

Cabinet

Monday 7 July 2025

3.00 pm

Ground floor meeting rooms, 160 Tooley Street, London SE1 2QH

Appendices

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Date: 26 June 2025



Regulator of
Social Housing

Decision

Southwark Council (00BE) - Regulatory Judgement: 27 November 2024

Updated 27 November 2024

Applies to England

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Our Judgement

	Grade/Judgement	Change	Date of assessment
Consumer	C3 Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.	First grading	November 2024

Reason for publication

We are publishing a regulatory judgement for Southwark Council following an inspection completed in November 2024.

This regulatory judgement confirms a consumer grading of C3. This is the first time we have issued a consumer grade in relation to this landlord.

Summary of the decision

From the evidence and assurance gained during the inspection, it is our judgement that there are serious failings in how Southwark Council is delivering the outcomes of the consumer standards and significant improvement is needed, specifically in relation to outcomes in our Safety and Quality Standard, the Tenancy Standard, and our Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C3 grade for Southwark Council.

How we reached our judgement

We carried out an inspection of Southwark Council to assess how well it is delivering the outcomes of the consumer standards as part of our planned regulatory inspection programme. During the inspection we considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed Southwark Council's housing, community safety and community engagement scrutiny commission meeting, and a meeting of the repairs improvement residents board. As part of the inspection, we met with engaged tenants, elected members, officers, and the cabinet member for council homes. We also reviewed a wide range of documents provided by Southwark Council.

Our regulatory judgement is based on all the relevant information we looked at during the inspection, as well as analysis of information received from Southwark Council through routine regulatory returns and other regulatory activity.

Summary of findings

Consumer – C3 – November 2024

The Safety and Quality Standard requires landlords to identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas and ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.

Through our meeting observations and other inspection activities, we found serious failings in Southwark Council meeting these requirements and evidence that these failings have impacted negatively on service outcomes for tenants.

In respect of electrical safety, prior to the inspection, Southwark Council self-referred its failure to meet the legal requirements following an internal audit of its compliance with landlord health and safety requirements. At the time of the inspection over 50% of Southwark Council's homes had not had an electrical condition test for over five years. In addition, at the time of the inspection over 50% of Southwark Council's homes were without smoke alarms. Southwark Council had not self-referred this matter to us. Southwark Council has developed a programme to complete all the overdue electrical safety checks and install smoke alarms in all its homes.

In respect of fire safety, we identified that there were almost 2,000 overdue fire safety remedial actions, of which almost 100 actions were categorised as high risk by Southwark Council. Southwark Council has provided assurance that it has mitigations in place to manage the associated risks of

these overdue actions, however the number of overdue actions remains a regulatory concern.

The Safety and Quality Standard also requires landlords to have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants and to ensure that their tenants' homes meet the requirements of the Decent Homes Standard (DHS).

Through our inspection we identified Southwark Council does not have up to date stock condition information for most of its homes. Southwark Council's last stock condition survey was undertaken in 2010 on a representative sample of 10% general needs, and 20% street properties. Given the age of the survey and the extent it relied on cloned data we do not have assurance that Southwark Council has a sufficient understanding of the condition of its homes to deliver the relevant outcomes in the Safety and Quality Standard. Furthermore, Southwark Council reported to us that around 30% of its homes do not meet the requirements of the DHS. Southwark Council has developed a specification for a full stock condition survey to improve its understanding of the condition of its homes and has plans to invest in its homes to reduce the level of non-decency.

The Safety and Quality Standard also requires landlords to provide an effective, efficient and timely repairs service for the homes and communal areas for which they are responsible. While the inspection has provided us with assurance that Southwark Council is delivering an effective repairs service, there is scope to improve consistency in repairs completion times. Evidence from our on-site work, and documents we saw during the inspection, indicated that this is an area of concern for tenants. The inspection has provided us with assurance that Southwark Council is prioritising its repairs and maintenance service to drive the improvements required.

The Neighbourhood and Community Standard states that landlords must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing. We saw evidence that Southwark Council deals effectively with anti-social behaviour and hate incidents in line with its policy and procedures and in partnership with relevant organisations.

In relation to the Tenancy Standard, we identified that Southwark Council is failing to allocate its homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account. Southwark Council's existing allocations strategy has not been updated since 2013 and the introduction of an annual lettings plan in 2023 has led to a lack of transparency in the allocation of empty homes. The Annual Lettings Plan aimed to respond to changing patterns of housing need and enabled Southwark Council to allocate empty homes outside of the published choice

based lettings scheme. This is a serious failure in the delivery of the Tenancy Standard and prevented prospective tenants from bidding on some available homes. Southwark Council has acknowledged that it needs to improve its approach to allocations and a new allocations strategy has been consulted on and timetabled for approval.

The inspection found evidence that Southwark Council is offering tenancies or terms of occupation that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.

The Transparency, Influence and Accountability Standard includes the requirement for landlords to provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. We observed a respectful approach to tenants during our inspection. However, Southwark Council does need to make some improvements in this area, particularly when we take into account the failure in relation to its allocation of empty homes, and the transparency of Southwark Council's communications to its tenants about its failure to comply with landlord health and safety requirements, that focussed on the failings in relation to electrical safety and did not include the wider issues that Southwark Council had identified at the time.

Southwark Council has demonstrated that it understands the diverse needs of its tenants, with information collected through a robust tenancy audit process. We saw evidence that this information is used to identify support needs and tailor services. We found that there is scope for Southwark Council to strengthen its understanding of how its services deliver fair and equitable outcomes for tenants through analysis of service outcomes based on tenant characteristics.

The inspection identified weaknesses in how Southwark Council takes tenants' views into account in its decision making and communicates how tenants' views have been considered. There is a large and well-established formal framework of engagement opportunities, however the inspection found evidence that these are not consistently led by tenants, and that the feedback loop is not effective, leading to a lack of clarity on the impact tenants are able to have in shaping their landlord's services.

Southwark Council recognises that improvements are needed to evidence the impact of engagement activity, including the route to decision making. A new engagement strategy has been developed with the input of tenants. Plans are also in place to procure an independent service to work with tenants to increase their involvement in governance and the scrutiny of landlord services. We will engage with Southwark Council as it makes improvements to its approach to tenant engagement.

The inspection found weaknesses in Southwark Council's approach to supporting tenants to exercise housing management functions through

Tenant Management Organisations (TMOs). This has contributed to breaches in the management agreements for three TMOs, resulting in poor outcomes for tenants. We saw evidence that Southwark Council is implementing a revised approach to engagement with its TMOs and it is imperative that it continues to work with its TMOs to ensure that outcomes are delivered and tenants' voices are heard.

We do not have assurance that Southwark Council is meeting the specific expectations on the provision of performance information to tenants to support effective scrutiny of landlord services. There is limited information on performance and improvement activity routinely available or reported to tenants, undermining tenants' capacity to hold their landlord to account.

The Transparency, Influence and Accountability Standard requires landlords to provide accessible information to tenants about the type of complaints received and how they have learnt from complaints to continuously improve services. The inspection found weaknesses in how Southwark Council is delivering these outcomes. Delivery of a service improvement plan for complaints management is well progressed, however this has not yet translated into improved outcomes for tenants. Complaints reports indicate that Southwark Council is focussed on learning from complaints but responding to complaints within relevant timescales is a key area targeted for improvement, and there is a backlog of open complaints to resolve. We did not see evidence of Southwark Council sharing information with tenants about the type of complaints received and how this information is used to improve its services. We will continue to monitor the improvements through on-going engagement with Southwark Council.

Southwark Council has been engaging constructively with us. It has an understanding of the issues it needs to address and is taking action to rectify the failures identified. Southwark Council has confirmed that a comprehensive specification has been developed and is being market tested for a new stock condition survey, and a programme to carry out the outstanding electrical safety checks and install smoke alarms is being implemented.

We will continue to engage with Southwark Council as it seeks to address the issues that have led to this judgement. Our engagement will be intensive, and we will seek evidence that gives us the assurance that sufficient change and progress is being made. Our priority will be that it is taking reasonable steps to mitigate risks to tenants as it delivers its improvement plan. We are not proposing to use our enforcement powers at this stage but will keep this under review as Southwark Council seeks to resolve these issues.

Background to the judgement

About the landlord

Southwark Council owns around 36,800 social housing homes in London. Most homes are under direct management by Southwark Council (around 32,000 homes) and the rest are managed through tenant management arrangements, although Southwark Council remains ultimately responsible for its social housing homes that are managed in this way.

Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our [standards page](https://www.gov.uk/guidance/regulatory-standards%22%20/t%20%22_blank) (https://www.gov.uk/guidance/regulatory-standards%22%20/t%20%22_blank).

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. In-Depth

Assessments (IDAs) were one of our previous assessment processes, which are now replaced by our new inspections programme from 1 April 2024. We also respond where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

For more information about our approach to regulation, please see [Regulating the standards](https://www.gov.uk/government/collections/how-we-regulate%22%20/l%20%22regulating-the-standards%22%20/t%20%22_blank). (https://www.gov.uk/government/collections/how-we-regulate%22%20/l%20%22regulating-the-standards%22%20/t%20%22_blank)

Further information

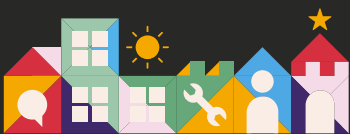
- [Regulating the standards](https://www.gov.uk/government/collections/how-we-regulate) (<https://www.gov.uk/government/collections/how-we-regulate>)
- [Regulatory standards for landlords](https://www.gov.uk/government/collections/regulatory-standards-for-landlords) (<https://www.gov.uk/government/collections/regulatory-standards-for-landlords>)

Related documents

- [Decent Homes Standard](https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance) (<https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance>)

Good Landlord Plan

Building better
lives together



WORKING TO BE A
GOOD LANDLORD

Southwark
Council

Want to stay informed about what's happening on your estate and our plan to be a good landlord?



Keep up to date with:

- Free events and activities
- Crime and safety updates
- Repairs updates and events
- Information about how to raise concerns
- Signposting to where you can get support if you need it



Sign up to our e-newsletter

Foreword

Cllr Sarah King

Cabinet Member for Council Homes



We want everyone to have a safe, good-quality home and we are committed to becoming a good landlord for all our tenants and leaseholders.

We've listened carefully to what you've told us about how we need to change. Your feedback has been clear, honest, and invaluable - it's helped shape the way forward.

We know we must listen more and act faster. This Good Landlord Plan puts you, our residents, at the heart of everything we do: taking action to create better homes, better estates, better repairs and better customer service. It gives you a stronger voice to influence your housing services to drive the changes you've asked for and to challenge us to be better.

From your feedback, we've built a plan focused on what matters most: better homes, better estates, better repairs,

better customer service, a stronger voice for residents, and new council homes. Above all, your safety is our top priority, which is why we're investing £250 million over the next three years in your homes and estates.

We know that won't be enough to bring every home up to the standards you rightly deserve.

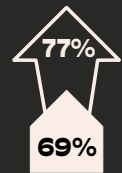
That's why we are lobbying Government hard on your behalf, to secure the additional funding needed to improve our 37,000 council homes and to build the new homes our communities need.

As a landlord to around 125,000 people, we may not always get it right. But when things go wrong, you've told us what you expect: clear customer service, a fair complaints process, and the ability to speak to a real person. We're listening and acting.

We are determined to go beyond the basics. We will be reliable, respectful, and proactive, not just in words, but in the homes and services we deliver every day.



We know we have a lot of work to do but we have already started to change our housing service based on what tenants and leaseholders have told us they would like to see and issues raised by the Regulator of Social Housing. Here are a few ways we are already taking action to be a good landlord:



Increased the number of homes meeting the Decent Homes Standard (DHS) from **69%** to **77%**.



We've checked the electrical safety of **6,300** properties.



We've completed or are building **3,000** council homes.



1,804 new family-sized council homes have been completed or are on site (as at the end of Q4 24/25).



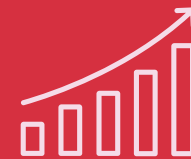
We've introduced a new complaints procedure so residents in high rise buildings can raise building safety risks, and we have a new Housing Complaints Team in place.



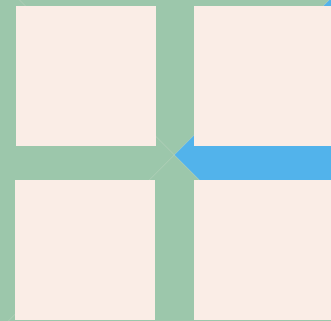
5,000 properties had fire hazards removed, fire doors installed and fire safety signage improved.



Working to clear our communal repairs backlog.



Increasing the number of active Tenants and Residents Associations from **58** in 2022 to **124** in 2025.



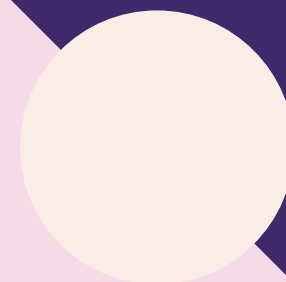
£50K to provide warm spaces and hot food for our residents to cope with the cost-of-living crisis.



111 new homes have been completed for over-55s, including a new extra-care home.



We've carried out more than **55** Repairs Action Days, with **10** more this year and **20** more in 2026.



Created a tenant-led Repairs Improvement Board.

Better homes.

We're investing £250 million over the next three years to improve your homes, including work on fire, electrical, gas, lift and water safety, tackling damp and mould and upgrading old, unreliable and inefficient heating systems.

We're carrying out fire safety and electrical work to bring all our homes up to standard. Since the start of 2024 we've installed 2,850 smoke alarms and checked the electrical safety of 6,300 homes. Next year we will finish this work in all 37,000 of our council homes.

To make sure we do the most important work first, we're carrying out a major new survey of all our homes and estates. This will look at the age and condition of roofs, windows, kitchens, heating systems and much more.

The survey will give us a clear picture of your homes so we can best plan work in the years ahead.

***It's your place to call home.
It's our place to make it a
decent home to live in.***



Better estates.

You've told us about the problems antisocial behaviour and crime cause and how important it is to you that your estate is kept tidy and in good

condition. We will make your estates clean, safe, and well looked-after places where you feel secure and proud to live.

We've increased joint patrols on estates with police and teams who can give support to people who misuse drugs and alcohol. We're also taking a new approach to dealing with tough antisocial behaviour cases, bringing together police and specialist council officers.

To help improve estates we're reviewing our estate inspection process, so inspections are more thorough and you get the estates you deserve. We're also starting new surgeries on your estates, where you can meet people face-to-face and find the services you need.

***It's your place to call home.
It's our place to improve it.***



Better repairs. ▸



You've told us we need to act quicker when dealing with repairs in your homes and how damp and mould is a problem for too many people.

We'll introduce easier ways for you to get repairs booked online. This will include bookable time slots for your repair so you can choose a time that's convenient for you. Also, our repairs team and Resident Services Officers will work much more closely together – side-by-side, from the same buildings – so we can make sure our services are working together for you. We will sort out more problems first time and aim to fix more than one issue in the same visit.

We've created specialist teams to tackle damp and mould, and leaks from above, to sort problems more quickly and effectively. We've also organised more than 55 Repairs Action Days, carrying out more than 1,500 repairs from fixing toilets and taps to replacing light switches and replastering walls.



***It's your place to call home.
It's our place to fix it. ▸***



Better customer services. ▸

You've told us you want clear customer service and complaints processes, and to be able to speak to a human being when things go wrong.

We've created a new Housing Complaints Team to help make sure your concerns are dealt with correctly. We're also making sure all our staff get high-quality customer service training so you get the service you deserve.

We will open our office in Bournemouth Road in Peckham so you can get face-to-face help and answers to your questions about housing, as well as at your estate surgeries.

To make sure council homes go to the people who need them most, we're updating our housing allocations policy that sets out how council homes are allocated.

***It's your place to call home.
It's our place to help. ▸***



Stronger voice for tenants.

We've heard loud and clear how you'd like more of a say on what happens on your estate. We will increase your voice in all housing services and do more to listen to your views and act on them.

We're creating a new Housing Management Board, which will include tenants and leaseholders and help you oversee work to your council homes and how we run your housing service.

