



Data quality workshop: getting it right – TSMs..... & questions not answered during session

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Questions not answered during session

Q. If I have 1300 LCRA & 50 LCHO, do I have to report satisfaction TSMs separately?

A. It would appear not! Although it's not clear in the Annex 4 definitions, at Sct 18 of Annex 5, it says:

Providers that own 1,000 or more LCRA dwelling units, but fewer than 1,000 LCHO dwelling units, are only required to report tenant perception measures for LCRA (and vice versa).

Questions not answered during session

Q. How can I express 2 of the TSMs as cases per 1,000 stock when I only have 132 homes?@!

The RSH's calculation set out in the definition in Annex 4 handles this without any fancy formula:

- calculation is $\text{no. cases}/\text{no. stock} \times 1000$
- so let's say you have 7 cases
- calculation is $7/132 = 0.053 \times 1000 = 53$
- once gain this shows the limitations of metrics for smaller organisations
- when reporting such stats, it should be qualified by explaining in the narrative that you only have 7 cases across 132 homes but have to report it in such a way to meet regulatory requirements hence it looking odd

Agenda etc

Purpose: help ensure the quality & credibility of your data

For: those tasked with collecting/submitting data

Caveat

- these are not Acuity metrics & many are untested
- complicated
- can't cover detail of every TSM (cruel & usual)
- survey methodology beyond scope of this session

1) whirlwind tour of regulatory requirements

2) how the TSMs relate & cut across existing metrics & what Acuity is doing about it

3) timeline

- pauses to pick up Q/A
- anything that can't be answered will be followed up
- scheduled for 1.5 hours but happy to overshoot if needed
- recording available on Acuity website

Background

- *The Charter for Social Housing Residents: Social Housing White Paper* - November 2020
 - suggests ways of improving social housing management, inc beefed-up consumer regulation inc TSMs
 - TSMs aim to make RP performance more transparent & facilitate accountability:
 - to tenants
 - as a regulatory tool for RSH - identify outliers for further scrutiny (as per existing VFM metrics)
 - transparency/accountability - incentive for board & executive to get a grip on service
- TSM consultation – December 2021
 - 1098 responses, largely positive

Background

- [RSH decision statement](#) – September 2022
 - a new standard - [Annex 3: Tenant Satisfaction Measures Standard - from 1 April 2023](#)
 - 22 (26 really!) TSMs & detailed definitions - [Annex 4: Tenant Satisfaction Measures - Technical requirements](#)
 - 12 perception TSMs & 10 from management info
 - 4 metrics split as follows
 - 2 complaints each split stage 1 & 2 (ie 4 metrics)
 - ASB sliced: (1) total ASB & (2) hate ASB (ie 2 metrics)
 - repairs targets split: (1) non-emergencies & (2) emergencies (ie 2 metrics)
 - detailed survey requirements - [Annex 5: Tenant Satisfaction Measures - Tenant survey requirements](#)
- TSMs go live April 2023 for the year 23-24 (year end is 31 March 2024)
- NB Annex 4 definitions don't legislate for everything
 - year 1 suck it & see
 - help? enquiries@rsh.gov.uk + club discussions

Finalised TSMs

Satisfaction metrics %

TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
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
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

Each of these 4 TSMs are split into 2

TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

per 1,000 homes %
per 1,000 homes

%

Main changes between consultation paper & decision statement

- Substantive changes relatively few:
 - **TSM deleted:** *Tenant knowledge of how to make a complaint*
 - **TSM becomes 2 metrics:** *'Safe & well-maintained home' is now : Satisfaction that the home is:*
 - *(1) safe (now including common areas where applicable) &*
 - *(2) well maintained*
 - **TSM narrower focus - removal of word 'safe' here:** *Satisfaction that the landlord keeps communal areas clean, ~~safe~~ and well maintained (safe communal areas bundled into above metric)*
- Minor changes more plentiful – tweaks/clarification of detail of definitions & survey method (decision statement p.3 provides detail)
- 2 further metrics might materialise when government work complete:
 - electrical safety checks
 - percentage of communal areas meeting the required standard

TSM Standard: requirements

- All RPs must collect & provide info to support scrutiny by tenants
- All RPs must adhere to definitions & survey methodology requirements in:
 - [Annex 4: Tenant Satisfaction Measures - Technical requirements](#)
 - [Annex 5: Tenant Satisfaction Measures - Tenant survey requirements](#)
- All RPs annually publish their performance
 - including details of how they have met annex 4 & 5 requirements (assurance of steps taken to comply)
 - must be **timely** (doesn't say when), clear, easily accessible
- All RPs must ensure that info is accurate, reliable, valid, & transparent reflection of performance – board ultimately responsible
- >1000 **relevant stock** RPs must submit TSM data to RSH – ie where LCRA + LCHO = 1000+
- <1000 **relevant stock** RPs do not!
- Acuity will collect this data to facilitate <1000 comparisons & your reporting to tenants

