



# SustainukLtd

## Tenant Satisfaction Summary of Approach 2023-24

### **Planning and Testing Phase**

2022/23 saw Sustain intensively plan for the introduction of TSM and new Consumer Standards, the Board set up a new Board Committee – The Tenant Engagement and Empowerment Committee- which met quarterly to develop a Tenant Engagement Strategy and oversee and direct an effective survey system to allow Tenants be properly surveyed on TS Metrics.

Particular attention was made on how we could effectively survey our 1500 tenants who all require support for a variety of issues such as Drug and Alcohol dependency to mental capacity issues, on ensuring the survey was accessible to tenants and their support workers, and that the survey was independent of influence.

Through 2022, we ran a number of trial surveys, trialling; paper surveys, general surveys, surveys by staff, and e -surveys.

From these trials we concluded the most effective survey methodology which would meet the TSM standards , which was accessible to tenants, and provide Sustain with true results on which it could base its Tenant Engagement Strategy and generally inform the Board and Executive of Sustain in its decisions and monitoring of performance.

### **Survey Methodology**

Using guidance provided by the RSH and findings from our Planning and Testing Phase we followed a set methodology to survey our 1500 tenant population.

We opened a dedicated Microsoft Survey software containing all the TSM questions, this was accessible online through a QR code either on a PC, Laptop or Mobile Phone, for tenants to fill in directly (75%) or with help of support workers (25%).

The survey was conducted through the four quarters between March 2023 to March 2024, in each quarter - 25% of tenants were asked to complete the survey. Each quarter the 25% of tenants surveyed was different – allowing Sustain to reach all 100% of tenants. The software had functionality to ensure tenants could not complete multiple surveys.

This was promoted to relevant support works and by Sustain inspection staff and promoted in our tenant communications including in our Tenant Newsletters and Tenant Forums.

At the end of each quarter the survey was closed, and results reported to the Tenant Engagement and Empowerment Committee and Board. The Survey engine and questions were fixed and did not change through the year.



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## **Reporting and Use**

As per TSM and Consumer Standards we report on TSM results to tenants by publishing results on our website, and also reporting to tenants on results to Tenant Forums and in Tenant Newsletters

In addition, results are reported to Board and Its Committees' every quarter and the Consumer Standard Return is approved by Board annually.

The Results of the TSM surveys are a key metric which informs and drives all Management and Board considerations and decisions.