



**Annual report
for customers
2022- 2023**

The Wrekin
Housing Group

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479

new homes
completed



1,462

contacts with
involved tenants



£54,547

awarded to
local groups and
projects



£4.4m

additional income
secured for tenants



100.5%

rent collected
from our tenants



49.8p

of every £1 spent,
invested into new
homes



Executive summary

Group Chief Executive

Welcome to our customer annual report, which highlights our performance during the 2022/23 financial year.

It's been a year of considerable change and challenge. Rising inflation, energy prices & soaring supplier costs have added considerably to the pressures for our sector and increasingly our customers.

We're really proud of the work our teams do to provide a support to households that are struggling. The demand for these services is increasing and this year we've handled 2,315 enquiries for help and supported more than 1,488 households with money advice.

Despite these financial challenges, we continue to help meet the demand for good quality, affordable housing in our communities. Last year we built 479 new homes and we were named as one of the Top 50 builders in the country. We also continue to invest millions on our existing homes to ensure they all meet the Decent Homes Standard.

We pride ourselves on delivering a first-class repairs service here at Wrekin. 80% of our same day repairs were completed on the day they were reported and 87% of customers were satisfied with the service they received. We know there is always room for improvement, and we'll continue to invest and deliver the services you value the most.

This annual report demonstrates what can be achieved when we all pull together, even during turbulent times. By continuing to work together I remain optimistic and hopeful. Our strong values here at Wrekin and commitment to putting customers at the heart of everything we do will help drive us forward as we continue to make a difference to people's lives.



Wayne Gethings

Group Chief Executive



Customer Committee Chair & Wrekin tenant

My first year as Chair of the Customer Committee has been both a challenging and ultimately rewarding experience. It's a very privileged position to be in and one that carries a lot of importance in ensuring customers are at the heart of decision making.

The Customer Committee was established during 2022/23 with the purpose of ensuring Wrekin is accountable to its customers. It also provides a link between tenants and the board.

As a tenant myself, I'm passionate about ensuring that Wrekin does everything it can to support customers during these challenging times.

It's important to start by recognising the challenges brought on by the cost-of-living crisis. We've seen the impact it has had on Wrekin customers with the rising cost of gas, electricity, fuel, food and households' bills causing a fair amount of anxiety – something that has also been reflected in the increased referrals we have received for support.

We care about making sure help is on hand to support customers when they need it most. Our Money Matters service continues to achieve amazing outcomes - during 2022/23 the team secured over £4.4m in extra income for our customers.

We are all very aware that there are more challenges on the horizon. We recognise that people's finances are being stretched to their limits. I'd encourage any Wrekin customer to reach out for support from us if you need it - we are here to help and support you.

I'm also proud of how Wrekin continues to ensure that our customers are at the heart of everything we do. As well as the Customer Committee, we've also enhanced and improved the ways in which Wrekin tenants can have their say. Whether it's surveys, focus groups, community clean up days or joining one of our tenant-led groups – we are making it easier for you to have your say.

Wrekin is always willing to listen and learn from its customers. This has never been more important as the new Tenancy Satisfaction Measures (TSM) require Wrekin to report annually on their performance. The TSMs will provide more transparency about how we perform – showing how we meet the Regulator of Social Housing requirements.



Kevin Morgan

**Customer Committee Chair
& Wrekin tenant**



Home Standard

42,031

repairs completed



Repairing homes

We completed 42,031 repairs during 2022/23.

32,000 of the repairs required a same day response - we managed to complete 80% of these same day repairs on the day they were reported.

87% of our customers told us they were satisfied with the repair work they received.

£11.7m

invested improving homes



Improving homes

Over the last year, we spent £11.7m improving existing homes.

Improvements included new kitchens and bathrooms, new roofs, heating upgrades, wiring upgrades, new windows and doors and improvements to walls.

89% of customers were happy with improvements to their homes.

£5m

spent keeping you safe



Keeping homes safe

We invested a further £5 million to keep our customers safe by carrying out gas safety checks, electrical safety tests and fire safety upgrades, as well as managing and removing asbestos.