We're working with you to create a new resident engagement strategy – to make sure your voices are heard. We will finalise this and put it into action and make sure you have lots of different ways to get involved.

***It's your place to call home.
It's our place to listen.***

New council homes.

Good homes change lives and we are proud that no other council has built as many new council homes as Southwark over the past decade. But also we know it is not anywhere near enough to meet the demands of our community. We'll keep building new council homes across Southwark.

***It's your place to call home.
It's our place to build it.***

We've built more council homes than anywhere else in the country, including major projects to renew estates at the end of their lives. We've completed, or are on site, building 3,000 council homes already and we will be building more.

111 new homes have been delivered for older residents, either by the council directly or through collaboration and support to partners. This includes the Harriet Hardy extra care home on the Aylesbury estate, and the Appleby Blue Almshouse, an award-winning and innovative scheme, delivered by United St Saviour's Charity, that caters for a range of needs.



Key Good Landlord plan commitments



Better homes

Delivery date

Complete all outstanding electrical checks and resulting repairs to homes and communal areas

March 2026

Check the smoke alarms in all our properties and install new smoke alarms where required

March 2026

Carry out stock condition surveys on 40% of our properties to make sure we can prioritise major works and improvements

March 2026



Better estates

Surgeries starting on estates

October 2025



Better repairs

Implement Awaab's Law so if you have damp and mould in your home you will get a better and quicker response

October 2025

Introduce an improved self-service option so you can report a repair online

December 2025

Increase the number of our workers who can carry out more than one trade, so you need fewer repairs visits to your home

December 2026



Better customer service

Redesign our complaints process to improve response times

October 2025



A stronger voice for tenants and leaseholders

Publish our new resident engagement strategy, produced with us and residents

December 2025



Housing Management Board up and running

January 2026

New homes

Implement our new allocations policy

March 2026

Complete our 2,500th new council home by May 2026

May 2026



**WORKING TO BE A
GOOD LANDLORD**

Southwark
Council



Southwark Council

**TSM Tracker
2024/25 Report**

Prepared by: Acuity Research & Practice

Introduction

Southwark Council owns and manages around 36,000 properties within the borough in London. The majority of the accommodation is general needs; however, some temporary and sheltered accommodation is included, as are properties managed by TMOs.

In 2023/24, the Council commissioned Acuity to undertake a series of annual satisfaction surveys with its tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided. This report outlines results from the second of these surveys, conducted for the year 2024/25, which was designed to collect Tenant Satisfaction Measures (TSMs), as required by the Regulator of Social Housing (RSH). The survey will allow Southwark Council to:

- Provide information on tenants' perceptions of current services
- Compare the results with last year's TSM survey
- Compare the results with other landlords (where appropriate)
- Report to the RSH and publish to tenants

Fieldwork for the survey began in September 2024 and were conducted primarily by telephone interview. Tenants in Extra Care accommodation, however, were assisted by Southwark Council staff to help them complete surveys. For these tenants, online survey links were provided to Southwark Council to enable these surveys to be undertaken. Tenants in special needs hostels were not included in this survey. By the close of the survey, a total of 2,372 responses were received, including 2,261 complete and 111 incomplete surveys. With a total 35,757 tenants, this equates to a response rate of 7%.

To ensure the survey response was representative of the tenant population as a whole, a random stratified sampling method was used whereby quotas were applied on tenure, area and age. As such, no weighting of the data has been required. The survey was confidential, and the results were sent back to Southwark Council anonymised unless residents gave their permission to be identified – 63% of tenants did give permission to share their details and 94% of these tenants were happy for Southwark Council to contact them to discuss any issues they had raised.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 25,000 properties achieve a sampling error of at least $\pm 2\%$ at the 95% confidence level. As 2,372 responses were received, this is high enough to conclude that the findings are accurate to within $\pm 1.94\%$ at the 95% confidence level - meeting the minimum margin of error required to allow Southwark Council to have confidence in the accuracy of the results. The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Improvements

Trends

Understanding Satisfaction

Summary

Demographics

58% Overall Satisfaction

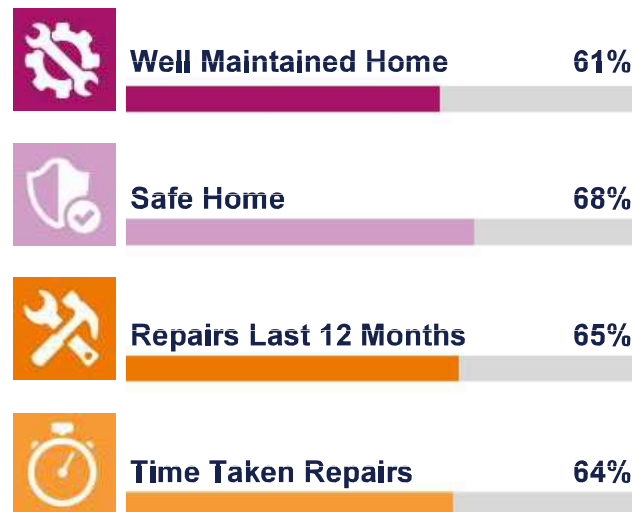
More than half of tenants surveyed (58%) are satisfied with the overall services provided by Southwark Council. Although this is one of the lower satisfaction ratings in the survey, there is just a 10 percentage point (p.p) difference between this measure and the top ranked rating – satisfaction that homes are safe (68%).

Satisfaction that tenants are kept informed of issues that matter to them, and are treated fairly and with respect are next in the rankings, at 67%. The repairs service is also one of the higher ranked services, with almost two-thirds satisfied with recent repairs (65%), and 64% happy with the time taken to make repairs. Similar satisfaction rates are seen for management of communal areas and contribution to the neighbourhood (65% and 64% respectively). Satisfaction is lower however, for the Council's approach to ASB (57%) and with how tenants' views are listened to and acted upon (51%). Just under a third of those tenants who had made a complaint were satisfied with how it was handled (30%), the lowest ranked metric in this, and most other surveys of this type.

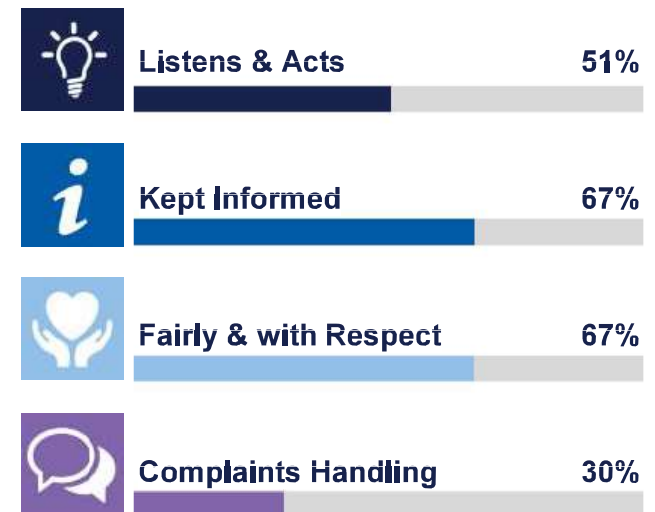
TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



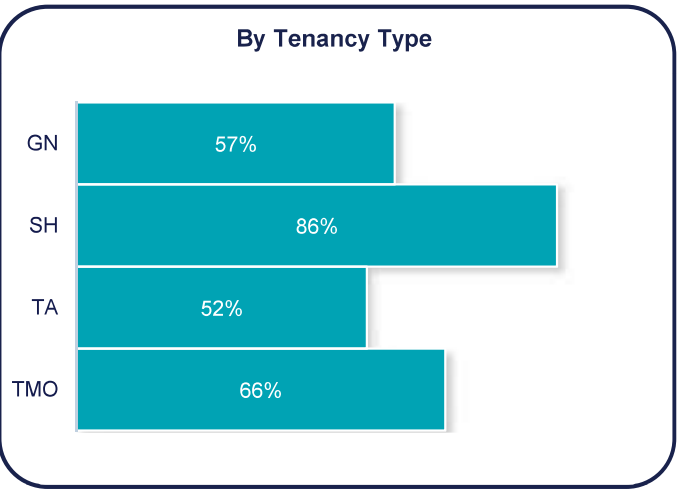
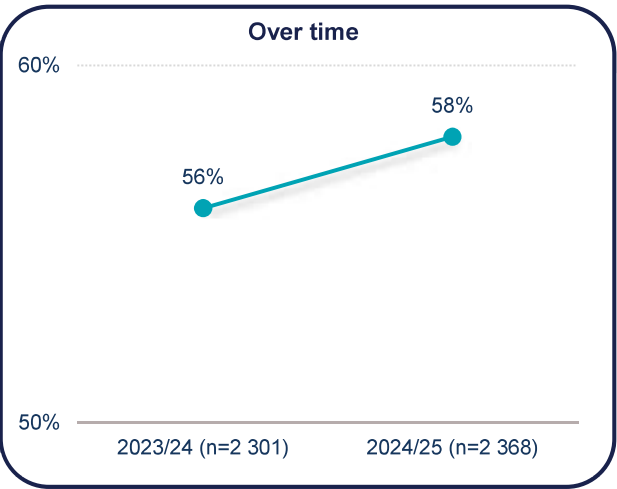
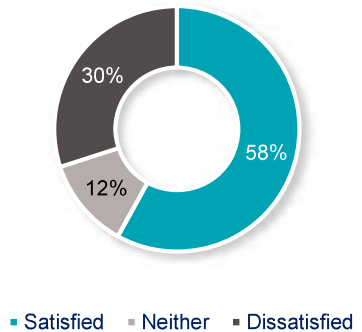
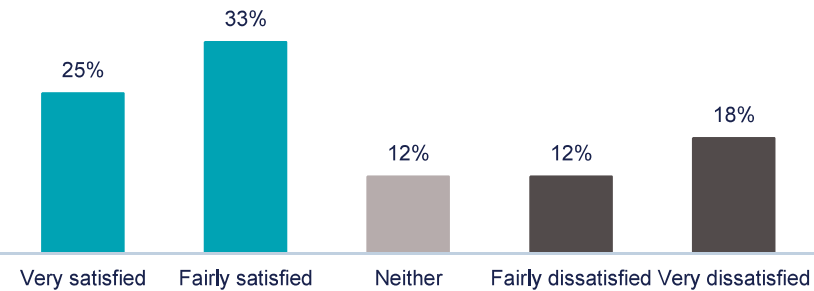
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southwark Council Housing Services?" This is the key metric in any tenant perception survey.

More than half of tenants surveyed (58%) are satisfied with the overall service they receive, with a quarter (25%) very satisfied, and a third fairly satisfied. This is up by 2p.p on the results of last year's survey.

Dissatisfaction has fallen marginally (1p.p) since 2023/24, while the proportion of tenants who say that they are neither satisfied nor dissatisfied has fallen from 14% last year to 12% in this survey.

The breakdown of overall satisfaction by tenancy type is shown opposite, and while the overwhelming majority of tenants live in general needs (GN) accommodation, a small number of those surveyed are in sheltered housing (SH), temporary accommodation (TA) and in tenant management organisation homes (TMO). Satisfaction overall is highest amongst SH tenants (86%), 8p.p higher than the average for TMO tenants and 6p.p below the average for TA tenants.

Overall Satisfaction





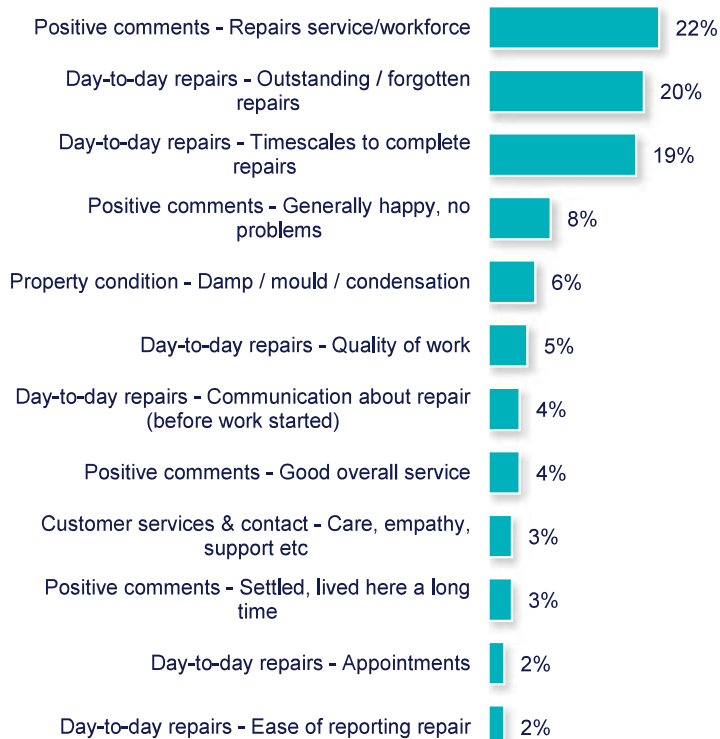
Tenants were asked, as a follow-up to the question about the overall service provided by Southwark Council Housing Services, to give the main reason for their answer; 2,024 tenants commented, and the results are categorised and ranked opposite.

More than a fifth of comments relate to positive experiences with the repairs service. However, there were also around the same proportion of comments highlighting problems with outstanding or forgotten repairs, and issues around the time taken to complete repairs. Around 15% of comments were generally positive, with tenants praising the services provided, and being generally happy and settled in their home.

Most of the remaining negative comments relate to other aspects of the repair service such as the quality of repair work undertaken, being unable to easily report repairs and issues around appointments not being kept. Problems with damp and mould were also highlighted, along with a lack of care and support shown by customer services.

The comments provide more detailed insight into what drives satisfaction or dissatisfaction with services at Southwark Council, and as such are an important resource. A selection of examples in different categories are shown in the following table.

Comments - Reason for Satisfaction



(n=2 024)





Overall Satisfaction - Example Comments

Positive comments: Repairs service and Other

"When I ring they always do what I need them to do I have lived here 64 years and never had to wait too long to get anything done."

"Had a damage in the property, Southwark Council came swiftly with the repairs."

"They come when I tell them, and do the work. They are very efficient."

"I have lived here since 1995, I am the longest tenant in the block. I love the estate and I love my neighbours."

"Because everything is ok. If I report a repair they give a date and they have done everything. I am very satisfied."

Outstanding repairs & timescales

"Control on heating doesn't work. Mice are in the house so repair men wouldn't return."

"Had so many issues since moving into the property and up to now nothing has been resolved."

"When I call them for repairs they will do some but will leave others."

"I have an issue with someone breaking in and they still haven't fitted the glass so my home is still unsafe and I also have an issue with my ceiling and paint coming off due to a previous leak."

"I had repairs reported in my house from Covid Lockdown and they haven't been repaired."

Damp & mould

"I have had an ongoing issue in my property with damp. They keep saying they will attend and send someone to look at it but they still haven't resolved this issue."

"They have left me in a state of disrepair since May 2023. I have severe damp."

"Since I moved in 2015, it has been a roller-coaster of complaints regarding, leaks and mould and pleaded to be rehoused which is not happening."

"I have had a problem with mould for 5-6 years. They don't finish the job or get to the root of the problem- and after 1 or 2 months it comes back."

Other issues relating to repairs and other services

"They don't care about the tenant now, before it wasn't like that, I've been complaining about a leak since 2021."

"There have been some issues with the building, and when I email them it takes too long to get answers from the appropriate team."

"Recently I had missed a council tax payment and sent straight to court and I had been ill and it was an oversight."

"Overcrowding in the flat. We are a family of 8 with 2 bedrooms. We have tried to get help to be offered another property but I have not received much help."

