

# 2023

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## Tenant Satisfaction Measures Report



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# OUR VALUES, YOUR SERVICES

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First Priority Housing Association is a Specialist Supported Housing provider. We provide homes and services to tenants that have a range of complex needs.

Our approach to service delivery is driven by our values to be a Caring, Honest, Accountable and Trustworthy organisation, working with our partners. The delivery of our services will reflect the individual needs of each of our tenants.



## BACKGROUND

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The Tenant Satisfaction Measures (TSMs) were launched in 2023-24 by the Regulator of Social Housing as part of the new suite of monitoring powers developed by the Department of Levelling Up, Housing and Communities. Under the new regulation, small providers of less than 1000 units will be required to complete their TSM collections a minimum of once every two years.

We joined the Regulator of Social Housing (RSH) TSM pilot for small housing providers in 2023. We have actively participated in the group to try and best represent the views of small specialist supported housing provider like ourselves.

We are committed to championing the voice of our tenants, ensuring that we deliver high quality services that reflect their needs and requirements. Getting feedback and insight from tenants is essential to the success of this, but it does not stand alone. We work with a network of care providers and local authorities who also contribute significantly to the experiences of our tenants when in their homes.

It was requested under the terms of the pilot, that all participating pilot group members complete a first round of TSMs under the same timescales as other registered providers. This meant a completion date of 1 April 2024 for all surveys, with results being submitted to the Regulator by 30 June 2024.

A summary of our approach can be found on page 11 of this report.

# OVERALL SERVICES

**86%**  
**SATISFIED**  
WITH OVERALL SERVICE PROVIDED BY FPHA

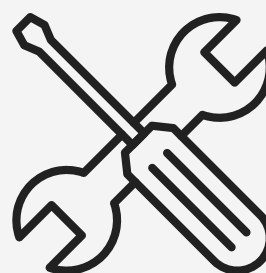


More than 8 out of 10 tenants asked were satisfied with the overall service provided by FPHA. This is favourable performance compared to peers. The average return for the wider sector in 2023 was 72.3% (Housemark).

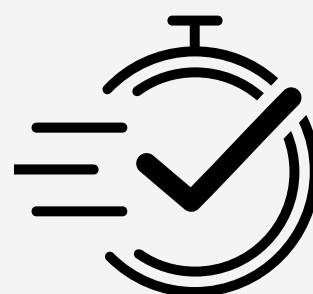
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# REPAIRS

**85%**  
**SATISFIED**  
WITH THE OVERALL REPAIRS SERVICE FROM FPHA



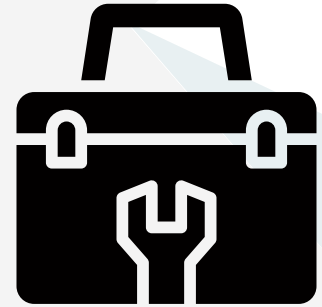
**81%**  
**SATISFIED**  
WITH THE TIME TAKEN TO COMPLETE THEIR MOST RECENT REPAIR



Again we compare favourably on repairs satisfaction performance, where elsewhere in the sector satisfaction with the overall repairs service averages out at 74.5% (Housemark). As a specialist supported housing provider, we complete a higher number of repairs than general needs providers. Having strong performance in an area of high operational activity for us is pleasing.

# SAFETY

88%  
**SATISFIED**  
FPHA PROVIDES A HOME  
THAT IS WELL MAINTAINED



88%  
**SATISFIED**  
FPHA PROVIDES A HOME  
THAT IS SAFE



Safety has always been a priority area for our organisation. Being able to evidence that we provide safe homes is important to us and we want tenants to feel safe in their homes. We also want to provide high quality homes. We again received very encouraging results on this measure.

We take great pride in working with our Care and Support Providers to understand the needs of our tenants. Our intensive housing management model maintains these relationships day-to-day and helps to ensure that any issues are picked up with tenants swiftly.



## LEARNING

We have now introduced transactional repairs surveys. These are telephone surveys where our Helpdesk contact tenants following repairs and compliance visits. They ask if the tenant/care provider are happy with the repair, the time taken to complete the repair and if they have any further comments. This helps to address any concerns and issues more immediately leaving tenants feeling safer and more satisfied with the service provided.

