

TENANT VOICE STRATEGY

Year Two Outcomes 2021/22

ForHousing 

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Our Tenant Voice Strategy was launched in May 2020 and sets out how we work alongside tenants and communities to improve relationships, increase tenant influence in decision making and improve oversight and accountability to tenants. In the second year of delivering the strategy, we focussed on improving how we listen to and respond to the issues that affect tenants and improving our oversight and accountability.

The following report talks about what we have been doing to achieve the outcomes set out in the strategy. It provides an overview of our key achievements and areas of improvement.



OUTCOME 1

We put things right when a tenant or customer complains to us

This year was the first complete year under the new Redress Policy which aims to improve the tenant experience of complaints handling. We capture and record all expressions of dissatisfaction, leading to an increase in 2021/22.



Most complaints were resolved internally - 1,695 (99.5%)

1,361 (79.9%) of these were resolved at the initial stage of expression of dissatisfaction

Nine complaints (0.5%) were escalated to the Housing Ombudsman:

- Five of these were not upheld
- Three were upheld – two relating to delivery of repairs and one relating to renewal of a pathway
- One is still awaiting a determination from the Ombudsman

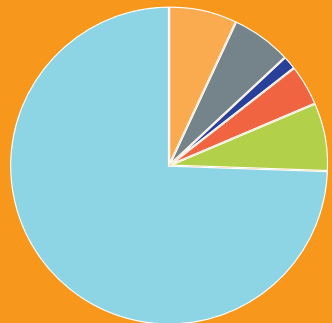
There was a continued increase in complaint escalations

- 430 complaints were escalated to stage 1 (investigate)
- 79 complaints were further escalated to stage 2 (review)

Customer satisfaction with complaint handling has improved

Satisfaction for the year increased from 34.8% to 48.7%. Reasons for dissatisfaction were related to the outcome of the complaint and communication throughout the complaint.

We handled 1,704 complaints from tenants and customers across the following service areas:



- Responsive repairs (74.1%)
- Gas and heating (7.2%)
- Neighbourhood management (5.9%)
- Voids (1.5%)
- Investment (4.0%)
- Other (7.2%)

OUTCOME 2

We identified and supported a wide range of voices including key stakeholders and young people



RELATIONSHIPS



INFLUENCE



ACCOUNTABILITY



We undertook **13 consultations** with tenants about a variety of subjects including the development of our new website, the cost of living, our customer care policy, our approach to dealing with damp and condensation and finding out what's important to people in their communities.



There were **2,793 responses** to various consultations and discussions in 2021/22, including starting the co-production of our *Together with Tenants Charter*, where **314 people joined a Facebook page** to let us know about the issues that are important to them.
231 people responded to our Community Conversations survey which engaged with tenants, community groups and stakeholders to co-produce investment priorities in their neighbourhoods.

2021/22

Year Two – Key Achievements

We recruited **two building safety liaison officers** to work with tenants in high rise blocks and provide assurance.



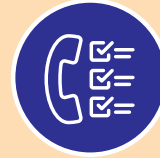
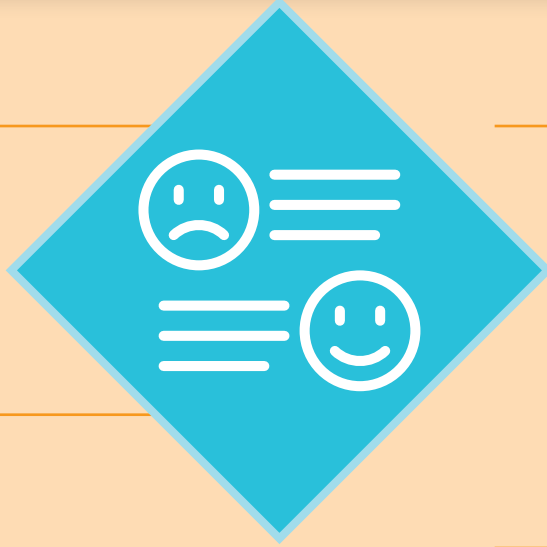
£5,493 supported ten Tenants and Residents Associations to pay for running costs and provide them with key training to support them to run events and activities such as first aid and food safety.



£92,670 in grants supported 155 community groups and volunteers delivering **158 activities** that **benefitted 1,504 tenants and residents**.



We continued to listen to the voice of tenants through satisfaction surveys which helped us understand the tenant experiences of services we deliver.



4,417 third party telephone surveys were carried out on tenant satisfaction with services recently received



3,772 (85.4%) respondents were satisfied with the services they had received



Net Promoter Score (NPS)

Net Promoter Score (NPS) measures whether tenants would recommend us to others. Our NPS score was 45.2 against our target of 50.

