



# Customer Impact Assessment

Quarter 1 & 2 2025/26



# Executive Summary



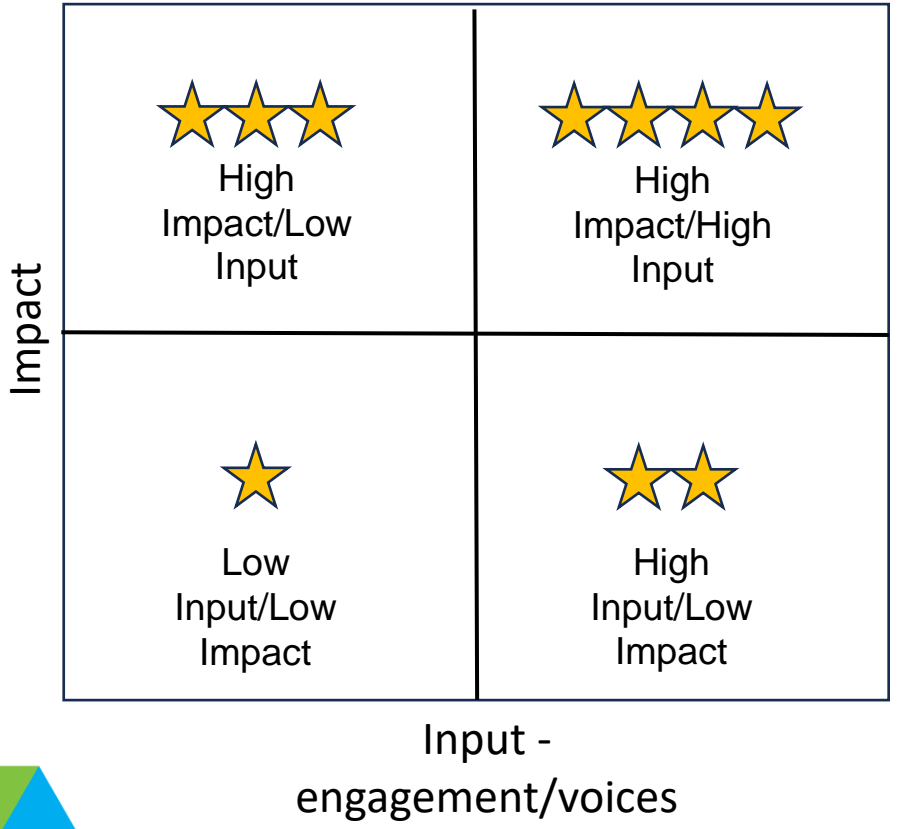
At Housing Plus Group (HPG) our Engagement team asks you for your views about our services – good and bad. It's our job to listen to what you are telling us – via discussion groups, surveys, in-depth reviews of our services, or out and about in the community, and to work with employees to improve the way our services are delivered. The aim of our work is to help HPG **create places people are proud to call home** and provide great customer service.

This report details the impact you as customers have made in the first 6 months. It is broken down into the Consumer Standards:

<b>Safety and Quality Home standard</b> Well-managed, safe, and energy-efficient homes	<b>Neighbourhood and Communities standard</b> Keeping neighbourhoods safe and well maintained
<b>Tenancy standard</b> How tenancies are let and managed	<b>Transparency, Influence and Accountability standard</b> Choice, influence, and ability to hold landlords accountable



# Impact



To help measure the impact of our engagement projects we have scored each engagement opportunity out of 4 stars, in gold.





This is based on the **input** – level of engagement/voices heard and the **impact** it has made at this point.

We have also given a potential impact score, out of 4 stars, in blue – this demonstrates the potential future impact made by this engagement.