Number of respondents: 2 024



Keeping Properties in Good Repair



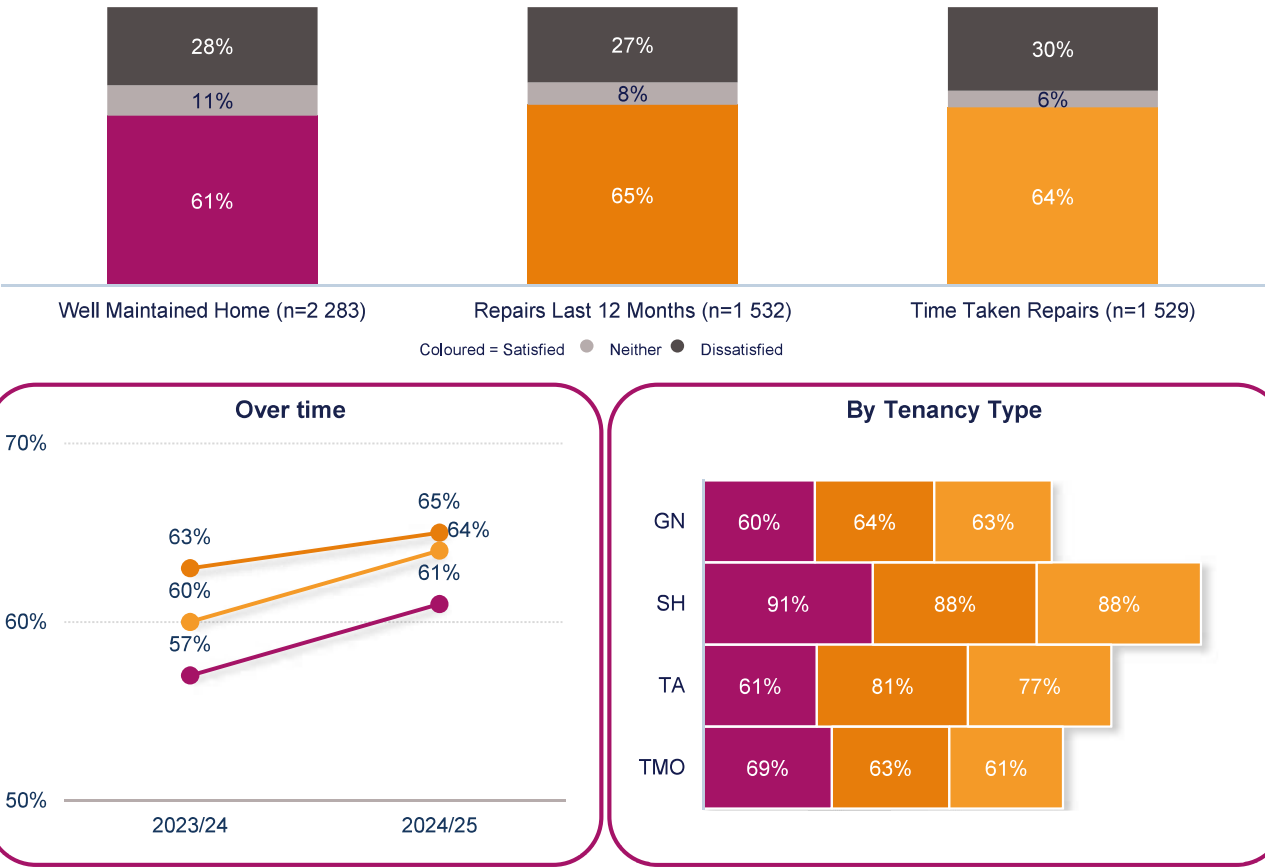
Keeping Properties in Good Repair

Less than two-thirds of tenants surveyed are satisfied that they are provided with a home that is well maintained (61%), a 4p.p increase since last year. In addition, the percentage of tenants saying that they are very satisfied is up by 3p.p to 30% this year. Dissatisfaction has fallen by 4p.p to 28% while around one in ten tenants are again neither satisfied nor dissatisfied that their home is well maintained (11%).

Two-thirds of tenants (67%) reported that Southwark Council had carried out a repair to their home in the last 12 months, and 65% of these are satisfied with the service that they received, up by 2p.p since last year. Dissatisfaction is down marginally (1p.p) while the percentage of tenants who have had recent repairs and are neither satisfied nor dissatisfied has remained at 8%.

Satisfaction with the time taken to make recent repairs is at almost the same level (64%), an increase of 4p.p since last year's survey. Dissatisfaction has fallen by the same amount since last year (4p.p) to 30%, with 6% still neither satisfied nor dissatisfied.

As for satisfaction with services overall, tenants in sheltered housing (SH) have the highest satisfaction rates across all three measures – 31p.p higher than GN tenants for satisfaction with a well maintained home for example. However, tenants in temporary accommodation also have satisfaction rates for the repairs service measures that are considerably higher than the average rates.





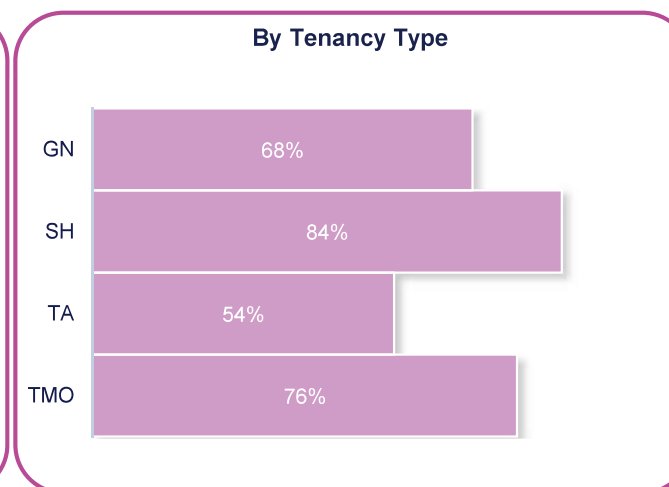
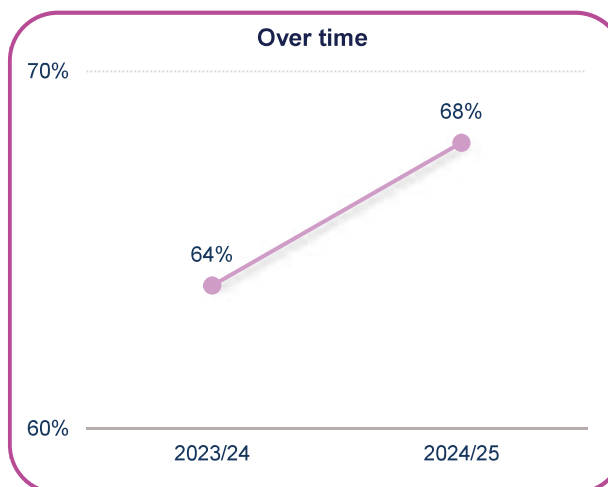
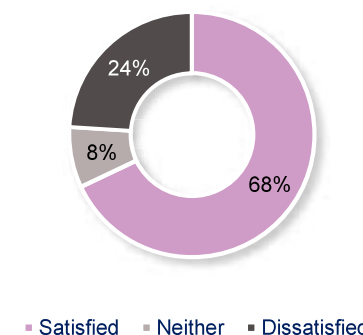
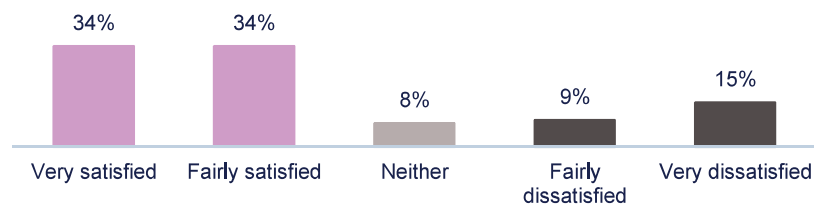
Maintaining Building Safety



Maintaining Building Safety

Satisfaction that Southwark Council provides a home that is safe, is the highest ranked measure in the survey at 68% - the proportion of tenants being evenly split between those very satisfied and fairly satisfied (both 34%). This represents an increase of 4p.p since last year. Correspondingly, dissatisfaction has fallen by 4p.p since the last survey to 24%, with fewer tenants reporting that they are very dissatisfied – down 3p.p to 15%. The percentage of those neither satisfied nor dissatisfied has remained constant at 8%.

Once again, the small number of sheltered housing (SH) tenants have a satisfaction rate for home safety that is much higher than for general needs tenants or the average overall (84%). Temporary accommodation (TA) tenants have a satisfaction rate that is lower than the average rate by around the same proportion (14p.p), at 54%, while tenant management organisation homes (TMO) tenants' satisfaction rate lies between the two at 76%.





Responsible Neighbourhood Management



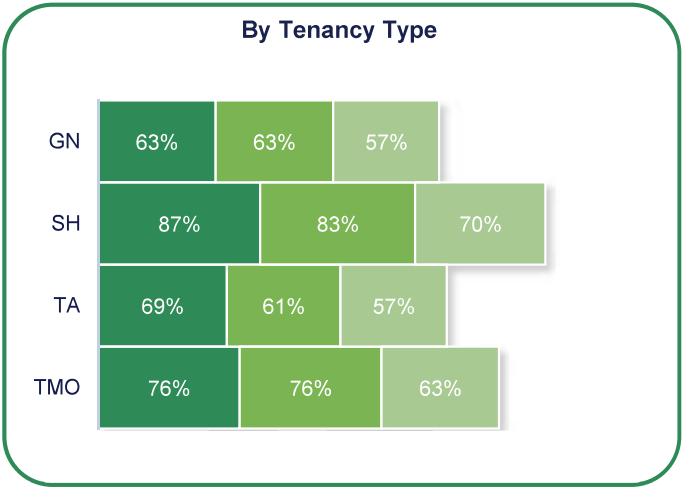
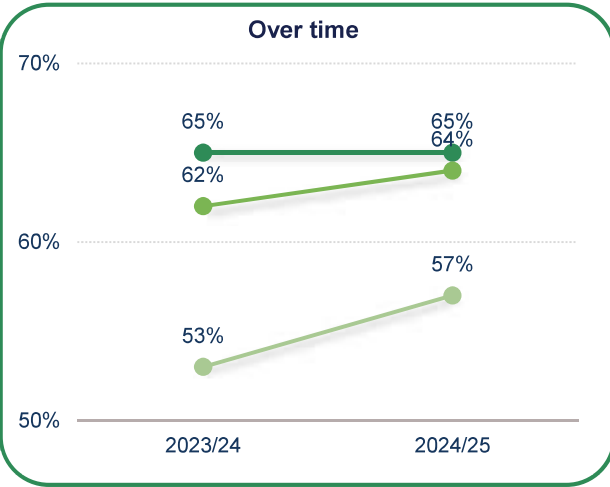
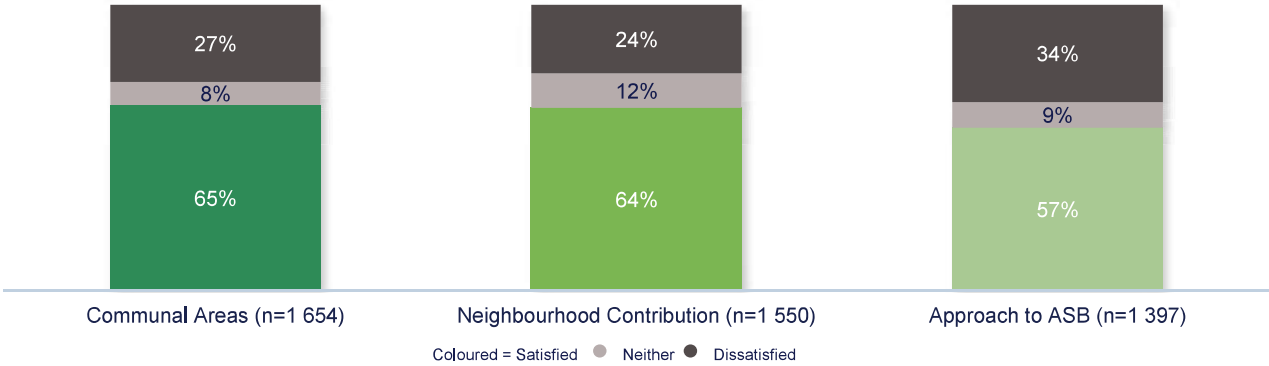
Responsible Neighbourhood Management

More than three-quarters of tenants surveyed (76%) live in a building with communal areas that Southwark Council is responsible for maintaining. Of these tenants, 65% are satisfied that Southwark Council keeps their communal areas clean and well maintained – the same percentage as were satisfied in last year's survey. However, more than a quarter of tenants (27%) are not satisfied with the upkeep of these areas – 17% being very dissatisfied. These results differ only marginally from last year's survey.

Less than two-thirds of tenants (64%) are satisfied that Southwark Council makes a positive contribution to their neighbourhood – up 2p.p since last year. However, almost a quarter (24%) are not satisfied that this is the case, although this dissatisfaction rate was 2p.p higher last year. More than one in ten tenants are neither satisfied nor dissatisfied (12%) and this has remained consistent with last year's survey.

Satisfaction with Southwark Council's approach to handling ASB is lower, at 57% - but does represent an increase of 4p.p since last year. Dissatisfaction is at more than a third (34%), down by 5p.p since last year – with a similar proportion of tenants being neutral (9%).

Satisfaction rates are again highest amongst SH tenants, and TMO tenants have the next highest rates, although the difference is less marked for satisfaction with the approach to handling ASB. Rates for TA tenants are similar to GN tenants, and the averages for all tenant types.





Respectful & Helpful Engagement

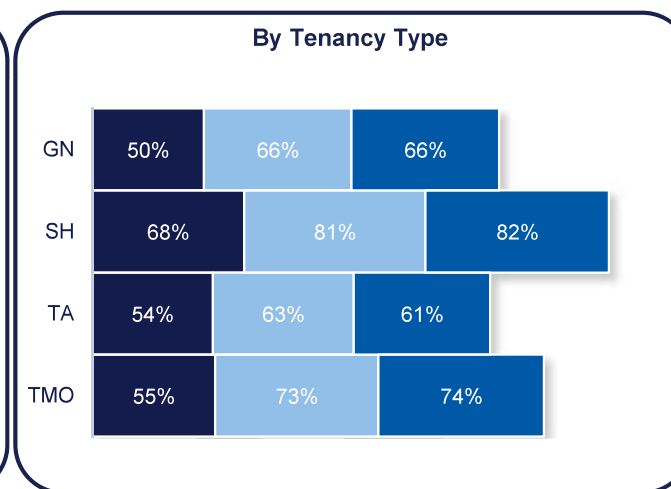
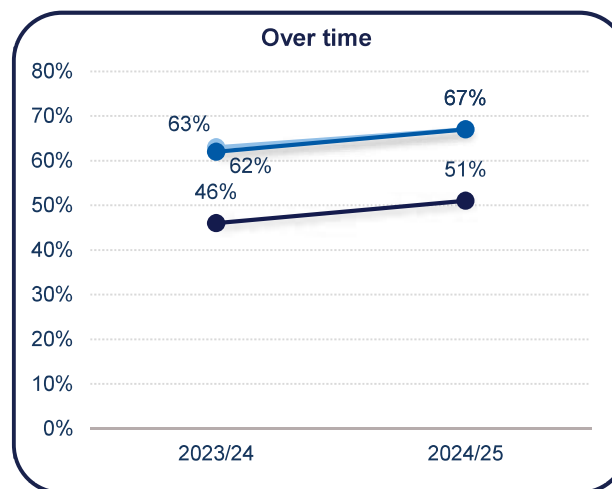
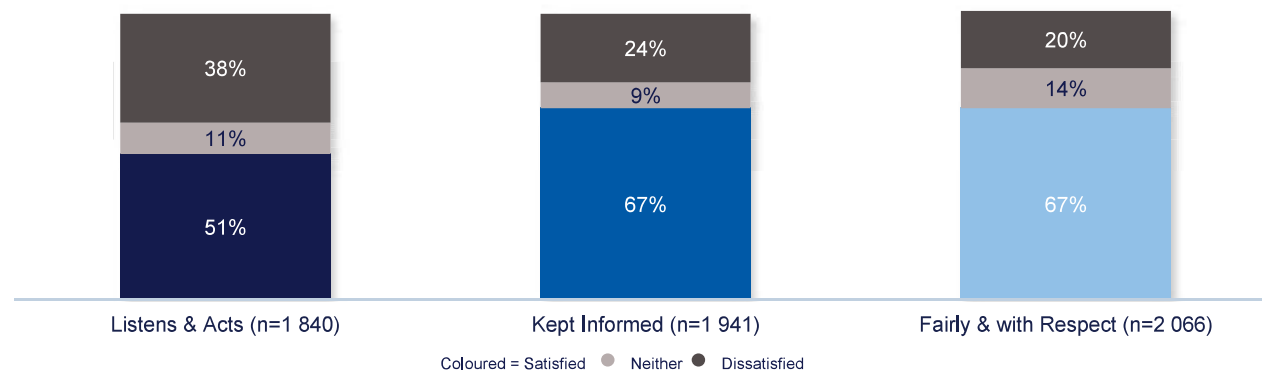


Respectful & Helpful Engagement

Around two-thirds of tenants surveyed are satisfied that Southwark Council keeps them informed about things that matter to them; and agree that their landlord treats them fairly and with respect (67% for both). However, dissatisfaction is higher for being kept well informed (24%), than with being treated fairly and with respect (20%) - where more tenants are neutral (14%). Satisfaction with both of these measures has risen by 5p.p for kept informed and 4p.p for fairly and with respect since last year's survey.