We completed 100% of gas safety checks.

99.99% of properties met the Decent Homes Standard.

Building new homes

We invested £74.2m building new homes during 2022/23, an increase of more than £10m compared with the previous year.

479 new builds were completed and another 361 homes were started. Our development programme created 90 apprenticeships in the construction industry and wider community.

479

homes completed



[Click here to read more about our budgets and how we compare to previous years](#)

Tenant Involvement and Empowerment Standard

Tenant involvement

During 2022/23 a new framework of tenant involvement was put in place. Led by our Customer Committee, the new structure provides a more flexible and inclusive approach to tenant involvement, enabling a broader variety of voices to be heard.

There are now three formal tiers of involvement:

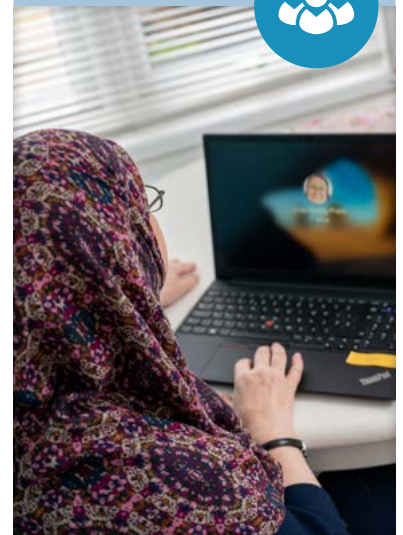
- Involvement in Governance through our Customer Committee. The committee has replaced both the Customer Voice Panel and Service Quality Committee. It is a group of eight, made up of six tenants, and three Board members.
- Working in partnership with customers through our scrutiny and focus groups, as well as other regular meetings such as our ShireLiving Panel.
- Less formal options such as surveys, events, walkabouts and occasional community meetings.

During 2022/23 we recorded 1,462* contacts with our involved tenants, whether it be in person or online.

Online contacts	224
Face to face contacts	408
Contact at events	830

* Contact do not refer to individuals. If a tenant attends regular meetings, each meeting is recorded as a contact for that same person.

1,462
contacts with
involved tenants



Customer feedback

Surveys form a key part of collecting customer feedback. They can inform decisions that help shape and improve the services we offer. During the year, we received 10,200 responses through surveys.

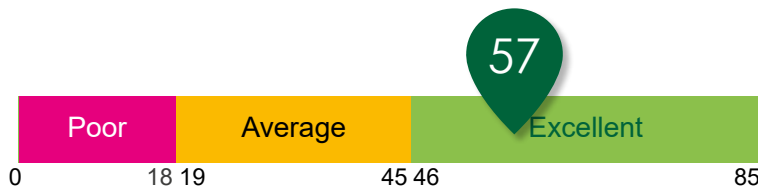
Our Survey of Tenants and Residents (STAR) measures satisfaction across a range of areas. Overall satisfaction increased slightly from 83% in 2021/22 to 84% this year.

During the year a number of STAR questions were re-phrased or changed in line with the new Tenant Satisfaction Measures (TSMs).

Overall satisfaction with the service provided by Wrekin	84%
Satisfaction that the property is well maintained	80%
Satisfaction that the property is safe	86%
Satisfaction that your views are being listened to	62%
Satisfaction that you are informed about things that matter	72%
Satisfaction that you are treated fairly and with respect	86%
Satisfaction that Wrekin makes a positive contribution to your neighbourhood	62%
Satisfaction with Wrekin's approach to handling anti-social behaviour	50%

We also asked our tenants: **How likely are you to recommend The Wrekin Housing Group to family and friends?**

We scored 57 for the year 2022/2023, up from 49 in 2021/2022.



Regulatory compliance

We have 14 registered services* providing care for those that need it. All have been rated as 'Good' by the Care Quality Commission (CQC).

* Our care services are registered under Choices Housing Association Ltd.