# TENANT ENGAGEMENT & RESPECT

**48%**  
**SATISFIED**  
LISTENS TO YOUR VIEWS  
AND ACTS UPON THEM



**44%**  
**SATISFIED**  
FPHA KEEPS YOU  
INFORMED ABOUT THINGS  
THAT MATTER TO YOU



**43%**  
**SATISFIED**  
FPHA TREATS ME WITH  
FAIRNESS AND RESPECT



From this point of the full survey onwards, we experienced increasing challenges in tenants being able to understand the questions or how it relates to them. Across these 3 questions, 60% of responses were either “don’t know/ unable to answer” or “neither dissatisfied nor satisfied”.



## LEARNING

We will introduce better ways to communicate with tenants. We will be review our tenant engagement strategy. We are also looking at other ways we can gather more feedback from tenants and partners. Results will be shared back with tenants and partners through our new Communications Plan.

Whilst these steps may not increase understanding of these specific questions, we hope that tenants will then recognise the new lengths we are going to in order to engage more meaningfully.

# COMPLAINTS HANDLING

**25%**  
**SATISFIED**  
WITH FPHA'S APPROACH  
TO COMPLAINT HANDLING



**4**  
**COMPLAINTS**  
**RECEIVED**

Of the tenants asked, 4 (6%) of them responded to say they had submitted a complaint to FPHA in the last 12 months. 3 of these 4 tenants stated they were also dissatisfied with FPHA's approach to complaints handling.

It should be noted, we only received one formal complaint in 2023-24.



## LEARNING

We have historically experienced a low number of complaints. Our complaints policy has now been reviewed in-line with the new consumer standards and the Housing Ombudsman's Complaint Handling Code. New training has been provided to all frontline and customer services staff in our managing agent to help identify potential complaints and manage them more consistently. This will close the gap between those who feel they have complained ensuring the formal process is applied.

We aim to improve our performance against this measure as a result.

# COMMUNAL AREAS

**78%**  
**SATISFIED**  
FPHA KEEPS COMMUNAL  
AREAS CLEAN AND WELL  
MAINTAINED

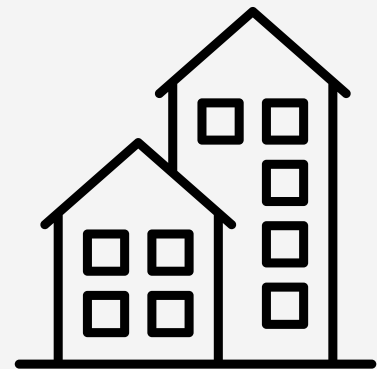


Feedback on the cleanliness and maintenance of communal areas achieved scores on par with our repairs satisfaction. As a specialist supported housing provider, we have properties with a lot of communal space within shared houses. This is typically the kitchen, some bathrooms, the garden and other games rooms/ sensory areas created for all tenants within the property.

With this in mind, a score of 81% satisfaction is a positive starting point. We also recognise that this is an important aspect of daily living for our tenants, so will continue to engage with them over what can be further improved.



**26%**  
**SATISFIED**  
FPHA MAKES A POSITIVE  
CONTRIBUTION TO YOUR  
NEIGHBOURHOOD



Satisfaction with our contribution to the neighbourhood was another question where tenants struggled to articulate their views or understand the relevance to them and FPHA.

Often, we will have a very small number of properties in one neighbourhood area and we are limited in the wider impact we can have.

53 out of the 63 responses stated that they “did not know” or were “neither dissatisfied nor satisfied”. This makes taking any meaningful inference from this measure difficult.

# NEIGHBOURHOOD

# ANTI-SOCIAL BEHAVIOUR

**43%**  
**SATISFIED**  
WITH FPHA'S APPROACH TO  
ANTI-SOCIAL BEHAVIOUR



This was a question where tenants struggled to answer or articulate their views. 71% of responses were either “don’t know” or “neither dissatisfied nor satisfied” with our approach to ASB, indicating that the question may not be fully understood.

The majority of our tenants have either learning disabilities and mental health conditions. This can mean that there may be instances where daily behaviour displayed by tenants would be classed as “anti social” when blindly applying a standard ASB policy. Take noise nuisance as an example. We have some tenants, whereby their disability causes them to make more noise than others. We have worked with local authorities and our care provider partners in these cases to fund soundproofing of rooms or considered the allocation of rooms to tenants with known issues such as this. Therefore, many of our tenants would not necessarily recognise anti-social behaviour in the same way.



## LEARNING

All tenants also have commissioned care and support. Issues that may be classed as anti-social behaviour would be in-part the responsibility of the care provider to address, with our support where required.