Satisfaction that Southwark Council listens to tenants' views and acts on them, is lower at just over half of tenants surveyed (51%) - although this is again a 5p.p increase since last year. Dissatisfaction has fallen by 6p.p, but remains high at 38%. Around one in ten (11%) are neutral in both surveys.

Again, tenants in sheltered housing (SH) have the highest satisfaction rates for all three measures, with the greatest difference between the lowest rate general needs (GN) and the highest SH rate being 18p.p for listening to tenants and acting on views. Tenant management organisation homes (TMO) tenants have the next highest rate, however, the differences are much smaller between tenancy types, excluding SH.





Effective Handling of Complaints



The percentage of tenants surveyed who said that they had made a complaint to Southwark Council in the last 12 months has fallen by 2p.p from last year to 37% this year. However, this number may include service requests rather than only actual complaints. Of these tenants, under a third (30%) said that they were satisfied with the way that their complaint was handled – a rise of 2p.p since last year's survey. The proportion of tenants very satisfied remains the same as in 2023/24, at 12%.

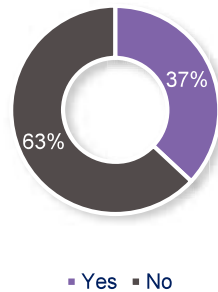
While dissatisfaction with this service is high (62%), it has fallen by 2p.p since last year. The majority of those dissatisfied said that they are very dissatisfied (45%), representing a 3p.p fall since last year's survey.

Satisfaction with the way complaints are handled is much higher among tenants in supported housing (57%) than tenants in other tenancy types. Although it should be taken into consideration that the number of SH tenants who have made a recent complaint, is just 7. The satisfaction rate amongst TMO tenants is 7p.p higher than the average across all tenancy types however, at 37%.

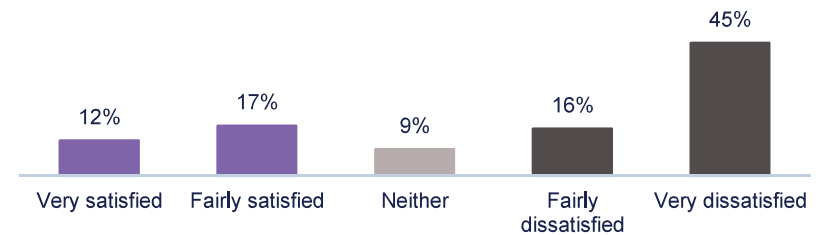
Complaints handling is a common cause for dissatisfaction for social landlords, and it is often unclear whether tenants are dissatisfied with the complaints process, or the outcome of their complaint. Asking tenants for more detail as to why they are dissatisfied with the service, could help to target areas for improvement.

Effective Handling of Complaints

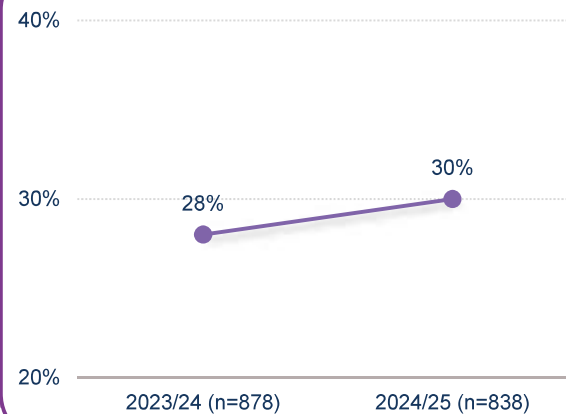
Complaint in last 12 months



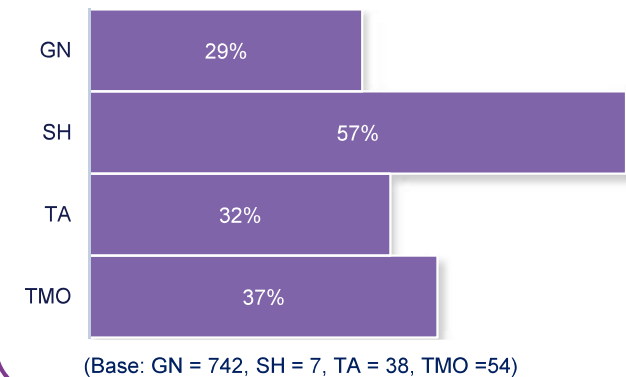
Satisfaction with Complaints Handling



Over time



By Tenancy Type





Improvements



Tenants were asked if there was one thing Southwark Council could do to improve its services, what would they like it to be - 2,198 tenants gave comments.

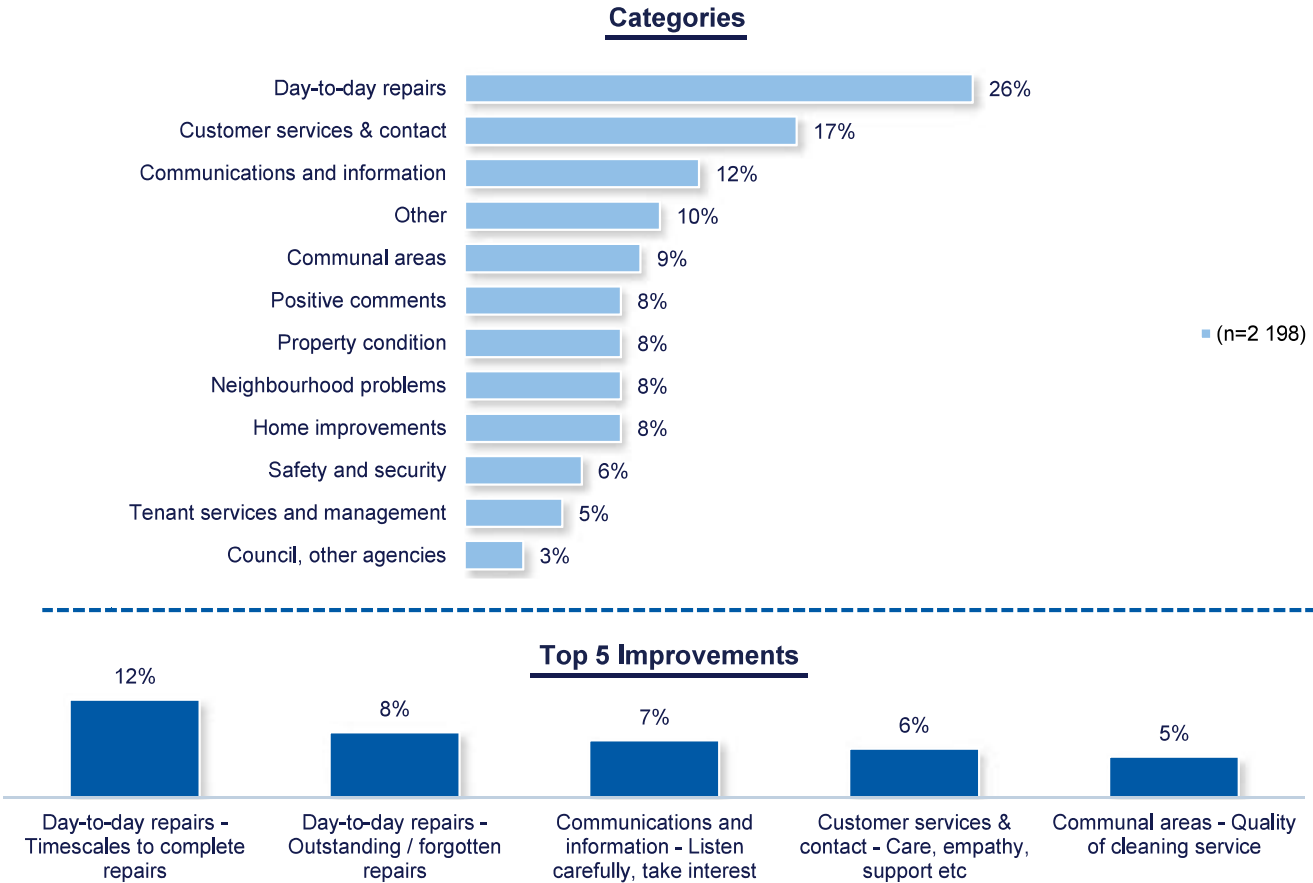
With 26% of all comments, the most frequent comment category is Day-to-day repairs, which includes 12% issues with the timescale to complete repairs, and 8% outstanding or forgotten repairs.

Customer services and contact improvements account for 17% of comments – 6% of tenants would like their landlord to be more caring and to provide support to those in need. Suggestions for improvements to communication and information are often also made by the same tenants, particularly the need for Southwark Council to listen more to their tenants, take action and provide feedback.

Other comments cover a wide range of services provided, including property condition, tenant services and management, neighbourhood problems and safety and security. Improvements to the management of communal areas featured frequently, with 5% of comments pointing specifically to the need for a better quality of cleaning service. In addition, 8% of comments made were positive about Southwark Council's services.

Some examples of the comments are shown on the following page.

Improvement Suggestions





Improvements - Example Comments

Day-to-day repairs	Customer services & Communication	Communal areas	Other
<p>"Deal with the repairs that have been outstanding for years..."</p> <p>"Speed up the repairs process."</p> <p>"Focus on reducing waiting times for repairs, call outs or emergencies. If they say they will come within 2 hours, they should come within 2 hours."</p> <p>"More urgency with complaints about repairs. We had rats for a year and I kept telling them about it. It is only this year that they sorted it out."</p> <p>"I would like them to fix what they agreed to, to make appointments for damp, dealt with more quickly."</p>	<p>"When you report something they should be more understanding."</p> <p>"To have a greater understanding of what is required of them, to stop them having to go backwards and forwards to get it completed."</p> <p>"They don't respond quickly and have to keep calling them again and again."</p> <p>"When they make a mistake, admit it and correct it. Don't bury head in sand and ignore it."</p> <p>"Better communication and response times. If I call or send an email I would like to receive a response."</p>	<p>"We do not have a main door downstairs, non-residents are gaining access and using drugs/drinking alcohol in the building."</p> <p>"Improve the communal areas by keeping up the cleaning and sorting the issues."</p> <p>"The windows are never cleaned and the exterior could do with a paint job."</p> <p>"The cleanliness in the communal area, lighting in the communal areas including the parking."</p> <p>"They should keep the communal area more clean and they also take long time to cut grass."</p>	<p>"Come and check all of the houses and make sure that we are ok and that the windows are ok and just general."</p> <p>"They need to send pest control more often."</p> <p>"Provide insulation for the heating, it gets cold kind of quick."</p> <p>"They can paint the building so that it will look better so you will be proud to show off where you live."</p> <p>"Prioritising pensioners. Looking after and prioritising living conditions that pensioners are in."</p> <p>"Evict the perpetrators of the harassment and bullying."</p>

Number of respondents: 2 198



Trends

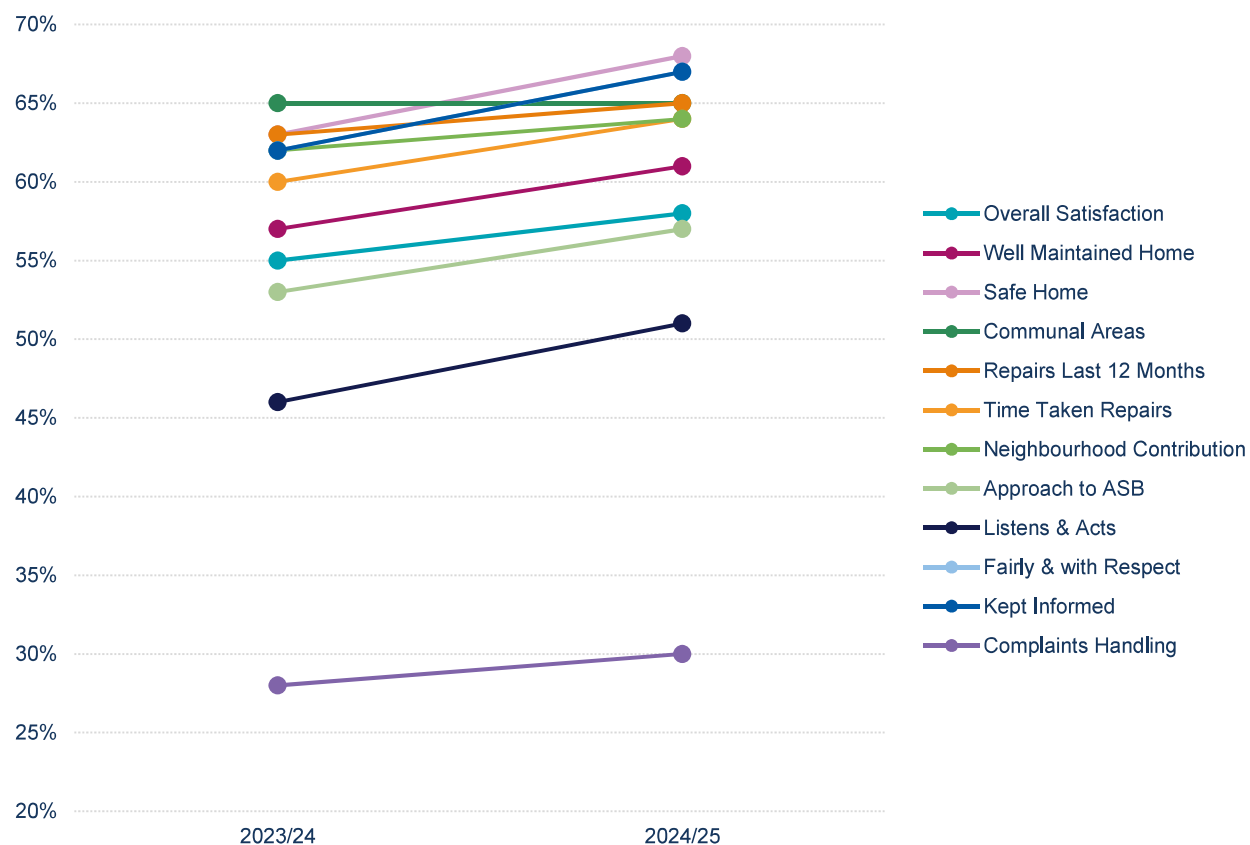


Trends Over Time

As has been shown throughout this report, satisfaction has increased somewhat for all measures, with the exception of satisfaction with the upkeep of communal areas, where the rate has remained at 65% over the two surveys.

The biggest rise in satisfaction since last year's survey is for listening to tenants and acting on their views, keeping tenants informed and providing a home that is safe (5p.p). Overall satisfaction rose by 2p.p since the last report, to 58%.

The upwards trend, albeit small, is encouraging and will hopefully continue in future years.