2,325 people (62.3%) gave a “Promoter” score of 9 or 10, meaning that they were happy to recommend ForHousing to others,



772 (20.7%) gave a “Passive” score of 7 or 8, meaning they were neutral about ForHousing



637 (17.1%) gave a “Detractor” score of 0 to 6, meaning they would not recommend ForHousing to others.



OUTCOME 3

We improved services in response to the tenant voice

You told us we were not managing repairs relating to damp and condensation well.

Following consultation and listening to 310 tenants, significant changes and improvements have been made to the way we deal with these cases. This includes:

- Training all staff to diagnose damp and advise on next steps
- Changes to the timescales, inspecting all reports of damp within ten days and completing 90% of jobs in 40 days
- The creation of a team dedicated to dealing with damp and condensation and changes to how we measure performance

You told us you were not satisfied with the repairs service.

An action plan was put in place to respond to this and make changes to the service. This includes:

- Changing our repairs timescales to 30 days for routine repairs and 80 days for component repairs
- A new process for follow-on-works with appointments being confirmed before the tradesperson leaves the home
- Creation of a dedicated multi-trade team to manage the repair when more than one tradesperson is needed and working with Liberty to increase the ratio of supervisors to operatives to 1:10

You told us repairs were not being carried out prior to a mutual exchange taking place

Work has been done by our Neighbourhoods Team to strengthen the message around the responsibility for the incoming tenant in relation to repairs when completing a mutual exchange of a home.

You told us that we hadn't kept you informed throughout the allocation process when you had been offered a home

Staff have received training around setting expectations, including keeping in contact even if there is no update.

Where a home is delayed we now offer to remove the 'formal offer' on the allocations system to allow the applicant to continue bidding for other suitable homes.

Following the withdrawal of Local Authority funding, we ran a consultation between June and November 2021 about reshaping the supported housing service offer to tenants in Fitton Hill. We engaged with 143 tenants via letters, leaflets, face to face contact and phone calls. Tenants chose a new housing management system with staff support, which includes an 'Ok each day' check in the week and weekends, something that wasn't available before.



OUTCOME 4

Tenant oversight arrangements hold us to account



Tenant Scrutiny

In January 2022, working alongside the existing Scrutiny Panel and utilising tenant engagement experts, TPAS, as a critical friend, we started a project to review our approach to undertaking scrutiny in the organisation which will lead to the development of a new approach to scrutiny. This will give more customers the opportunity to get involved in scrutiny exercises to help us improve services.



Customer Committee

In 2021, we established the Customer Committee, a formal sub-committee of the Board. There was an inclusive recruitment process that invited every tenant to submit an expression of interest to join.

The Committee had two sessions in 2021/22, ensuring that tenants have oversight of our:

- Performance and services
- Neighbourhood, communities and homes
- Outcomes to consumer standards of tenant involvement and empowerment
- Accountability for the delivery of the Tenant Voice Strategy and the Together with Tenants Charter



Together with Tenants

In January 2022, we started the consultation on the development of the Together with Tenants Charter. This process helped us find out what issues are affecting tenants and what is important to them. We then used this information to develop a series of commitments, that will be overseen by the Customer Committee and will feed into the charter.



Complaints Panel

The Complaints Panel continued to support us in the stage 2 panel meetings by attending 47 stage 2 panel meetings.

PRIORITIES FOR 2022/2023

Next year, our priorities will be to continue to improve our oversight and accountability to tenants and customers.

We will build on the Customer Committee, working alongside them to finalise the terms of reference for the group and design a performance dashboard, so the group can see how we are performing in the services that are important to them.

We will finish our review of Scrutiny, working alongside the Scrutiny Panel and TPAS to create a new model which is based on best practice in the sector and meets the needs of tenants and the organisation.

We will finalise the Together with Tenants Charter, working with tenants to analyse what tenants and customers have been telling us, draft the Charter and then consult on it. We will then co-design a performance framework for the Charter to support oversight and improve accountability.

We will work with Community Voice members to review their terms of reference to ensure that they continue work alongside their local communities and hold ForHousing to account, locally.

2022/23

Priorities

We will review the Customer Inspectors role to make sure they add value to the new involvement framework.

We will continue to work alongside tenants to understand their issues and make improvements to services, such as repairs and maintenance.

We will review and improve our complaints service.

We will start our transformational programme, Forward Together, which will design and implement a new operating model for ForHousing that puts the tenant at the heart of services.

We publish performance on our website.

COMPLAINTS

www.forhousing.co.uk/complaints-how-we-are-performing

SATISFACTION SURVEYS

www.forhousing.co.uk/tenant-satisfaction-by-service

SERVICE STANDARDS

www.forhousing.co.uk/service-standards-performance-summary

PERFORMANCE

www.forhousing.co.uk/our-performance-latest

CORPORATE PLAN / ANNUAL REPORT

www.forhousing.co.uk/annual-report/

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