# Safety and Quality Home standard






Subject	You told us/We found	What we did.....	This led to.....	Impact/ potential impact
Review of the Aids and Adaptations services	Customers wanted the opportunity to discuss what went well and things that could have gone better with this service.	10 customers attended a focus group along with employees to discuss the service.	This was the start of the project and customers raised a lot of good points, which has led to further work taking place.	
Damp and Mould Project	Damp and mould is a high priority and we wanted your views on this.	We spoke to 21 customers with lived experience to see what they thought of the service.	These customer journeys will feed into a bigger piece of work and inform the review of repairs at HPC.	
Retirement Living digital switch	Within Telford & Wrekin we knew the digital switch over was coming and that it would have an impact on our customers within Retirement Living.	32 customers attended a meeting to discuss the impact of the changes. The meeting involved table exercises about the benefits of the new technology to be used on schemes.	Communicated important information to customers and provided a forum to answer any question or address any concerns.	
Building safety engagement (Reynolds House and Apley Court)	We know that regular engagement on building safety is essential and our customers also wanted to discuss their building.	We hosted a drop-in session at Reynolds House and Apley Court. 24 customers attend to talk about building safety, ASB and housing issues.	This work helps to shape and evolve our approach to building safety finding out first hand experiences. This also led to the introduction of digital screens to each block to inform customers. We also now conduct 6 monthly surveys.	



# Transparency, Influence and Accountability standard



Subject	You told us/We found	What we did	This led to	Impact/potential impact
Stigma/ Stereotype in Social Housing	We had seen a theme of comments in complaints and interactions to suggest our customers felt “stigmatised” or ‘stereotyped’.	An all-customer survey which had 1897 responses, held a workshop with 18 customers attending and we went out into the community to discuss further. We also looked at comments in the TSM's and Complaints.	6 recommendations have been made that encompasses training and raising awareness of stigma/stereotyping with employees. Joining the Stop Social Housing Stigma national campaign and working with our Procurement and Development teams to ensure customer involvement and shared learning. There is still a lot of work to come in this project, with a future impact across the whole organisation.	
Development Strategy	Following the merger we wanted to consult with our customers to find out what mattered most to them when we develop new properties.	We had a three phased survey which saw over 1600 responses, we held two online focus groups which 16 customers attended, and we gathered 48 opinions out in the community.	<p>The findings of this engagement will directly design and shape the new development strategy. Customers also requested continued involvement within this strategy, which the Development team happily agreed and will facilitate going forward.</p> <p>We aim to develop 1000 per year so the impact is limited to these customers, but we are working on future ways for more engagement.</p>	
Repairs review	You have told us that the repairs service is of the highest priority, and we want to development a united repairs service for HPG.	This involved listening to over 7500 voices from various surveys, multiple drop-ins and workshop events and engaging with our employees.	<p>6 key areas were raised and will shape the new service:</p> <ul style="list-style-type: none"> <li>• Communication – needs to be clear and timely</li> <li>• Multi-channel ways to report repairs – ability to send photos/videos</li> <li>• Time and timing of appointments – turn up when expected</li> <li>• Flexible appointment times – backed up by information such as the tradesperson's name</li> <li>• Resources – greater access to materials to reduce delays</li> <li>• Creating a truly customer focused experience – tailored to individual customers' needs.</li> </ul>	




Subject	You told us/We found	What we did	This led to	Impact/ potential impact
Policy reviews	Due to our merger we are bring all our policies together. Policies always follow a review schedule, and we involve customers in this. We also involve customers in Equality Impact Assessment's (EIA) which ensures the needs of different groups of people are met and that no group of people are unfavourably affected.	<p>We arranged for reviews of the following policies and EIA's, with 193 voices heard:</p> <ul style="list-style-type: none"> <li>• Review of Interim Repairs Policy</li> <li>• Lettings EIA</li> <li>• Hate crime Policy &amp; EIA</li> <li>• Anti-Social Behaviour Policy &amp; EIA</li> <li>• Good Neighbour Management Policy &amp; EIA</li> <li>• Building Safety Policy &amp; EIA</li> <li>• Water Safety Policy</li> <li>• Fire Safety Policy</li> <li>• Electrical Safety Policy &amp; EIA</li> <li>• Gas Safety, Heating and Hot Water Compliance Policy</li> <li>• Lift management Policy &amp; EIA meeting</li> <li>• Asbestos Management Policy</li> <li>• Damp and Mould Policy EIA meeting</li> </ul>	<p>Across all of these policies and EIA's the customers voice has had an impact, shaping the policy design which will improve the customers' experience.</p> <p>We will see the potential impact in coming months.</p>	
SPaCE Committee	You told us that the customers voice should be heard within the organisation and up to Board level.	The Service Performance and Customer Experience committee is our tenant led group who meet quarterly to discuss all things that involve the customer.	This ensures the voice of the customer is heard within the organisation. Its strength is the impact they make, they represent everyone and really scrutinise and challenge the organisation.	