Understanding Satisfaction



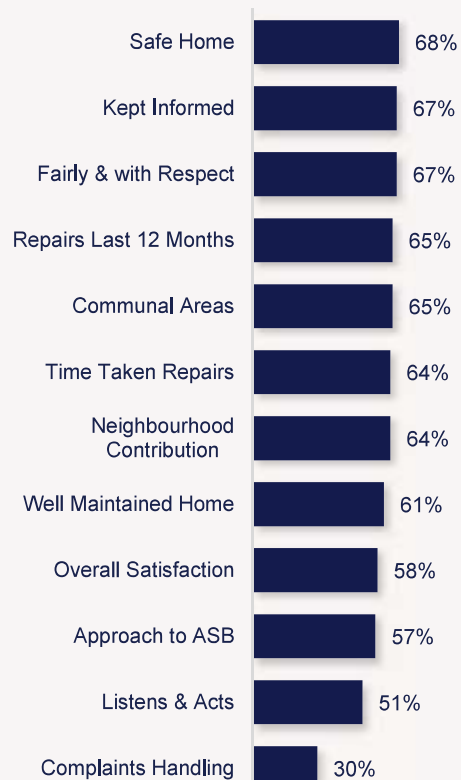
Annual Satisfaction & Dissatisfaction

The charts opposite show both the range of satisfaction and dissatisfaction with each of the tenant satisfaction measures (TSMs) included in the survey.

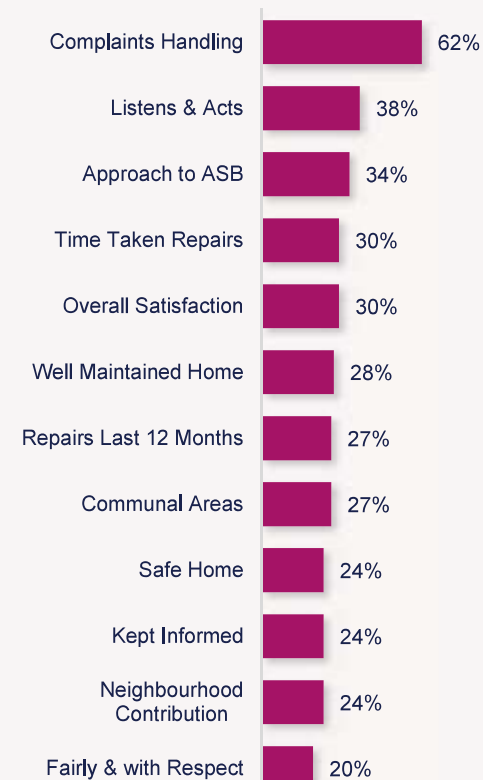
This shows that while overall satisfaction (58%) is in the lower third of the measures there is just a 10p.p difference between it and the highest ranked measure – the provision of a safe home (68%). Aside from Complaints Handling at the bottom of the rankings, just Southwark's approach to ASB, and listening to tenants and acting on their views, have lower ratings than satisfaction with services overall.

The lowest three ranked measures for satisfaction are also the highest three ranked for dissatisfaction. However, this pattern is not seen for many of the other measures, for example, while a safe home has the highest satisfaction rate – being treated fairly and with respect has the lowest ranked dissatisfaction rate (20%). Neighbourhood contribution is half-way down the satisfaction rankings, although it has one of the lowest dissatisfaction rates. This indicates that for some measures, more tenants are neither satisfied nor dissatisfied, and the results show less polarised views of these services.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



The table shows the annual results for 2024/25 against those for 2023/24 with positive changes shown in green and negative in purple.

However, as shown, many measures have either stayed the same or moved very little and just one measures have decreased in satisfaction, the upkeep of the communal areas.

To be statistically significant changes need to exceed the combined margins of error of the two surveys, in this case around 4p.p, three of the twelve measures have changed significantly with the safety of the home, listens & acts and kept informed all improving by 5 p.p.

Year-on-Year Change



	2023/24	2024/25
Overall Satisfaction	56%	58% (+3)
Well Maintained Home	57%	61% (+4)
Safe Home	64%	68% (+5)
Communal Areas	65%	65% (-1)
Repairs Last 12 Months	63%	65% (+2)
Time Taken Repairs	60%	64% (+4)
Neighbourhood Contribution	62%	64% (+2)
Approach to ASB	53%	57% (+4)
Listens & Acts	46%	51% (+5)
Fairly & with Respect	63%	67% (+4)
Kept Informed	62%	67% (+5)
Complaints Handling	27%	30% (+2)

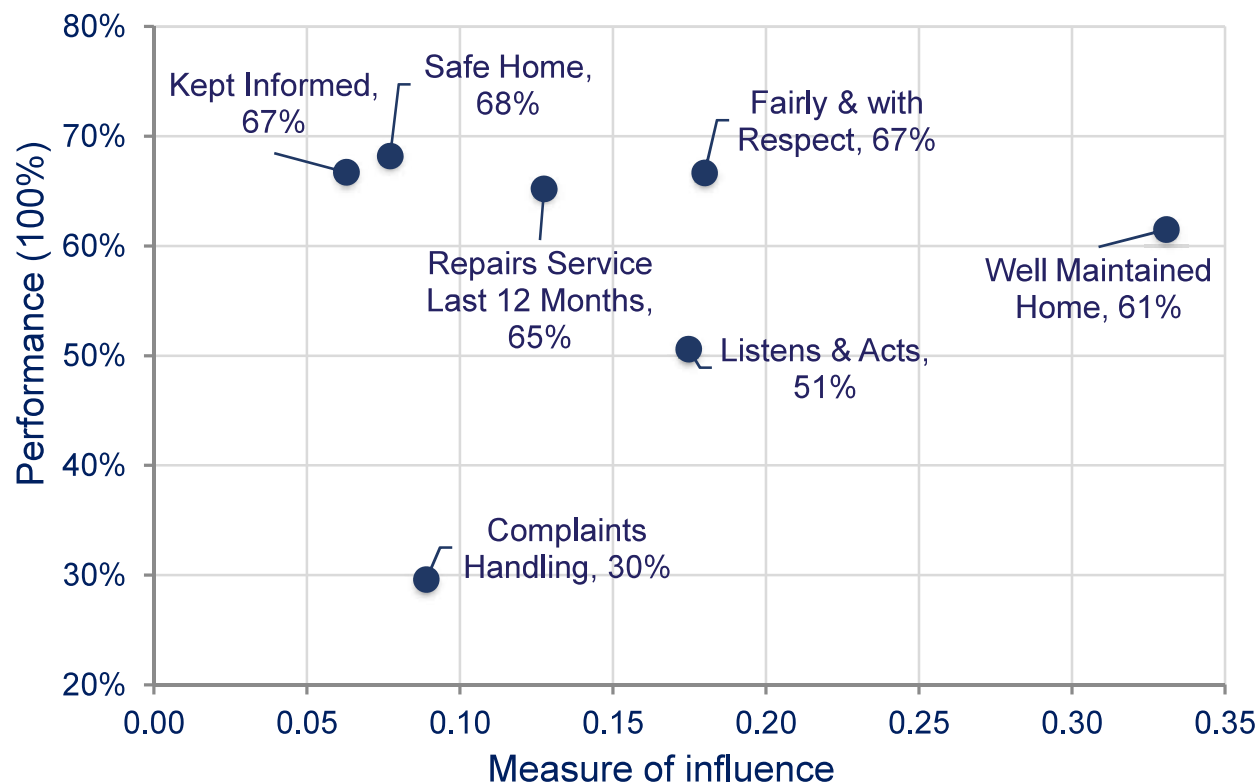


Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

There is a unique pattern of influence for every landlord, and when analysing the results for this 2024/25 survey, the most important driver for overall satisfaction with Southwark Council is the provision of a well maintained home. As is shown on the chart, there are also other important, although less influential measures, particularly tenants being treated fairly and with respect, and whether they feel that they are listened to and their views acted upon.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

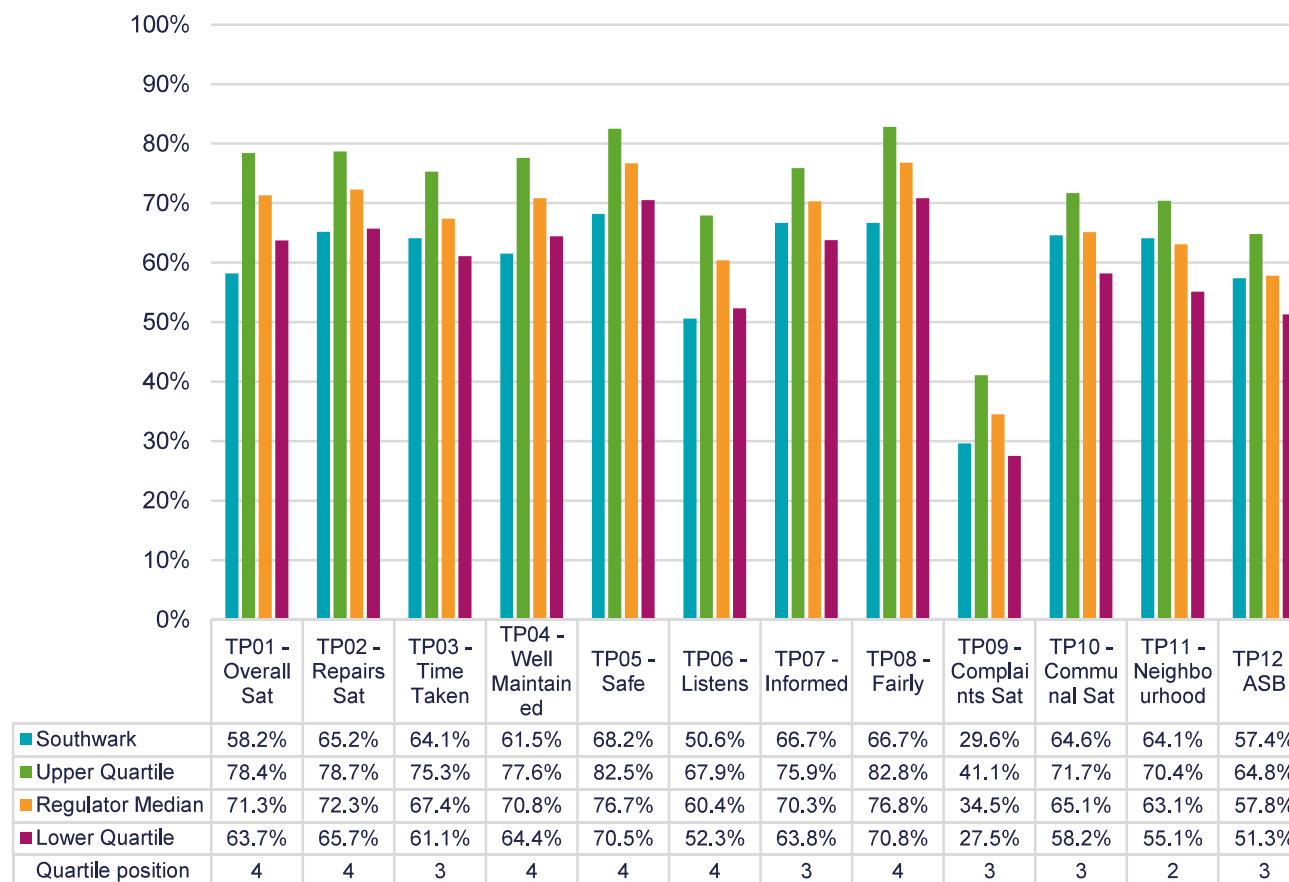


It is possible to compare performance on the core TSM questions against other social landlords that are included in the regulator's data for this year. The chart shows the quartile positions based on the results collected in this 2024/25 annual survey.

When compared to other LCRA landlords, the results from this year's Southwark Council survey are below the regulator median value for all measures except satisfaction with contribution to the neighbourhood, which is just above the median and into the second quartile. Five of the measures are below the median and in the third quartile - although a few are only just below the median value. The remainder are below the lower quartile limit and lie in the fourth quartile – including the overall satisfaction measure.

The landlords included in the RSH data, vary in type, size and location - smaller as well as larger housing associations and councils. Comparisons with those landlords who are also councils, and in the same region, are shown in the following charts.

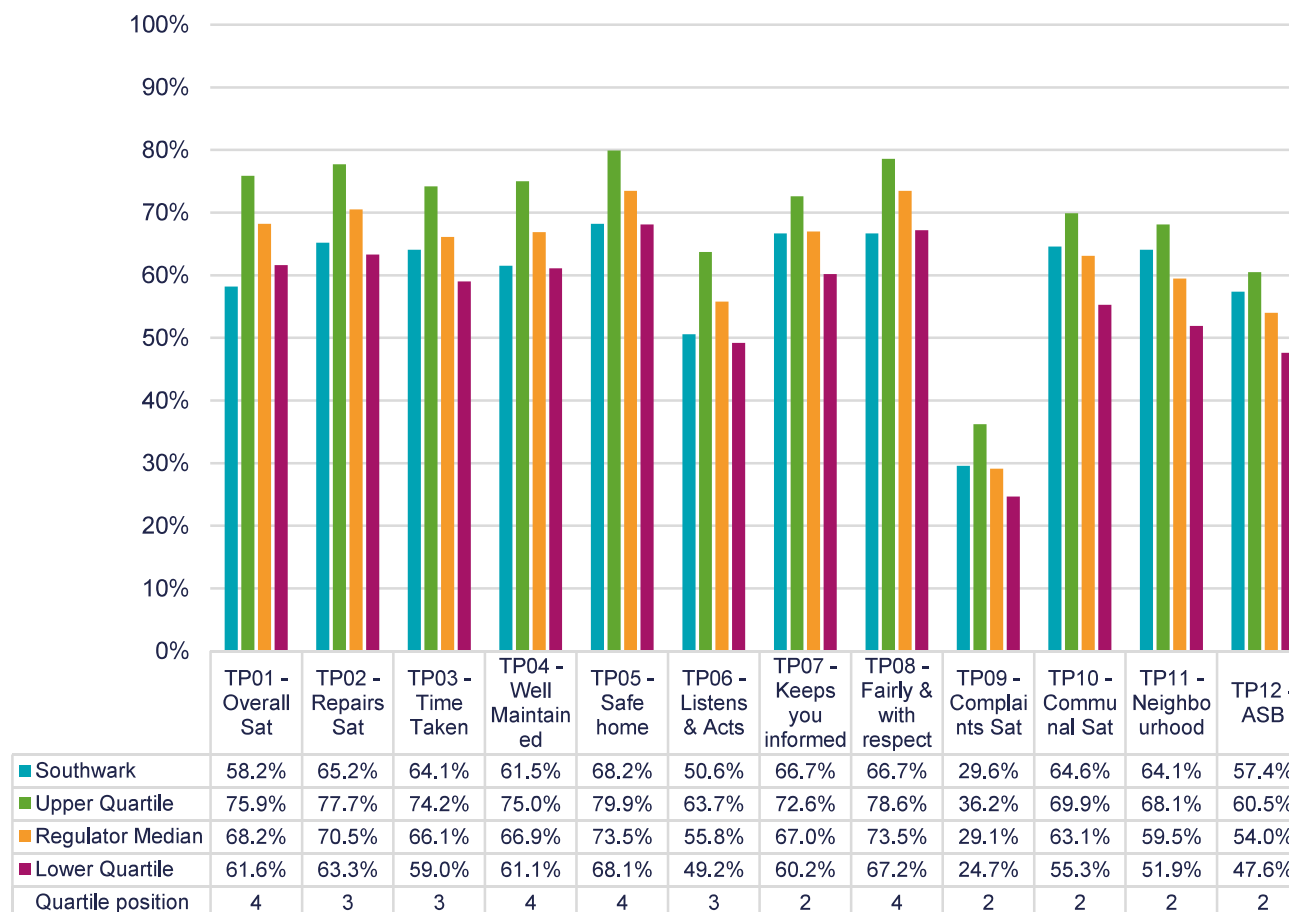
Benchmarking – RSH Data (LCRA)



The chart opposite shows the comparison of Southwark Council's TSM results this year, with those of other councils across all regions.

Southwark Council's performance is better when compared to other council landlords, with five of the twelve measures having satisfaction rates that are above the regulator median. Of the remaining measures, three fall below the median and into the third quartile, while four are below the lower quartile and in the fourth quartile position. Overall satisfaction falls into this latter group.

