comparison; however, it should be noted that the majority of these organisations/services work with clients with lower support needs and complexity than BHT Sussex's Supported Housing projects. Despite this difference, our responses are the same or higher than this benchmark in 9 of the 11 benchmarked areas. Of the remaining 2 areas Overall Satisfaction is very slightly lower (1%). The area with the larger difference is in being given opportunities to be involved, at 13% lower (see below).

The 2021/22 survey results demonstrate a high level (97%) of overall satisfaction with BHT Sussex client services. Key support quality indicators including...

- being treated with dignity and respect (98%)
- having views listened to and acted on (97%)
- knowing how to keep safe (99%)
- safety being prioritised by staff (96%)
- meeting needs relating to protected characteristics (98%)

...score very highly. It is notable that on the final point the BHT Sussex result is 19% higher than the national benchmark.

The overall very high satisfaction score of 97% was achieved against a continuing challenging cost of living context and is a reflection of the hard work and adaptability of our staff as well as the resilience of our clients.

For the 13 areas of response that can be compared with last year's survey, 10 have seen either an improvement, a negligible change, or no change, with the most significant improvement being opportunities to be involved (+11%). This has been a particular focus over the year since the previous survey, and so the improvement is very welcome although there is still the need to continue with these

efforts as the benchmarked satisfaction level remains higher at 75%. Three areas have seen a deterioration including the handling of complaints (-3% to 90%). While this change is small, and the score remains higher than the benchmark (87%), it is important that our clients feel that they are able to complain and that their complaint is responded to effectively. The 2 other areas of deterioration are satisfaction with repairs and home maintenance both of which saw a drop of 7%. We will continue to work closely with our colleagues in property services to address individual cases of concern as well as focusing on the damp and mould-free home score introduced this year which showed that 27% of respondents could not say they were satisfied or very satisfied with our service.

The return rates for the survey within Supported Housing and Support Services has seen fluctuations for individual services. The percentage difference between this year and last year should be treated with some caution for some services as the percentage difference translates to one/two client responses.

In accommodation-based services we will focus on those with a lower % of returns in the planning for the 23/24 survey. It should be noted that both Shore House (41%) and Phase One (14%) are services that work with our most complex clients and so represent a particular challenge to engage in annual surveys - however clients' views and opinions are regularly sought through support planning and house meetings, as they are at Hastings Young Peoples Service where, although the return level was low, they achieved an improvement on the previous year.

Pathfinder, BeOK and EWS also regularly monitor and action satisfaction levels through other commissioner required mechanisms which offers assurance given the low level of returns due to an error in the distribution of the survey.

2.6 East Sussex Floating Support Service Results

	2021/22	2022/23	Change
How satisfied were you with the service that you received from the East Sussex Floating Support?	97%	97%	=
Are you satisfied with the quality of the relationship between you and the Floating Support Officer who supported you?	97%	97%	=
How satisfied are you that you were listened to and involved in the support you received?		98%	N/A
Are you satisfied the support that you received from us motivates you to achieve your goals/plans and aspirations?	93%	98%	↑
How satisfied are you with the level of communication you get from the East Sussex Floating Support Service? (E.g. in person, letters, phone calls, website, emails etc.)	97%	99%	↑
If you made a complaint during the period of your support, how satisfied were you with how this was handled?	89%	86%	↓
Satisfaction that BHT Sussex keeps tenants (clients) informed about things that matter to them	98%	100%	↑

2.7 East Sussex Floating Support Service Analysis

116 clients completed the 2022/23 Survey, which is a very slight improvement on last year. However, this represents a 10% response level, which needs to improve.

The East Sussex Floating Support Service now surveys clients throughout the year with the questions above and reports quarterly as part of contract reviews. Clients can complete the survey digitally on Survey Monkey; clients who are not digitally included can use hard copies which can be returned using a freepost envelope; clients who need additional support to complete the survey can complete it via phone.

To increase returns for client satisfaction surveys we are arranging meetings with Survey Monkey and Smart Survey to explore the potential to send the survey to clients via a text messaging service.

The 2022/23 survey results demonstrate a high level of overall satisfaction with the Service; at 97% this is the same as across BHT Sussex services.

For the 6 areas of response that can be compared with last year's survey, 5 have either remained the same or improved, with the most significant improvement being satisfied the support that you received from us motivates you to achieve your goals/plans and aspirations (+5%).

The handling of complaints has seen a deterioration of 3% from 89% to 86%. In Q3 2023/24 this has improved to 91%.

The question How satisfied are you that you were listened to and involved in the support you received, was reworded from the question used in last year's survey How satisfied are you that your service seeks and acts upon your views. We have, therefore, not directly compared the response rate in the table above; however, it is worth noting that the response is high, at 98% (previously 94%).

3.0 Appendix 1

Return Levels

Accommodation based Services	Number of clients at the time survey conducted	Number surveys returned	Returned % (Return % 21/22)	Change
Addiction Services	25	20	80% (83%)	↓
Archway	11	10	91% (71%)	↑
Accommodation for Work	22	15	68% (86%)	↓

Shore House	30	11	37% (30%)	↑
Move On	17	7	41% (55%)	↓
Route One	19	16	84% (84%)	=
Phase One	27	18	67% (84%)	↑
Oak House	47	7	15% (14%)	↑
Mid Sussex Supported Housing	11	5	45% (79%)	↓
Non-accommodation based services	Estimated number of clients at the time survey conducted	Number surveys returned	Returned % (Return % 21/22)	Change
Homes for Ukraine Sustainment Service	40	15	38% (N/A)	N/A
Pathfinder Be OK and EWS	635	30	5% (13%)	↓
First Base Day Centre	30	19	63% (53%)	↑
East Sussex Floating Support Service	1200	116	10% (N/A)	N/A
Total		300		
	Number of tenants at the time survey conducted			
Housing Services	427	88	21% (33%)	↓

Return levels by area

Accommodation based services **53%**
 Non-accommodation based services **14%**
 Housing services **21%**

Response method overall

Smartphone **57%**
 Laptop **19%**
 Paper **24%**





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