10,200

customer survey responses



196,323

customer service requests handled



100%

care services rated as 'Good'



Complaints

During 2022/23 we received 535 complaints, an increase of almost 20% since 2021/22.

Following feedback from our customers, we have made some key changes to our complaints policy during 2023/24:

- Acknowledging a complaint within 5 working days – with the aim of resolving it within 10 working days.
- Explaining what options customers can take if they are unhappy with a service delivered by Wrekin.
- Strengthen our learning from complaints process, look out for “you said, we did” on our website in the future.

Top areas of complaint

Repairs	33%
Housing	24%
Gas	9%

Top reasons for complaint

Communication	24%
Process	10%
Quality	8%
Not upheld	12%

If you are unhappy with a service we have provided, please get in touch with us;

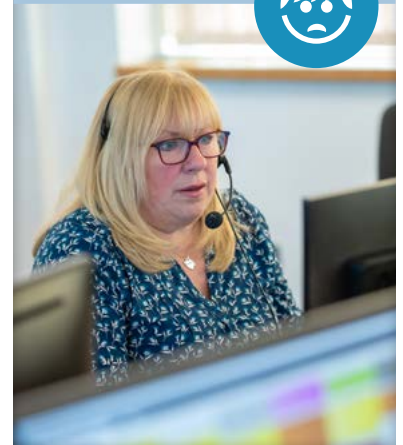
Email: complaints@wrekin.com

Telephone: 01952 217100

Write to us at: The Wrekin Housing Group, Colliers way, Old Park, Telford, TF3 4AW

Alternatively, you can report a complaint using the My Wrekin app or in person by speaking to one of our service managers, Retirement Living coordinators or ShireLiving managers.

535
complaints



Support service achievements

Our support and enablement service is for tenants aged 55 and over with a support need. The team look at health and wellbeing to equip tenants with the skills they need to maintain their tenancy. This could be providing basic skills like cooking or cleaning, or activities to help improve their confidence. In 2022/23 the team provided support for 513 people.

The team also assess people for aids and adaptations; these are pieces of equipment that enable tenants to stay independent in their homes for longer and prevent unnecessary hospital admissions.

1,085
aids and adaptations
provided for
tenants with
additional needs



[Click here for further details about our Tenant Involvement and Empowerment Standard](#)

In 2022/23 we made 1,085 adaptations to support tenants with additional needs. Most of these adaptations were minor, including things like hand rails, changing tables and ramps, but some were much bigger, including things like stair lifts, wet rooms and wheelchair adaptations.

Service users are supported to live independently	95%
Service users are healthy and safe on their own terms	92%
Service users lead inclusive lives as part of the community	100%
Service users are supported to access assistive technology	100%
Service user's personal goals are achieved	85%



Neighbourhood and Community Standard

Antisocial behaviour (ASB)

We dealt with 624 ASB cases. The top five types of ASB were:

26%	Neighbour nuisance/dispute
19%	Noise (domestic/pets/vehicles)
8%	Parking
5%	Abusive/offensive language or threatening behaviour
4%	Criminal Offence

12% 
decrease in ASB cases



Partnership and Community Fund

Wrekin's Partnership and Community Fund supported 47 local organisations, awarding more than £54,500 to help local communities.

We worked in partnership with Telford Crisis Support to provide cots and children's beds, and establish a toiletry bank for those most in need.

We also continued to invest in new local defibrillators across our communities, bringing the total to 64.

Other groups that were supported include Homestart Telford & Wrekin, Bikes4Kids, Leegomery Nature Trail, Wellington Orbit, The Anstice, Arleston Community Centre, Forum 50+, Shropshire Youth Association, Jayne Sargent Foundation, Ketley Coffee Club, Hadley & Leegomery Friendship Group, Challenging Perceptions, and Cruse Bereavement Support.

£54,547

awarded to local groups and projects



Employment, skills, training and volunteer opportunities

Wrekin offers opportunities for people to develop their skills through training, apprenticeships and volunteering. The table below shows the number of opportunities provided for employees and the wider community over the past year.