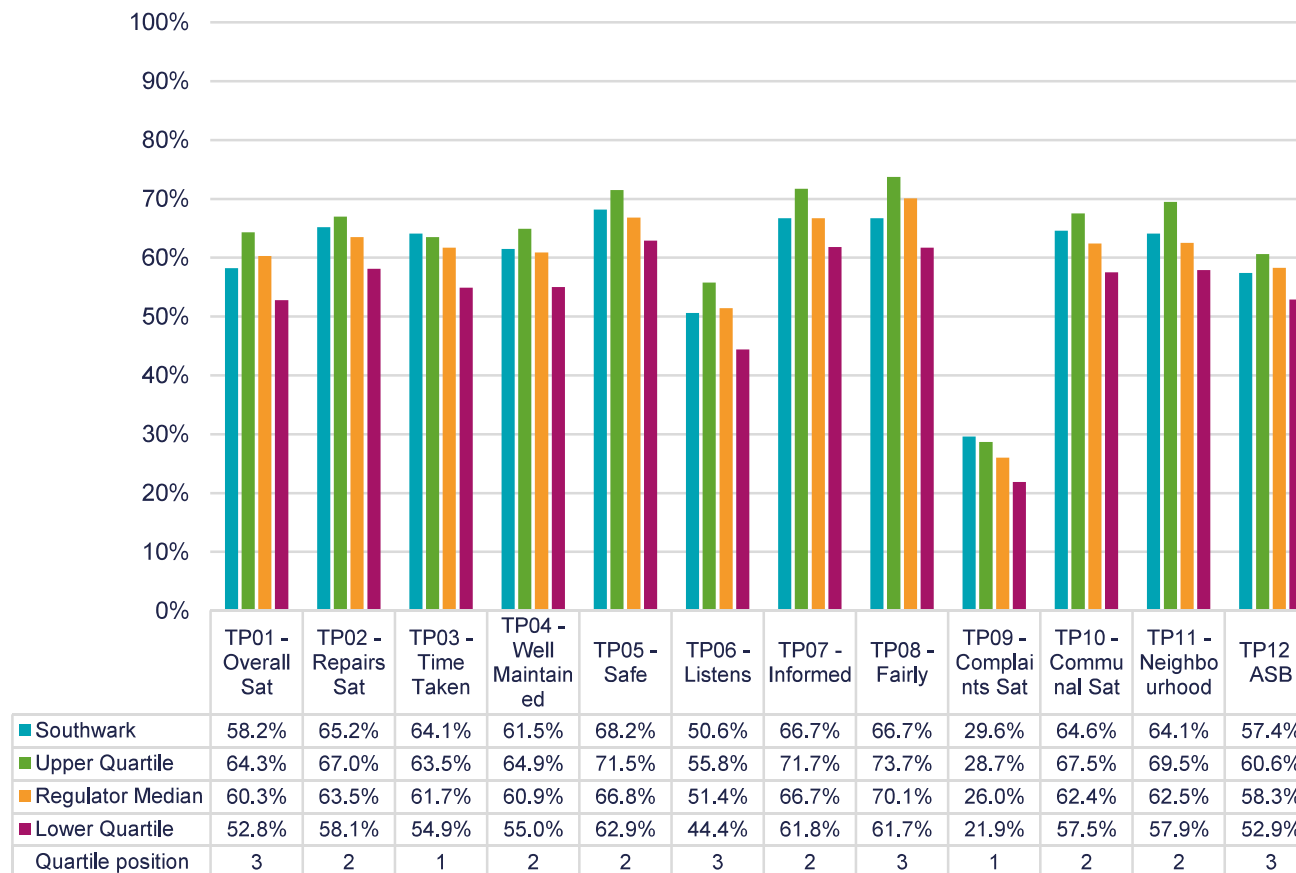
Benchmarking – RSH Data (Councils)



The chart opposite shows the comparison of Southwark Council's TSM results this year, with those of other London councils using a subset of data from the RSH.

The results show that Southwark Council are performing well in comparison with other councils in the same area, with eight measures above the regulator median satisfaction level – two falling in the top quartile and six in the second quartile. The remaining four fall below the median and into the third quartile, including the overall satisfaction measure, as for the previous comparisons across all regions.

Benchmarking – RSH Data (London Councils)

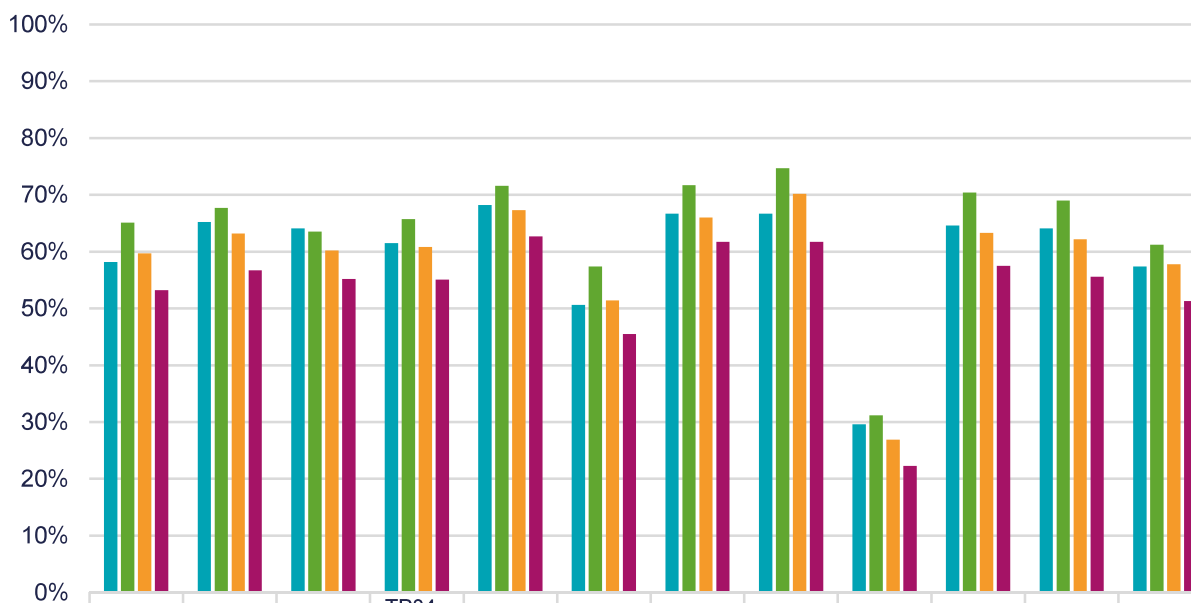




Benchmarking – RSH Data (London)

Finally, the chart opposite shows the comparison of Southwark Council's TSM results this year with those of other social landlords - including both housing associations and councils - in London, using RSH data.

The results show that Southwark Council are again performing well when compared to other social landlords in the area, although the comparison is marginally less favourable than when compared with only other councils in London. Again eight measures are above the regulator median, while just the time taken to make repairs is also in the top quartile; the other seven are in the second quartile. The remaining four measures, including overall satisfaction, fall below the median and into the third quartile.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Southwark	58.2%	65.2%	64.1%	61.5%	68.2%	50.6%	66.7%	66.7%	29.6%	64.6%	64.1%	57.4%
Upper Quartile	65.1%	67.7%	63.5%	65.7%	71.6%	57.4%	71.7%	74.7%	31.2%	70.4%	69.0%	61.2%
Regulator Median	59.7%	63.2%	60.2%	60.8%	67.3%	51.4%	66.0%	70.2%	26.9%	63.3%	62.2%	57.8%
Lower Quartile	53.2%	56.7%	55.2%	55.1%	62.7%	45.5%	61.7%	61.7%	22.3%	57.5%	55.6%	51.3%
Quartile position	3	2	1	2	2	3	2	3	2	2	2	3

When considering the results, it is important to consider the national context and external factors.

For example:

- The Cost of Living Crisis, increase in poverty and pressure on local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. External factors such as those above, as well as the recent Covid pandemic, could have impacted the way that many social landlords operate.

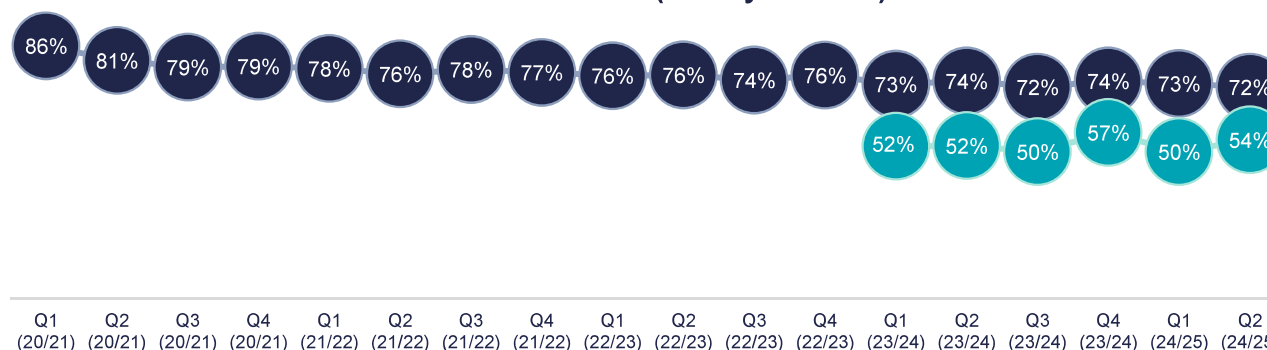
The top graph demonstrates how overall satisfaction has changed over time (tracker only) up until Q2 of 2024/25 - the trendline is downward, although has levelled out since Q1 of 23/24. The lower chart shows the results from Housemark members with a peak in 2015/16 but a steepening decline in more recent years.

At 58%, the overall satisfaction rate for Southwark Council for the 2024/25 year is below the Acuity average.

National Context

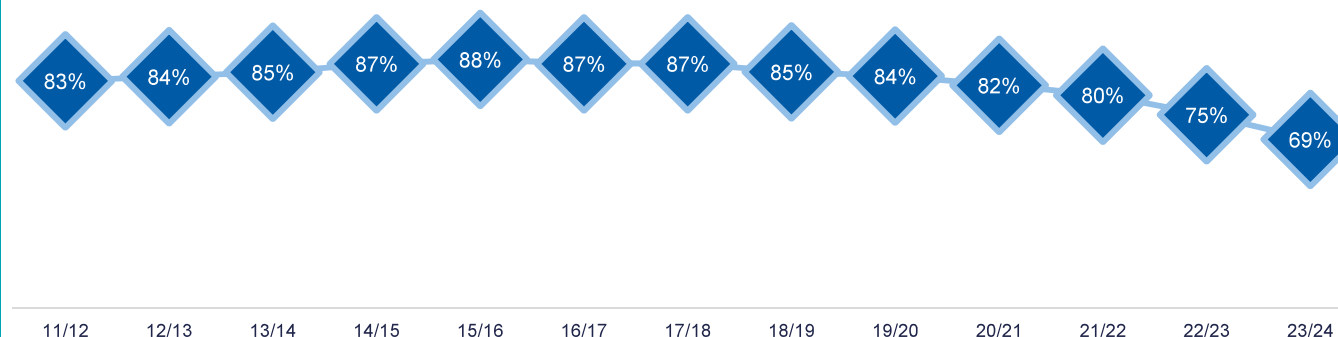


Overall Services (Acuity Clients)



—●— LCRA —●— LCHO

Satisfaction with services provided (NHF/Housemark median - general needs)

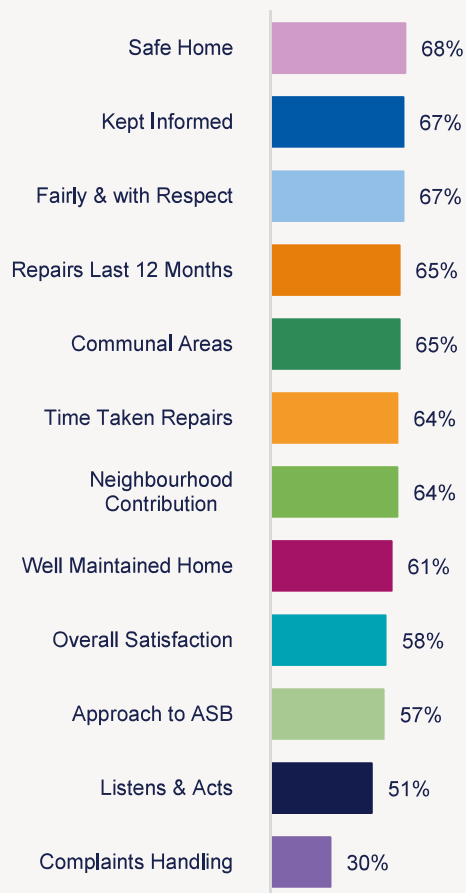




Summary



Satisfaction with Measures



Summary

This report has explored results from Southwark Council's 2024/25 TSM survey which was undertaken by Acuity and follows a similar survey undertaken in 2023/24. The survey was designed to satisfy the Regulator of Social Housing's requirements to collect Tenant Satisfaction Measures (TSMs) annually. At the close of the survey a total of 2,372 responses had been received, a response rate of 7% and sufficient to give a margin or error of $\pm 1.9\%$ and meet the margin required by the regulator.

The survey shows some fairly high satisfaction rates, and satisfaction levels have increased somewhat since the last year's survey (2023/24). Satisfaction with the overall service provided by the Council has increased by 2 percentage points (p.p) to 58% in this year's survey, although this is still one of the lower rated satisfaction measures. The highest satisfaction rating is for the provision of a safe home (68%), while keeping tenants informed and treating them fairly and with respect, are also among the highest ratings. Handling of complaints is again the lowest ranked satisfaction rating at 30% - a 2p.p rise on last year's result, and Southwark Council's approach to handling ASB is up by 4p.p to 57%. Satisfaction that tenants are listened to and their views acted on, is at 51% this year - a 5p.p rise since 2023/24.

Key driver analysis reveals the greatest driver for overall satisfaction is the provision of a well-maintained home, although treating tenants fairly and with respect, and listening to their views and acting on them, are also highly influential. As with last year's survey, the results don't compare particularly well with other social landlords using the TSMs this year - most measures fall below the regulator's median rate. The comparison is more favourable however, when against the results from other councils and those operating in London.

As a follow up to asking about satisfaction with services overall, tenants were also asked to explain why they had made their response. The majority of comments referred to aspects of the repairs service and in particular, outstanding repairs and timescales to make repairs, although the quality of the repairs made and problems with communication around reporting and arranging appointments were also prevalent. Other comments relate to the presence of damp and mould in homes and issues around poor customer care and understanding and support. It should be noted that there were also many positive comments about Southwark Council's services, with tenants happy with their homes, neighbourhoods and services provided. When tenants were asked to say what one thing their landlord could do to improve the service they provide, the repairs service was again the most frequent suggestion category. Many tenants suggested improvements to customer services and communication however other comments focused on various issues relating to communal areas - such as more frequent cleaning, the neighbourhood - including better lighting, and home improvements such as new windows or doors.



Recommendations

Southwark Council owns around 36,000 homes in the borough and is committed to providing a consistently high quality housing service.

In order to better understand the issues facing their tenants, the Council commissioned Acuity to carry out a one-off annual survey using the TSM questions, and following on from the survey last year. The survey includes the opportunity to comment about services provided, and to say what could be improved – providing valuable insight into tenants' concerns and helping to target service areas for improvement.

The recommendations opposite bring together some suggestions for how greater satisfaction with services might be achieved.

Repairs & maintenance

Once again this year, being provided with a home that is well maintained is the key driver for tenants' overall satisfaction with the services that Southwark Council provides. While around two-thirds of tenants say that they are satisfied with recent repairs, both of the open ended questions in the survey had the repairs service at the top of the (negative comment) rankings – although positive comments about the service were also frequent. In particular, tenants had problems with outstanding repairs and were not satisfied with the length of time it takes to complete repairs – a particular concern when the issue relates to damp and mould and could affect tenants' health. This is a common area of dissatisfaction across the sector, and landlords face a number of challenges such as budget constraints and availability of labour. However, ensuring that systems work efficiently so that progress on repairs is made as quickly as possible, and improving communication with tenants to keep them up to date and aware of the reasons behind any delays, would likely improve tenant satisfaction.

How complaints are dealt with

Satisfaction with how complaints are handled is again the lowest ranked measure in the survey, although there has been some improvement since last year's survey. In this year's survey 37% of tenants said that they had made a complaint to Southwark Council, down from 39% last year. However, it is not clear how many of these are actual complaints that would go through the standard procedure, or are outstanding service requests. In either case, many tenants remain dissatisfied with how their complaint is treated and perhaps the eventual outcome, and it would be worth further investigation to identify specific reasons for dissatisfaction with the aim of improving the service. Looking at how the process of raising a complaint is communicated to tenants would be another possible route to improved satisfaction with this important service.