TSM requirements: what's in/out

- full detail: [Annex 4: Tenant Satisfaction Measures - Technical requirements](#)
- only data for **relevant homes** should be collected:
 - low-cost rental accommodation (**LCRA**) - includes GN, supported housing (inc HfOP), intermediate rent and temporary social housing
 - NB – RSH is clear that it wants LCRA reported as a consolidated figure **NOT** differentiated by GN, HfOP & support
 - **NB - 12 tenant perception TSMs - Acuity will collect GN, HfOP & support LCRA sub-metrics in keeping with current satisfaction metrics practice**
 - **on date entry sheet you will be presented with appropriate GN/HfOP/Supported variant depending on which client group you usually collect**
 - **a LCRA aggregate metric for regulatory compliance**
 - **a LCHO metric for good measure (but more on this below)**
 - low-cost home-ownership accommodation (**LCHO**) – includes shared ownership homes (which have not been fully staircased)
 - respective definitions for LCRA/LCHO draw on sections [69](#) and [70](#) of the Housing and Regeneration Act 2008

TSM requirements: what's in/out

- the **owner/landlord** reports on TSMs, not managing agent
- all TSMs are based on **ownership** which for purpose of TSMs **includes a leasehold interest** (ie where RP leases from another & lets it as social housing)
 - if a RP leases the dwelling from another (RP or PRS) and then lets it out to a tenant as social housing, then it must be included in the TSMs. (para 19, Annex 4)
- Leaseholders (where occupier has purchased leasehold interest) & non-social are **not included** in TSMs (they are not social housing!)
- TSMs based on ***dwelling units (or homes)*** ie:
 - a self-contained unit
 - a bedspace in non-self-contained housing (ie some sharing) - typically support
- report on consolidated **Group** basis if parent is registered – if not individually

TSM requirements: the really complicated bit

- RSH requires different treatment for different TSMs:
 - ASB & H&S TSMs - **LCRA and LCHO combined figure**
 - Satisfaction with repairs; satisfaction time taken for repairs; satisfaction home well maintained; DH; repairs target times - **LCRA alone**
 - 12 Perception metrics & 2 Complaints metrics - **LCRA & LCHO separately**
 - **But!** - flexibility for RPs with <1000 LCRA *and* <1000 LCHO
 - can report **tenant perception measures** for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
 - ditto **2 complaints metrics**
 - need to demonstrate a proportionate and rational approach on which way you jump
 - NB if members are considering combining LCRA & LCHO for perception metrics, it's likely LCHO will disproportionately damage your score! (LCHO are generally more dissatisfied)
 - But we have created LCHO-specific metrics should you want them

NB Providers that own 1,000 or more LCRA dwelling units, but fewer than 1,000 LCHO dwelling units, are only required to report tenant perception measures for LCRA (and vice versa). Sct 18 of Annex 5

TSM requirements

- <1000 **relevant stock** (where LCRA + LCHO = <1000) do not have to collect & report on an April-March basis if they already have different financial cycle/year end
- >1000 **relevant stock** run perception survey every year
- <1000 **relevant stock** have the option to run it every year or every two years
- all providers must report survey results in the first year of reporting ie 2023/24 clock is ticking
- allowed to run survey by post, by phone, face to face, online, or however is best for tenants
- have to report how carried out survey, including how many responses and any other issues that may affect the results

What Acuity plans to do with the
TSMs vis a vis existing metrics

TSMs collected from tenant perception surveys

Code	Description	Stock type	Similar to existing?	New, Modified or Dropped
TP01	Overall satisfaction	LCRA* & LCHO	STA 001 Overall satisfaction (collected by all)	M Rebadge STA 001
TP02	Satisfaction with repairs (F)	LCRA* only	STA 006 Satisfaction with repairs (perception) (collected by all) HMPI 102 Satisfaction with repairs (transactional) (collected by all)	M Rebadge STA 006 Retain HMPI 102 for those who want real time transaction data
TP03	Satisfaction with time taken to complete most recent repair (F)	LCRA* only	No.	N Adopt new metric
TP04	Satisfaction that the home is well maintained	LCRA* only	No	N Adopt new metric
TP05	Satisfaction that the home is safe	LCRA* & LCHO	STA 008 Satisfied landlord provides safe and secure home (collected by all)	M Rebadge STA 008
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	LCRA* & LCHO	STA 007 Listens & acts (collected by all)	M Rebadge STA 007
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	LCRA* & LCHO	No	N Adopt new metric

* To meet RSH requirements LCRA (aggregate of GN, HfOP, Support, Intermediate & Temporary social housing) is required. Acuity and Housemark have enabled GN, HfOP, Support split as well.

TSMs collected from tenant perception surveys

Code	Description	Stock type	Similar to existing?	New, Modified or Dropped
TP08	Agreement that the landlord treats tenants fairly and with respect	LCRA* & LCHO	No	N Adopt new metric
TP09	Satisfaction with the landlord's approach to handling complaints (F)	LCRA* & LCHO	SP 006 - % complaints handled to the satisfaction of the tenant/service user (Collected by London & Supported)	M Rebadge SP 006 Option to collect this split by GN, HfOP & Supported as well as aggregate LCRA – low case load might create skew but intel still useful
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained (F)	LCRA* & LCHO	HMPI 200 - % residents satisfied with estate services (Collected by BM320)	M Rebadge HMPI 200 Option to collect this split by GN, HfOP & Supported as well as aggregate LCRA – low case load might create skew but intel still useful
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	LCRA* & LCHO	No	N Adopt new metric
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	LCRA* & LCHO	HMPI 190 - % closed ASB cases that were resolved (Collected by London). Potential for confusion	N Adopt new metric D HMPI 190 has been dropped

- To meet RSH requirements LCRA (aggregate of GN, HfOP, Support, Intermediate & Temporary social housing) is required.
- Acuity and Housemark have enabled GN, HfOP, Support split as well.