Training courses delivered to improve employee skills	4575*
Employees attending one or more training course	1349
Employees enrolled on government training courses or further education	51
People directly employed as apprentices or trainees	11
People moved into employment from being economically inactive	39
People improving skills by training while regularly volunteering	13
People regularly volunteering to assist wellbeing activities	66

* 1614 face to face course were delivered across 128 course types. 2961 online courses were accessed on an individual basis, across 23 course types.

4575
training courses
delivered



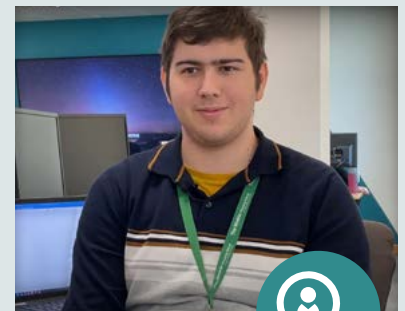
Wrekin apprentices

Wrekin apprentices get involved in some great projects. From carrying out repairs and maintenance to helping ensure our customers' voices are heard, there's never a dull moment.

James Hatherley is an Apprentice Business Systems Specialist with our IT team.

"Day to day it's a very diverse job – some days I'm programming, some days I'm dealing with IT support requests and the next day I could be looking at our databases and creating or changing code. It's very varied and no two days are the same."

Learn more about James's story [here](#).



Tenancy Standard

1,442

new tenancies

9.37/10

new home score



Letting homes to tenants

We issued 1,442 tenancies, of which 976 were relets, 341 were for tenants transferring to alternative properties and 466 were for tenants moving into brand new properties.

In addition to this, we issued 47 mutual exchanges.

Re-letting properties

As part of our moving-in surveys, we ask tenants to score satisfaction with their new home out of 10. The average score was 9.37.

On average, it took 25.4 days to re-let a property at an average cost of £1,954. This was almost six days faster than the previous year, heading back towards pre-pandemic levels and our target of 17 days.

	2019/20	2020/21	2021/22	2022/23
Average re-let time (days)	14.57	34.83	31.20	25.4
Average re-let cost	£1,334	£1,593	£1,840	£1,954

Maximising income for customers

We offer advice and support to help maximise income for our customers. During the year, our Money Matters team dealt with 2,315 referrals for help, supporting 1,488 households and securing £4.4m extra income for our customers.

The team also handled 172 referrals for energy advice, saving our customers £43,000.

In addition to this, Wrekin Debt Advice is a key service providing regulated advice to tenants, supporting them to find tailored solutions to manage their finances. The team received 258 referrals for debt advice, achieving successful financial outcomes of over £600k. This includes charitable grants, debt reduction and insolvency solutions.

£4.4m



additional income
secured



Leslee's story

Last year, Wrekin tenant Leslee hit rock-bottom. Drinking heavily, unable to work, struggling with £17,000 debt and cut off from his family, Leslee thought he had nowhere to turn.

Less than 12 months on – Leslee is sober and has reconnected with his family. He's also now debt free – thanks to the support of our Money Matters Team.

Leslee also reached out to Dan Bebbington, Wrekin's Debt & Energy Manager, and Sue Palin, Welfare Benefits Advisor, for further support.

Dan said: "Leslee was in a really bad way. He had so much going on in his life and his financial worries were adding to the stress he was under, but he clearly wanted to work with us to get everything in order. I worked closely with Sue to make sure Leslee had the support he needed.

"An application for a Discretionary Housing Payment (DHP) was made to help with his rent and we checked over his council tax bill to ensure he was receiving any eligible support. We were also able to get Leslee support from his local food bank."

Leslee added: "I wouldn't be here today if it wasn't for Dan and Sue. They picked me up when I was at my lowest and never gave up on me.

"I'm now nearly a year sober and see my sons' on a regular basis. I know I still have a long way to go health wise – but reaching out to the Money Matters Team has allowed me to get my life back on track."

Read more about Leslee's story [here](#).