Communication and customer care

After the repairs service, customer services and communication related improvements were suggested most frequently by tenants when asked for one thing that their landlord could improve. The need for improvement in these areas is supported by the low satisfaction rate for tenants being listened to and their views acted upon (51%) – although this is up by 5p.p since last year. In some cases, satisfaction would be improved if tenants experienced greater empathy and support when contacting the council, resulting in them feeling like they have been properly listened to by their landlord. Of course, at times of high call volumes, constraints on time will limit what can be said and perhaps highlighting the importance of this aspect of service during staff training would help. In addition, looking at different ways that the council could engage with their tenants to hear their views on the services, would help identify specific problems and solutions while demonstrating that tenants' views are a valuable resource.



Demographics



Tenancy Type

Whilst the overwhelming majority of Southwark's tenants are in general needs housing, there are also some in temporary accommodation, sheltered schemes and housing managed by TMOs. For this survey, the base numbers of respondents for the Overall Satisfaction are: GN = 2,070, SH = 46, TA = 100, TMO = 190. Taking this into account it's clear why the satisfaction rate for general needs tenants is similar to the average for all residents.

As the table shows, tenants in sheltered accommodation have the highest satisfaction rates when compared to the other tenancy types, for all satisfaction measures. The lowest satisfaction rates vary among the other three types, with the lowest rates for the majority of measures being for tenants in temporary accommodation (TA). This includes the lowest rate for services overall (52%). For the remaining measures, the lowest rates are for general needs tenants and TMO housing, although the differences between the rates of these tenancy types is generally small.

	All Residents	GN	SH	TA	TMO
Overall Satisfaction	58%	57%	86%	52%	66%
Well Maintained Home	61%	60%	91%	61%	69%
Safe Home	68%	68%	84%	54%	76%
Repairs Last 12 Months	65%	64%	88%	81%	63%
Time Taken Repairs	64%	63%	88%	77%	61%
Communal Areas	65%	63%	87%	69%	76%
Neighbourhood Contribution	64%	63%	83%	61%	76%
Approach to ASB	57%	57%	70%	57%	63%
Listens & Acts	51%	50%	68%	54%	55%
Kept Informed	67%	66%	82%	61%	74%
Fairly & with Respect	67%	66%	81%	63%	73%
Complaints Handling	30%	29%	57% *	32%	37%

*Base below 10

It is common in surveys of this type that a greater proportion of older people are satisfied with services than their younger counterparts. This is broadly true of the results of this survey, as can be seen in the table opposite. Aside from the first age category (0 – 24) - a much smaller group of tenants, satisfaction rates generally increase gradually with tenant age.

For seven of the satisfaction measures, including overall satisfaction, the highest rate is for tenants aged over 85 years. For the remaining measures, the highest rate is for those aged under 25 years.

All except one of the satisfaction measures have the lowest rating among the 25 to 34 years age group. Satisfaction with the upkeep of communal areas is lowest among tenants aged 35 to 44 years.

Age Group



	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	58%	62%	42%	48%	57%	58%	60%	66%	73%	77%	50% *
Well Maintained Home	61%	68%	46%	50%	60%	59%	66%	69%	78%	83%	50% *
Safe Home	68%	68%	53%	56%	66%	66%	75%	77%	83%	86%	100% *
Repairs Last 12 Months	65%	78%	56%	60%	63%	66%	67%	70%	73%	79%	33% *
Time Taken Repairs	64%	83%	52%	57%	62%	68%	67%	70%	73%	74%	33% *
Communal Areas	65%	83%	58%	55%	66%	59%	74%	68%	80%	71%	75% *
Neighbourhood Contribution	64%	72%	53%	57%	69%	60%	65%	69%	70%	73%	60% *
Approach to ASB	57%	76%	46%	48%	61%	54%	63%	60%	70%	62%	33% *
Listens & Acts	51%	64%	34%	41%	51%	55%	52%	55%	63%	70%	50% *
Kept Informed	67%	75%	56%	62%	69%	66%	70%	70%	68%	68%	80% *
Fairly & with Respect	67%	71%	52%	58%	67%	68%	71%	70%	76%	83%	80% *
Complaints Handling	30%	56% *	12%	28%	31%	39%	30%	33%	24%	22%	33% *

*Base below 10

In common with other social landlords, newer tenants tend to have higher satisfaction rates than those with longer tenancies. Satisfaction with services overall is highest amongst tenants of less than 1 year (66%), and lowest for those with tenancy lengths of between 11 and 20 years. For the majority of other satisfaction measures, the highest rate is for tenants of less than 3 years – only satisfaction with complaints handling differs, with the highest rate being for those with tenancies of between 4 and 5. Satisfaction with the time taken to make repairs is equally high for tenancy lengths of between 1 and 3 years, and over 20 years.

Most of the lowest satisfaction rates are for tenancies with lengths of between 4 and 20 years.

An explanation for this pattern is that many new tenants are happy to be offered accommodation, and therefore initially satisfied. However, as the length of tenancy increases and the tenants may have need of repairs or renovations to areas of their home, they may become more dissatisfied with their landlord and services provided.

Length of Tenancy



	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	58%	66%	59%	55%	57%	54%	62%
Well Maintained Home	61%	75%	67%	54%	60%	56%	64%
Safe Home	68%	77%	68%	54%	66%	65%	74%
Repairs Last 12 Months	65%	70%	70%	67%	64%	60%	67%
Time Taken Repairs	64%	64%	66%	62%	61%	63%	66%
Communal Areas	65%	71%	68%	61%	58%	65%	67%
Neighbourhood Contribution	64%	69%	70%	65%	66%	61%	64%
Approach to ASB	57%	65%	59%	63%	53%	54%	60%
Listens & Acts	51%	60%	56%	49%	50%	46%	52%
Kept Informed	67%	69%	71%	65%	68%	66%	65%
Fairly & with Respect	67%	70%	71%	68%	66%	64%	67%
Complaints Handling	30%	34%	35%	37%	26%	29%	27%



Gender

In this survey, female tenants outnumber their male counterparts by around two to one. The results show that for all measures with the exception of the handling of complaints, satisfaction rates are lower for female tenants than for males. The same pattern of highest and lowest satisfaction rates was found in the results of last year's survey.

For some measures the differences were fairly small, such as with repairs made in the last 12 months (a 3p.p difference), or the approach to ASB (a 4p.p difference) – whereas the difference is more marked for other measures, such as for a positive contribution to the neighbourhood (11p.p difference) or the upkeep of communal areas (10p.p difference).

For complaints handling, satisfaction is 4p.p higher for females than for males. It seems from these results that satisfaction rates are influenced to a greater or lesser degree, by the gender of the tenant.

	All Residents	F	M	Unknown
Overall Satisfaction	58%	56%	63%	20% *
Well Maintained Home	61%	59%	67%	20% *
Safe Home	68%	65%	73%	75% *
Repairs Last 12 Months	65%	64%	67%	25% *
Time Taken Repairs	64%	62%	68%	25% *
Communal Areas	65%	61%	71%	75% *
Neighbourhood Contribution	64%	60%	71%	40% *
Approach to ASB	57%	56%	60%	50% *
Listens & Acts	51%	48%	55%	40% *
Kept Informed	67%	64%	71%	75% *
Fairly & with Respect	67%	64%	72%	75% *
Complaints Handling	30%	31%	27%	0% *

*Base below 10



Property Type

Most tenants surveyed live in flats (FLT = 1,443), however, there are also a considerable number living in maisonettes (MAI = 552) and houses (HSE = 269). Much smaller numbers of tenants live in bungalows or SLS accommodation.

The highest and lowest rates among the three property types with the most tenants surveyed, are shown in the table opposite. For most measures, there is very little difference between the satisfaction rates for these property types, and for overall satisfaction there is just a 2p.p difference between the highest and lowest rates. However, the majority of the highest satisfaction rates are for tenants living in flats, and the lowest for those in houses.

The most notable differences between the highest and lowest rates are for satisfaction with being kept informed, where the rate is 12p.p higher for tenants in flats than those in houses, and a 9p.p higher rate for satisfaction with neighbourhood contribution among tenants in flats than those in houses. Conversely, satisfaction with a safe home is 7p.p higher for tenants in houses than those in flats.

	All Residents	BUN	FLT	HSE	MAI	SLS
Overall Satisfaction	58%	77%	59%	58%	57%	52%
Well Maintained Home	61%	58%	62%	61%	61%	61%
Safe Home	68%	83%	67%	74%	70%	54%
Repairs Last 12 Months	65%	67% *	66%	58%	65%	81%
Time Taken Repairs	64%	67% *	64%	54%	66%	77%
Communal Areas	65%	67% *	65%	65%	62%	69%
Neighbourhood Contribution	64%	67% *	67%	58%	60%	61%
Approach to ASB	57%	86% *	58%	55%	56%	57%
Listens & Acts	51%	44% *	51%	46%	51%	54%
Kept Informed	67%	78% *	69%	57%	66%	61%
Fairly & with Respect	67%	90%	67%	68%	66%	63%
Complaints Handling	30%	40% *	28%	21%	36%	32%

*Base below 10



Ethnicity

This slide compares satisfaction by ethnicity. As the table demonstrates satisfaction is generally higher for tenants of 'Other Ethnic Group', this demographic scored the highest for eight of the measures collected this year, including overall satisfaction.

Correspondingly, Asian/Asian British tenants are the least satisfied with the overall service provided by Southwark Council. While Mixed/Multiple Ethnic Groups are the least satisfied with the most amount of measures (seven out of twelve measures).

	All Residents	Asian/Asian British	Black/African/Caribbean /Black British	Mixed/Multiple Ethnic Groups	Other Ethnic Group	White British	White Other	Prefer not to say	Not known
Overall Satisfaction	58%	53%	56%	54%	67%	62%	58%	58%	64%
Well Maintained Home	61%	59%	59%	59%	62%	65%	67%	56%	66%
Safe Home	68%	64%	66%	64%	68%	73%	68%	67%	73%
Repairs Last 12 Months	65%	63%	65%	53%	74%	66%	66%	64%	68%
Time Taken Repairs	64%	62%	66%	55%	61%	67%	62%	64%	57%
Communal Areas	65%	64%	63%	53%	59%	69%	63%	54%	72%
Neighbourhood Contribution	64%	55%	67%	56%	68%	60%	63%	64%	67%
Approach to ASB	57%	60%	59%	52%	63%	56%	53%	52%	57%
Listens & Acts	51%	55%	51%	38%	63%	51%	50%	46%	52%
Kept Informed	67%	65%	67%	55%	81%	63%	71%	66%	72%
Fairly & with Respect	67%	69%	63%	66%	77%	68%	73%	70%	70%
Complaints Handling	30%	34%	31%	28%	43%	27%	21%	24%	33%



Disability

Southwark Council holds information about their tenants' disability status and here shows the differences in satisfaction between the two groups.

A greater percentage of disabled tenants are satisfied with services overall, than are those not disabled, although the difference is minimal (2p.p). While the higher rates are more frequently elevated for disabled tenants, there is very little difference in satisfaction rates between the two groups for the remaining measures - the biggest difference being for the time taken to make repairs, where satisfaction is higher by 6p.p among disabled tenants.

The results suggest, therefore, that disability status of tenants is not obviously linked to satisfaction levels.

	All Residents	N	Y	Unknown
Overall Satisfaction	58%	57%	59%	72%
Well Maintained Home	61%	60%	64%	78%
Safe Home	68%	68%	69%	76%
Repairs Last 12 Months	65%	65%	67%	67%
Time Taken Repairs	64%	63%	69%	64%
Communal Areas	65%	64%	64%	81%
Neighbourhood Contribution	64%	64%	60%	77%
Approach to ASB	57%	57%	58%	63%
Listens & Acts	51%	50%	50%	65%
Kept Informed	67%	67%	64%	76%
Fairly & with Respect	67%	67%	66%	69%
Complaints Handling	30%	30%	27%	32%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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APPENDIX D

Good Landlord Plan Equality Impact and Needs Analysis

Guidance notes

Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the effect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).
- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more

easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not, then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and www.southwarkadvice.org.uk).

Whilst the equality analysis is being considered, Southwark Council recommends considering implications arising from socio-economic disadvantage, as socio-economic inequalities have a strong influence on the environment we live and work in. As a major provider of services to Southwark residents, the council has a policy commitment to reduce socio-economic inequalities, and this is reflected in its values and aims. For this reason, the council recommends considering impacts/needs arising from socio-economic disadvantage in all equality analyses, not forgetting to include identified potential mitigating actions. **The Council has adopted the Socio-Economic Duty as part of its overall equality, diversity and inclusion policy commitments in the Southwark Equality Framework.** This requires us to ensure we do not make any conditions worse for those experiencing socio-economic disadvantage through our policies and practices.

Section 1: Equality impact and needs analysis details

Proposed policy to which this equality analysis relates		Good Landlord Plan (GLP)			
Equality analysis author		Perry Singh, Head of Strategy & Business Support			
Strategic Director:		Hakeem Osinaike, Strategic Director of Housing			
Department		Housing Services	Division	Housing Strategy and Business Support	
Period analysis undertaken		June 2025			
Date of review (if applicable)		June 2026			
Sig n-off	Candida Thompson	Position	Director of Housing Needs and Support	Date	24 June 2025

Section 2: Brief description of policy/decision/business plan

1.1 Brief description of policy

1. In June 2024, an internal audit highlighted concerns over electrical condition testing within our homes. As a result, Southwark referred itself to the Regulator. Self-referral in such circumstances is a regulatory requirement.
2. The Regulator carried out a planned inspection of the Housing Service in August 2024, taking this self-referral into account during the inspection and subsequent judgement.
3. Southwark received a C3 grading in November 2024; in its judgement the Regulator highlighted several issues including the electrical condition testing, smoke alarm installation, a lack of up-to-date information on stock condition, a need to review our allocations policy, and inconsistencies in our repairs and complaints handling services.
4. The Regulator noted the council's constructive engagement with the regulatory process; our awareness of the challenges and the proactive steps we were already taking to improve services.
5. The Council is now required to meet regularly with the Regulator and demonstrate improvement through an agreed Housing Improvement Plan, and we remain on the Gradings Under Review list. The Regulator has the power to downgrade Southwark to a C4 or initiate enforcement action if we fail to improve.
6. Since the inspection we have developed a cross-cutting programme of improvement and transformation across our housing services. This aims to tackle the root causes of issues and deliver sustainable lasting change that improves outcomes for residents.
7. We want everyone to have a safe, good quality home and to become a good landlord to all our tenants and leaseholders. We've listened to what they have said about how they'd like us to change as a landlord, and we've built our Good Landlord Plan so that they get the council homes and housing service they deserve.
8. The plan is part of a long-term shift in the way we think about our role as a landlord. We want to go beyond compliance and minimum standards to deliver a service that is reliable, respectful and responsive. This means improving the basics—like getting repairs right first time, tackling damp and mould, and keeping homes safe, but also listening better, acting on feedback, and treating tenants as partners in how their homes and neighbourhoods are managed.
9. Southwark's Good Landlord Plan is a key commitment under the Council's Southwark 2030 strategy and our goal to ensure decent homes for all residents. It sets out our ambition to provide consistently high-quality housing services and be a landlord that

residents trust and value. The plan is part of the broader work to make Southwark a fairer, more inclusive borough where everyone lives in a safe, well-maintained home.

Relevant data, research and consultation

10. Information on protected characteristics is collected during tenancy visits and loaded to the NEC I-World system. Information is available through the census. In 2023 the council produced a Health Impact Assessment to inform its future housing investment programme.
11. Given the scope of the programme, elements will be subject to separate consultation. For instance, the Allocations Scheme has been consulted upon ahead of progressing to Cabinet in September 2025. The Resident Engagement Strategy is currently being consulted upon. These significant strategies will also be subject to their own EINAs. Most substantial workstreams will be subject to having separate EINAs as work progresses.
12. The overall GLP will be subject to ongoing consultation and oversight through new and existing forums, including the tenant-led Housing Oversight Board.