# Neighbourhood and Communities standard

Subject	You told us/We found	What we did	This led to	Impact/ potential impact
<p>Drop-ins and Pop-ups</p> <p>Ward walks and Walkabouts</p> <p>Community events</p> <p>MP coffee morning</p>	<p>You told us that you wanted to see us out in your communities.</p>	<p>We scheduled regular Drop-in and some Pop-up events in our local communities:</p> <ul style="list-style-type: none"> <li>• Parklane centre, Telford</li> <li>• Turuff Hall, Telford</li> <li>• The Navy club, Newport</li> <li>• Interfaith centre, Wellington</li> <li>• Family hub, Oswestry.</li> <li>• Cheadle, Staffordshire</li> <li>• Rugeley, Staffordshire</li> <li>• Broomfield's Estate, Hednesford</li> </ul> <p>• Shrewsbury, Dawley, Madeley, Brookside, Wellington and Stirchley, Telford</p> <ul style="list-style-type: none"> <li>• Telford Unity &amp; Wellness Cup over 35 5aside football event</li> <li>• Police open day - Malinsgate Police Station, Telford</li> <li>• Armed Forces Day, Donnington, Telford</li> <li>• Malinslee Big Picnic, Telford</li> <li>• PODS Picnic in the Park (Parents Opening Doors), Telford</li> <li>• Stafford and Shrewsbury Pride</li> <li>• Challenging perceptions fun day, held at the Park Lane Centre, Telford</li> </ul> <ul style="list-style-type: none"> <li>• Ironbridge and Oakengates, Telford</li> </ul>	<p>Being out in our communities enables customers to speak directly with our employees, enabling any issues to be raised; the majority are about tenancy issues and ASB. These individual queries have been resolved. Some concerns regarding parking and ASB relate to other stakeholders and partners of which we refer on.</p> <p>We have spoken to over 300 people (customers and potential customers) at these events and have been visible to so many more - being visible in our communities is a key priority for HPG.</p> <p>We monitor the impact this has made at Locality boards and within the TSM's.</p>	

# Tenancy standard

Subject	You told us/We found	What we did	This led to	Impact/ potential impact
Care Plus and ShireLiving Resident's meetings	You told us that you wanted to see us out in your schemes.	We arranged to visit all the different Care Plus and ShireLiving schemes. We spoke to over 250 customers about their experiences and how it could be improved.	Each scheme has its own action plan of recommendations made by our customers. This is being worked through and monitored to make your home a great place to live. This was really engaging and they felt listened to.	
ShireLiving Voices meeting and follow-up Hazelwood visit	We wanted to create a forum for customers in ShireLiving to have a voice.	We set up a bi-monthly meeting to bring together representatives from all the ShireLiving schemes, including a visit to Hazelwood a newly developed scheme.	<p>ShireLiving forum members can work together and feedback information to the wider scheme they represent, this helps with identifying issues and communicating outcomes.</p> <p>We are working towards getting representation from every scheme, so everyone is represented.</p>	

# Thank you to everyone who has been involved

Within quarter 1 and 2 we have heard the voices of over **9000** customers to help shape our services.

## What's next?

- We are continuing our engagement plan throughout the rest of 2025/26
- Following the merger we are working on combining our two customer engagement teams
- We will be writing a new engagement strategy
- And in early 2026 we hope to recruit and launch a new Scrutiny Panel

If you would like to find out more about our customer engagement opportunities, please contact [customerinvolvement@housingplusgroup.co.uk](mailto:customerinvolvement@housingplusgroup.co.uk)