TSMs collected from management info

Code	Description	Stock type	Similar to existing?	New, Modified or Dropped
CH01 (1) & (2)	Complaints relative to the size of the landlord NB this is actually 2 metrics: 1) stage 1 complaints; 2) stage 2 complaints	LCRA* & LCHO	SOL 030 Complaints as a % of tenancies (London, Supported) – CH01 effectively splits SOL 030 into stage 1 & 2 whilst reflecting the Ombudsman’s Code – arguably rendering SOL 030 out of date. SP 007 Number of complaints (Supported)	N Adopt new metrics D SOL 030 dropped D SP007 dropped
CH02 (1) & (2)	Complaints responded to within Complaint Handling Code timescales NB this is actually 2 metrics: 1) stage 1 complaints; 2) stage 2 complaints	LCRA* & LCHO	SP 005 - % complaints resolved within target timescale (London, Supported) – CH02 effectively splits SP 005 into stage 1 & 2 whilst reflecting the Ombudsman’s Code – arguably rendering SP 005 out of date. Minor overlap with SP 008 - Average end-to-end time to resolve a complaint (Supported)	N Adopt new metrics D SP005 dropped D SP008 dropped
NM01 (1) & (2)	Anti-social behaviour cases relative to the size of the landlord NB this is actually 2 metrics: 1) Total ASB; 2) Hate cases	LCRA* & LCHO combined	No	N Adopt new metrics
RP01	Homes that do not meet the Decent Homes Standard	LCRA* only	NI 158 - Percentage of homes that fail to meet the Decent Homes Standard (not currently in use by clubs)	M Rebadge NI 158
RP02 (1) & (2)	Repairs completed within target timescale NB this is actually 2 metrics: 1) non-emergencies; 2) emergencies	LCRA* only	HMPI 70 Percentage of all reactive repairs completed within target time (collected by all bar Support, SHAPE, SWBM) plus its components GNPI 18 – 20. RP02 (1) aggregates GNPI 19 – ‘urgent’ and GNPI 20 – ‘routine’ (collected by all bar SHAPE, SWBM) which suggests dropping GNPI 19, GNPI 20 & probably HMPI 70 – ‘all reactive’ to avoid mess RP02 (2) roughly same as GNPI 18 – ‘emergencies’ (collected by all bar SHAPE, SWBM)	N Adopt new RP02 (1) metric M Rebadge GNPI 18 as RP02 (2) D GNPI 19 ‘urgent’, GNPI 20 ‘routine’ & HMPI 70 – ‘all reactive’ all dropped to avoid confusion

* Given current practice with repairs metrics & the low numbers associated with complaints & ASB, no need for a GN, HfOP, Support split

TSMs collected from management info

Code	Description	Stock type	Similar to existing?	New, Modified or Dropped
BS01	Gas safety checks	LCRA* & LCHO combined	G15C1 Percentage of gas safety checks completed within target (NWBM, YHBM) G15C0 Percentage of dwellings with a valid gas safety certificate (BM320, NWBM, London)	M Rebadge G15C1 D G15C0 dropped
BS02	Fire safety checks	LCRA* & LCHO combined	No	N Adopt new metric
BS03	Asbestos safety checks	LCRA* & LCHO combined	No	N Adopt new metric
BS04	Water safety checks	LCRA* & LCHO combined	No	N Adopt new metric
BS05	Lift safety checks	LCRA* & LCHO combined	No	N Adopt new metric

Format: Proportion of homes for which all required [xxxxxxxx] checks have been carried out (in accordance with stat requirements).

* Given current practice with repairs metrics no need for a GN, HfOP, Support split

Other metrics being dropped

Metric	Collected by
RC series	All
HMGN 50 - % tenants evicted for rent arrears	NWBM, SWBM
SWBM 600 - Number of mutual exchanges	SWBM
SWBM 700 - Possession orders gained during period - include adjournments	SWBM

Following consultation at club meetings during the year the metrics above have been removed from the data collection sheets for 2023.

‘Right first time’ survived by a whisker

Timeline

- set TSMs up on data collection sheets – October 2022
- TSM data workshop – March 2023
- collect TSM data (for those who want to pilot/baseline) along with other benchmarking data – April/May 2023
- issue TSM pilot results alongside Acuity benchmarking report –June/July 2023
- collect TSM data ‘for real’ April/May 2024
- you report to tenants ‘annually, timely, clear, easily accessed’ fashion
- RSH publishes TSM results for >1000 stock RPs – autumn 2024

Get in touch about any further issues

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