Proposed changes

13. The Good Landlord Plan builds on the lessons from our ongoing engagement with the Regulator and directly supports our response to the C3 judgement. It reflects our determination to improve the experience of tenants and leaseholders by strengthening the way we manage homes, resolve repairs, communicate with residents, and meet our legal and regulatory duties. It also sets out a clear framework for accountability and service improvement, so residents can see what to expect and how we are performing.
14. The Good Landlord Plan provides a structure for aligning our housing improvement work with the council's wider goals around fairness, health, and opportunity. It is a tool for holding ourselves to account, and for making sure that the voices of our tenants and leaseholders shape how we deliver services now and in the future. Our Good Landlord Plan has the following themes:
 - Better homes
 - Better estates
 - Better repairs
 - Better customer services
 - A stronger voice for tenants
 - New council homes

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	There are approximately 37k tenants, including those in social housing, sheltered accommodation, extra care housing, hostels and council managed temporary accommodation. There are approximately 16k leaseholders.
Key stakeholders were/are involved in this policy	Cabinet Members Strategic Director of Housing. Housing Directors. Housing Improvement Board Housing Oversight Board

Section 4: Pre-implementation equality impact and needs analysis

This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken, including improvement actions to promote equality and tackle inequalities. An equality analysis also presents as an opportunity to improve services to meet diverse needs, promote equality, tackle inequalities and promote good community relations. It is not just about addressing negative impacts.

The columns include societal issues (discrimination, exclusion, needs etc.) and socio-economic issues (levels of poverty, employment, income). As the two aspects are heavily interrelated it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that socio-economic issues are given special consideration, as it is the council's intention to reduce socio-economic inequalities in the borough. Key is also the link between protected characteristics and socio-economic disadvantage, including experiences of multiple disadvantage.

Socio-economic disadvantage may arise from a range of factors, including:

- poverty
- health
- education
- limited social mobility
- housing
- a lack of expectations
- discrimination
- multiple disadvantage

The public sector equality duty (PSED) requires us to find out about and give due consideration to the needs of different protected characteristics in relation to the three parts of the duty:

1. Eliminating discrimination, harassment and victimisation
2. Advancing equality of opportunity, including finding out about and meeting diverse needs of our local communities, addressing disadvantage and barriers to equal access; enabling all voices to be heard in our engagement and consultation undertaken; increasing the participation of underrepresented groups
3. Fostering good community relations; promoting good relations; to be a borough where all feel welcome, included, valued, safe and respected.

The PSED is now also further reinforced in the two additional Fairer Future For All values: that we will

- Always work to make Southwark more equal and just
- Stand against all forms of discrimination and racism

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).											
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.		Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)									
<p>The table below summarises the age breakdown of council tenants as compared to the wider population of the borough.</p> <table><tr><td>Age</td><td>Borough</td><td>Council Housing</td></tr><tr><td>0-15</td><td>17%</td><td>20%</td></tr><tr><td>65+</td><td>8%</td><td>10%</td></tr></table> <p>There are more children in council housing than the overall population. There are also more older residents. Some of older residents will be in specific accommodation designed for older residents such as sheltered and extra care homes.</p>		Age	Borough	Council Housing	0-15	17%	20%	65+	8%	10%	<p>A greater proportion of households with young people in council housing are likely to be in poverty and suffering deprivation, as are older people, compared to the wider population.</p> <p>The intention of the GLP is to raise standards for all tenants and leaseholders, therefore we anticipate that there will be positive outcomes for all ages.</p>
Age	Borough	Council Housing									
0-15	17%	20%									
65+	8%	10%									
Equality information on which above analysis is based		Socio-Economic data on which above analysis is based									
ONS 2023 data Census 2021 data JSNA/Census data											
Mitigating and/or improvement actions to be taken											
<p>The intention of the GLP is to raise standards for all tenants and leaseholders, therefore we anticipate that there will be positive outcomes for all ages.</p> <p>Improvements anticipated include improving the health and safety standards of homes, investing in our estates, improving customer services, improving how we listen to residents and how they shape our services, and building new homes.</p>											

Disability - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Please note that under the PSED due regard includes:

Giving due consideration in all relevant areas to “the steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.” This also includes the need to understand and focus on different needs/impacts arising from different disabilities.

Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>Southwark Council tenants are disproportionately affected by poor health. Almost 1 in 14 rated their health as 'bad' or 'very bad', compared with only 1 in 25 in the borough's overall population.</p>	<p>Disabled people are more than twice as likely to be unemployed as non-disabled people.</p> <p>40% of Council tenant households are deprived in the health and disability category, compared with just over a quarter (26.5%) of all of the borough's households.</p>
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
<p>ONS 2023 data Census 2021 data</p>	
Mitigating and/or improvement actions to be taken	
<p>Housing is a key determinant of health. If we want to address poor health and health inequalities, a focus on council homes - as part of a broader, multi-faceted approach - makes sense. Investing in these homes provides an opportunity to improve health and wellbeing at a substantial scale, enabling homes in which people can 'start, live, and age well'. Good quality homes and stable tenancies are strong factors in health and wellbeing. Conversely, the health impacts of living in poor conditions are well documented.</p>	

Gender reassignment: - The process of transitioning from one gender to another. Gender Identity: Gender identity is the personal sense of one's own gender. Gender identity can correlate with a person's assigned sex or can differ from it.	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>Southwark is the fifth highest ranking local authority in England for residents identifying as trans or non-binary. Within the borough 3,200 residents reporting a gender identity different from their sex registered at birth. Half of these used no specific gender identity term, the rest used 'trans woman', 'trans man' or 'nonbinary'. Despite having a relatively high proportion of the population with gender identities that differed from sex assigned at birth, the numbers are likely to be underestimates as many residents declined to answer the question.</p>	<p>There are no identified issues from the proposed GLP which are considered could disadvantage residents with this protected characteristic on socio-economic grounds, other than the general lack of availability of affordable homes in Southwark.</p>
Equality information on which above analysis is based.	Socio-economic data on which above analysis is based
ONS 2023 data Census 2021 data	
Mitigating and/or improvement actions to be taken	
<p>It is acknowledged that data on this protected characteristic is incomplete and while ongoing efforts will be made to encourage such information being given.</p> <p>It is expected that the benefits of delivering the GLP will help all households.</p>	

Marriage and civil partnership – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. **(Only to be considered in respect to the need to eliminate discrimination.)**

Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>This information is collected by the service however there is a low level of customers sharing this information given it is not mandatory.</p> <p>There are no identified issues from the proposed changes which could disadvantage married couples or those in civil partnerships.</p>	<p>There are no identified issues from the proposed changes which could discriminate, or disadvantage married couples or those in civil partnerships.</p>
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
<p>ONS 2023 data Census 2021 data</p>	
Mitigating or improvement actions to be taken	
<p>There is no evidence of potential inequality as a result of the GLP for applicants identified as having this characteristic. The introduction of the GLP will help all households.</p>	

Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Potential impacts (positive and negative) of proposed policy/decision/business plan;	Potential socio-economic impacts/ needs/issues arising
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this also includes needs in relation to each part of the duty.	from socio-economic disadvantage (positive and negative)
<p>We do not have data on the number of households that are pregnant or in the maternity period.</p> <p>We will aim to collect more information on this. However, we do not believe that there are negative consequences for residents with this characteristic arising from this GLP. On the contrary the GLP will improve outcomes.</p>	<p>There are socio-economic impacts relating to pregnancy and maternity arising from the lack of suitable housing, but the impact from this proposed Scheme is neutral.</p>
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
<p>ONS 2023 data Census 2021 data</p>	
Mitigating and/or improvement actions to be taken	
<p>There is no evidence of potential inequality as a result of the introduction of the GLP.</p>	

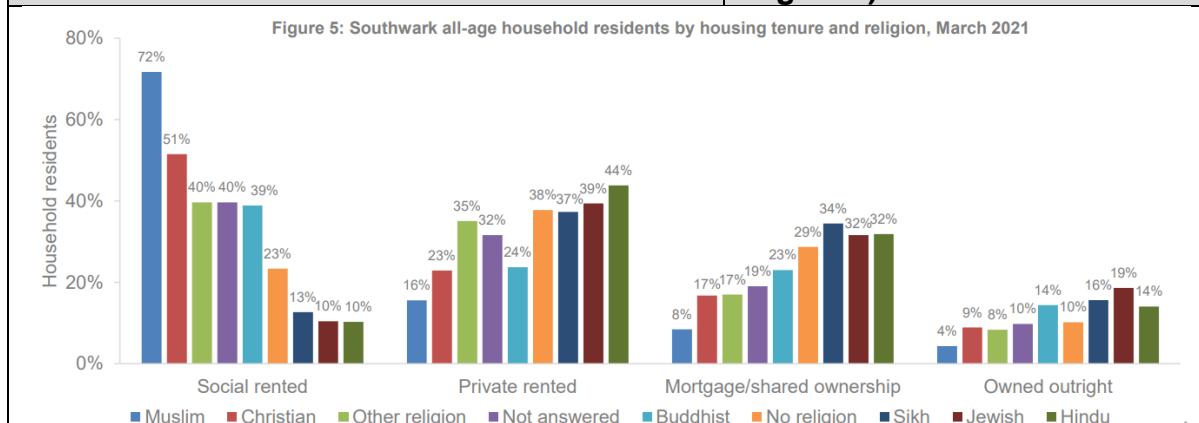
<p>Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others</p>														
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)													
<table> <tr> <th>Ethnic Group</th><th>Borough</th><th>Council Housing</th></tr> <tr> <td>White</td><td>51</td><td>30</td></tr> <tr> <td>Black, Black British, Black Welsh, Caribbean or African</td><td>25</td><td>50</td></tr> <tr> <td>Asian, Asian British or Asian Welsh</td><td>10</td><td>8</td></tr> </table>	Ethnic Group	Borough	Council Housing	White	51	30	Black, Black British, Black Welsh, Caribbean or African	25	50	Asian, Asian British or Asian Welsh	10	8	<p>People from some ethnic minority groups including people who are Black, Black African Black Caribbean or Black British are more likely to experience deprivation.</p>	
Ethnic Group	Borough	Council Housing												
White	51	30												
Black, Black British, Black Welsh, Caribbean or African	25	50												
Asian, Asian British or Asian Welsh	10	8												

Mixed or Multiple ethnic groups	7	7	
Other ethnic group	6	7	
<p>The table above indicates that BAME households and black households in particular, are represented at higher levels in council housing against the general population.</p>			
<p>ONS 2023 data Census 2021 data</p>			
<p>Mitigating and/or improvement actions to be taken</p>			
<p>The intention of the GLP is to raise standards for all tenants and leaseholders, therefore we anticipate that there will be positive outcomes for all ages.</p> <p>Improvements anticipated include improving the health and safety standards of homes, investing in our estates, improving customer services, improving how we listen to residents and how they shape our services, and building new homes.</p>			

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.

Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)



<p>The chart above shows that disproportionately more households that declared themselves as muslim (71%) and Christian (51%) live in social housing compared to other tenures.</p>	
<p>Equality information on which above analysis is based</p>	<p>Socio-economic data on which above analysis is based</p>
<p>ONS 2023 data Census 2021 data</p>	
<p>Mitigating and/or improvement actions to be taken</p>	
<p>We anticipate only positive outcomes for residents from the GLP, regardless of religion. As other supporting strategies are progressed, such as the resident engagement strategy, faith groups will be included.</p>	

<p>Sex - A man or a woman.</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</p>	<p>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</p>
<p>In terms of council tenants, woman are overrepresented in terms of heads of household - 55% as opposed to 45% men. Some of these households are female lone parents.</p>	<p>Sex is an issue in relation to economic status with women being adversely impacted. Research nationally suggests that women are more likely to be lone parents and equally experience lower levels of economic activity than men.</p>
<p>Equality information on which above analysis is based</p>	<p>Socio-economic data on which above analysis is based</p>
<p>ONS 2023 data Census 2021 data</p>	

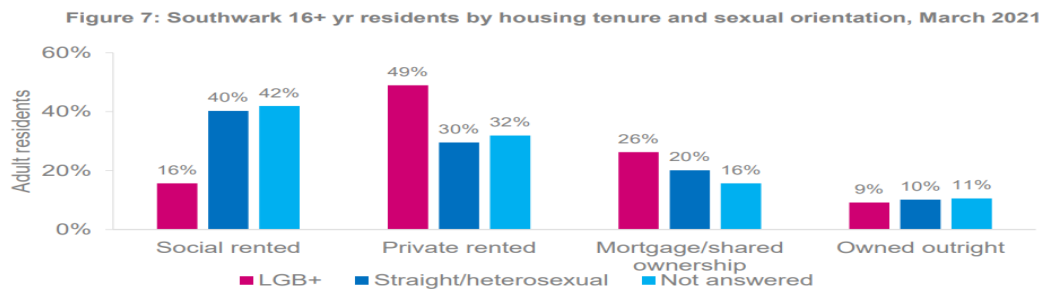
Mitigating and/or improvement actions to be taken

There is no evidence of inequality arising as a result of this characteristic in relation to the GLP. It is expected that the GLP will help households regardless of sex to have better housing.

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes

Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.

Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)



The chart above shows a relative smaller proportion of LGB+ households are in social housing.

It is expected that the GLP will have a positive impact on tenants regardless of their sexual attraction.

Equality information on which above analysis is based

Socio-economic data on which above analysis is based

ONS 2023 data
Census 2021 data

Mitigating and/or improvement actions to be taken

It is acknowledged that data on applicants' sexual orientation is incomplete, with a significant proportion of households not responding to this question, ongoing efforts will be made to encourage such information.

It is anticipated that the delivery of the GLP will help all residents regardless of their sexual attraction.

Human Rights There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour , Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol
Potential impacts (positive and negative) of proposed policy/decision/business plan
<p>The GLP is intended to improve the quality of residents' homes and their estates. Inevitably there will be work arising from the GLP that will involve working closely with residents, including carrying out work in their homes. All steps will be taken to respect the confidentiality of residents and that they are treated with respect.</p> <p>The GLP aims to improve information sharing with residents, but also improve their ability to shape and influence policy as it relates to council homes.</p>
Information on which above analysis is based
ONS 2023 data Census 2021 data Council records
Mitigating and/or improvement actions to be taken
<p>The Council provides support to residents who need help with accessing the service.</p> <p>Applicants will be invited to be involved as much as possible in the way the service is designed and delivered and have full opportunity to express any views through consultations, satisfaction surveys and user panels etc.</p>

Conclusions

Summarise main findings and conclusions of the overall equality impact and needs analysis for this area:

The Good Landlord Plan is an ambitious and overarching plan to improve services to council tenants and leaseholders. There are 6 key themes:

- Better homes
- Better estates
- Better repairs
- Better customer services
- A stronger voice for tenants
- New council homes

From the analysis above, in comparison to the wider population council homes:

- Have more children and older people
- Suffer from higher levels of ill-health and disability
- Have a larger number of households headed by females
- Have higher levels of households from a BAME ethnicity
- Suffer from higher levels of deprivation and poverty
- Have a greater proportion of households from a Muslim or Christian background compared to other tenures.

Poor quality housing is often associated with poor health and has wider negative impacts on welfare. The ambitions of the GLP are wide ranging and will fundamentally improve the quality of homes and give residents an ability to shape policy and scrutinise performance.

Section 5: Further equality actions and objectives

5. Further actions			
Based on the initial analysis above, please detail the key mitigating and/or improvement actions to promote equality and tackle inequalities; and any areas identified as requiring more detailed analysis.			
Number	Description of issue	Action	Timeframe
1	Monitor the Scheme	Undertake an Equality Analysis on an annual basis	Annually following implementation of scheme
2	Improve data collection to better understand residents' demographics	Undertake equality monitoring – communicate to residents the importance of providing equality data	

5. Equality and socio-economic objectives (for business plans)				
Based on the initial analysis above, please detail any of the equality objectives outlined above that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.				
Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2
Review policy and procedures following annual EINA.	Hakeem Osinaike	New	Any required changes implemented	Any required changes implemented

6. Review of implementation of the equality objectives and actions

Annual review of policy, meeting stated aims and equalities impact				

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