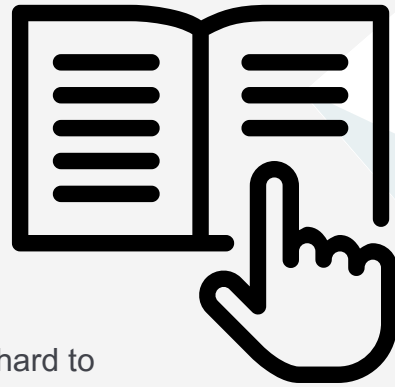
Since the TSM results, we have reviewed our ASB Policy. We engaged with sector experts in ASB and referred to Equalities legislation to refine our approach. There has also been a new ASB risk assessment created to provide a person-centred approach with ASB cases. This accounts for the tenant’s vulnerabilities so that any response and application of the policy is proportionate.



# EASY READ

## RESULTS

Due to the complexity of the needs of our tenants, it was important to have an accessible version of the TSMs available. Whilst we selected tenants that had capacity marked yes on their tenant record, it was hard to predict what experience they would have when asked these questions. Equally, we also have tenants where their behaviour can vary from day to day, again, making it impossible to predict whether they would be able to participate on that given day.



All tenants were presented with the full survey and if they found that too challenging or were not able to complete, they were offered the Easy Read alternative.

In total, **12 tenants** completed the Easy Read survey. Among these tenants, full completion rates across all questions were achieved.

### RESULTS SUMMARY

- **8 out of 12** tenants were happy with the overall service provided by FPHA
- **10 out of 12** tenants felt that they lived in a home that was well maintained (either neutral or happy)
- **9 out of 12** tenants were happy that they lived in a home that felt safe
- **1 out of 12** tenants were unhappy with the repairs service
- **2 tenants** were unhappy with the time taken to complete their most recent repair
- Only **1 tenant** was unhappy with the maintenance of communal areas - this was due to cigarette ends being left in the garden
- **1 tenant** was unhappy with our approach to ASB. It should be noted that 6 tenants either didn't respond to this question or answered "not happy or unhappy"
- **No tenants** said that they were unhappy that they weren't listened to
- **No tenants** felt they were not treated with fairness or respect



## LEARNING

Following the success of our Easy Read alternative, we will be rolling this out across our entire tenant population in 2024-25. All tenants will be asked to participate across the year

# SUMMARY

## NEXT STEPS...

As one of the first members of the Regulator for Social Housing's Tenant Satisfaction Measure pilot group for small providers, we remain committed to engaging with the Regulator to improve the approach.

As a specialist supported housing provider, we understand the challenges that this exercise presents to tenants with learning disabilities and complex mental health conditions. While the Easy Read alternative cannot be classed as a full response, we have received better engagement and higher completion rates when using it. We will roll the Easy Read option to all our tenants and look to share learning with the Regulator.

We view feedback, whether positive or negative as an important source of knowledge to help us shape and improve our services. Developing our communications plan to tenants and partners is a priority to allow us to continue to build on the foundations established through the perception survey carried out for the TSMs here.

We have planned reviews this year into our approach to housing management generally, as well as the delivery of our repairs service, reflecting on the high response rates to these questions. Feedback from this survey, along with any additional responses we generate throughout the year will be used to inform our approach, before communicating this back to tenants and partners.

To maximise the opportunities for our tenants to have their say, we will be rolling out the Easy Read survey to allow us to make more meaningful conclusions about the standard of service we provide and how satisfied FPHA tenants are.

We are looking forward to hearing more from our tenants in the coming year.



# SUMMARY OF APPROACH

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In compliance with the requirements set out by the Regulator for Social Housing, we have provided a summary of approach will be submitted alongside our results.

## **Summary of achieved sample size**

First Priority Housing Association (FPHA) collected 71 responses in total to the TSM surveys in 2023-24. However, it should be noted that 8 of these responses were completed by way of Easy Read. This was due to those tenants not being able to complete the full TSM surveys due to their disabilities and mental health conditions.

We have provided the full results in Annex A for the 63 tenants that completed the full survey. Annex B presents the full results for those completing the Easy Read version of the TSM survey. Annex B also includes a copy of the Easy Read survey for reference.

## **Timing of survey**

The Tenant Satisfaction Measures surveys were conducted from 01 February 2024 to 28 February 2024.

## **Collection method**

First Priority Housing Association operates through a managing agent, Myshon. We utilised the network of Housing Officers across England to conduct the surveys directly with the relevant tenants. The surveys were conducted in-person with tenants.

As per our processes, Care Providers and Support Workers were notified alongside the tenants of the TSM collection exercises. This meant that where required, support for completion was available from Care Providers/ Support Workers or other members of the tenant's support network.