“ Reaching out to the Money Matters Team has allowed me to get my life back on track ”

Leslee
Wrekin tenant



Rent Standard

Rent charges and collected

The rent we charged totalled £76,331,493, an increase of 8.6% compared to 2021/22. Some of our customers overpay their rent to keep on top of their bills which means we managed to collect 100.5% of the rent charged.

100.5%
rent collected



Tenants with clear rent accounts

The majority of our tenants have managed to keep on top of their rent payments. The rent arrears at the end of the financial year totalled £388,045, a small increase of 0.6% compared with the previous year.

We had to make 13 evictions, a figure that has remained low thanks to the work of our housing teams.

82%
of tenants have no
rent arrears



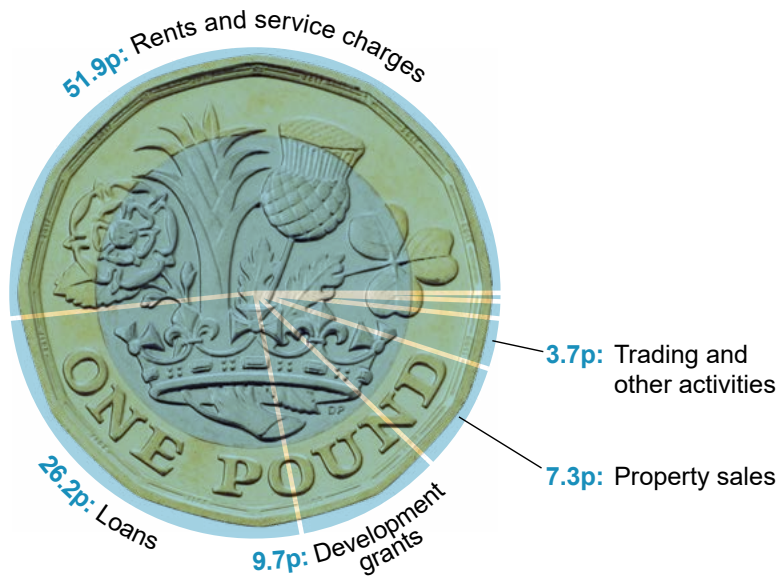
	2020	2021	2022	2023
Number of evictions	43	1	14	13



Value for Money Standard

Total income based on 2022/2023 accounts

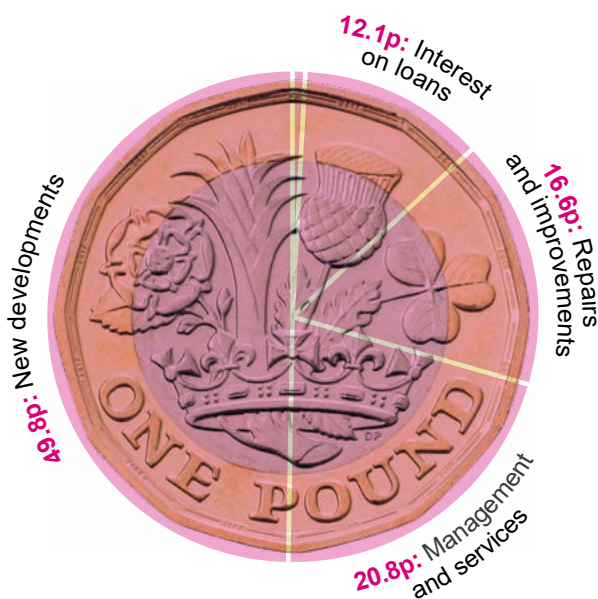
For every pound we collect this is where it comes from...



51.9p	Rents and service charges
26.2p	Loans
9.7p	Development grants
7.3p	Property sales
3.4p	Trading and other activities
1.2p	Garage and shared ownership rents
0.3p	Charges to leaseholders

Total expenditure based on 2022/2023 accounts

For every pound we spend, this is where it goes...



49.8p	New developments
20.8p	Management and services
16.6p	Repairs and improvements
12.1p	Interest on loans
0.7p	Other