Where tenants were unable to complete the surveys due to capacity issues as a result of their learning disability and/ or mental health condition, we offered an Easy Read alternative. Any Easy Read survey responses were collected and analysed separately.

## Sample method

The relevant tenant population was calculated as **186 tenants**.

The sample selected for the TSM surveys from this population was 96 tenants. These **96 tenants** met the following criteria:

- These are tenants that meet the definition of “social” under the rent standard and as such are recognised as social tenants by the Regulator.
- These are also tenants that have capacity marked as “yes” on their tenant file.

The reasons for excluding the remaining 90 tenants are explained later in this Summary of approach.

## Summary of the assessment of representativeness of the sample against the relevant tenant population

Age of respondent	Relevant tenant population	Total survey responses (% total)
75+	2.1% (2)	1.6% (1)
55-74	17.7% (17)	15.3% (9)
35-54	40.6% (39)	42.4% (25)
30-34	13.5% (13)	10.2% (6)
18-29	26% (25)	27.1% (16)
Total	96	59

## **Number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances detailed in paragraph 63 with a broad rationale for their removal**

We have a total of **186 tenants** that would be recognised as social tenants by the Regulator.

As a Specialist Supported Housing provider supporting tenants with severe learning disabilities and complex mental health conditions, we have **90 “social” tenants** unable to partake in the Tenant Satisfaction Measure surveys on the grounds of capacity. These tenants were excluded from the sample.

The remaining **96 tenants** were approached to attempt completion of the survey. For this, a census-based approach was taken. This was selected following a review of the Regulator’s ‘Summary of requirements for small providers’ which permits us to undertake a census approach to meet the requirements of the TSM collections.

## **Reasons for any failure to meet the required sample size requirements summarised in Table 5**

FPHA is not subject to a required sample size as referenced by the Regulator in their ‘Summary of requirements for small providers’. We have however, still provided a breakdown of reasons why tenants were unable to complete the TSM surveys on this occasion:

- **12 tenants** were unable to complete the full TSM survey when asked and were instead able to complete our Easy Read version. The results of which are reported on separately.
- **21 tenants** did not respond to our invitation to complete the TSM surveys or were unavailable to complete them within the timeframe outlined.
- **3 tenants** refused outright to complete the TSM surveys.
- **1 tenant** was unable to respond entirely due to their disability/ mental health when presented with the survey.

## **Type and amount of any incentives offered to tenants to encourage survey completion**

No incentives were offered as part of the survey completion exercise.

## **Any other methodological issues likely to have a material impact on the tenant perception measures reported**

Due to the size of our sample size, we required a high number of responses to be able to deliver a representative result. To meet the Regulator's ask of a 5% margin of error for our sample size of 96 tenants, we would have required **77 responses**.

We therefore opted to take a census-based approach in accordance with the 'Summary of requirements for small providers' set out by the Regulator. We have therefore met the requirements of the TSM collections.

## **Tenant Satisfaction Measures survey questions**

1. Taking everything into account, how satisfied are or dissatisfied are you with the service provided by First Priority Housing Association?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Unable to answer

2. Has First Priority Housing Association carried out a repair to your home in the last 12 months?

- Yes
- No
- Unable to answer

3. If yes, how satisfied or dissatisfied are you with the overall repairs service from First Priority Housing Association in the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Unable to answer

4. Has First Priority Housing Association carried out a repair to your home in the last 12 months?

- Yes
- No
- Unable to answer

.If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

6.How satisfied or dissatisfied are you that First Priority Housing Association provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Unable to answer

7.Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that First Priority Housing Association provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

8. How satisfied are or dissatisfied are you that First Priority Housing Association listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know
- Unable to answer

9.How satisfied or dissatisfied are you that First Priority Housing Association keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know Unable to answer

10.To what extent do you agree or disagree with the following "First Priority Housing Association treats me fairly and with respect?"

- Strongly agree
- Agree
- Neither agree nor disagree
- Strongly disagree
- Not applicable/ don't know
- Unable to answer

11.Have you made a complaint to First Priority Housing Association in the last 12 months?

- Yes
- No
- Unable to answer

12.If yes, how satisfied or dissatisfied are you with First Priority Housing Association's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

13.Do you live in a building with communal areas, either inside or outside that First Priority Housing Association is responsible for maintaining?

- Yes
- No
- Don't know

14.If yes, how satisfied or dissatisfied are you that First Priority Housing Association keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Unable to answer

15.How satisfied are you that First Priority Housing Association makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Unable to answer



16.How satisfied or dissatisfied are you with First Priority Housing Association's approach to anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

17.How easy did you find it to answer the questions?

- Free text field