



Feedback report

Quarter 4 and Year End 2024/25



Executive Summary

Background

The revised Consumer Standards (introduced 1 April 2024) set out a clear expectation that customers should have a range of ways to get involved, with their voices shaping service design and delivery. The Consumer Standards are broken down into 4 areas as follows:

- **Safety and Quality Home standard**
- **Transparency, Influence and Accountability standard**
- **Neighbourhood and Communities standard**
- **Tenancy standard**

The Transparency, Influence and Accountability standard sets out that landlords must be open with tenants and treat them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. This report aims to provide assurance that the New Housing Plus Group is meeting these requirements by detailing how our customers have been able to directly influence and shape our services. This report is a key part of the assurance to SPaCE Committee that this standard is being met and exceeded. Some of the involvement methods include:

- Policy reviews
- Document reviews
- Service reviews
- Engagement at Youth Groups
- Engagement at Community Events
- ShireLiving Forum
- Trialling new technology
- Working with Care Plus Schemes
- Completing surveys
- Focus groups
- Working with customers of lived experience of our services
- Staff Customer Group

During the year 2,500 customers have had their voices heard through involvement routes with more contributing through surveys. This has shaped policy, merger priorities and ongoing service development. The impact will be seen through our Tenant Satisfaction Measures and provides assurance relating to the Transparency, Influence and Accountability Standard.

Ways to get involved

On the 6th January 2025, The Wrekin Housing Group and Homes Plus Group merged to form The New Housing Plus Group. As this new organisation develops with customer at the very heart, the two legacy customer engagement teams have come together, this report details their work with customers.

Wrekin Voices

Wrekin Voices is our group of customers who are interested in getting involved, whether it's surveys or something more, they can get involved in a variety of ways that suits them. The group has grown to over 600 members.

They receive a fortnightly newsletter along with other customers who are interested in hearing what's going on with engagement,

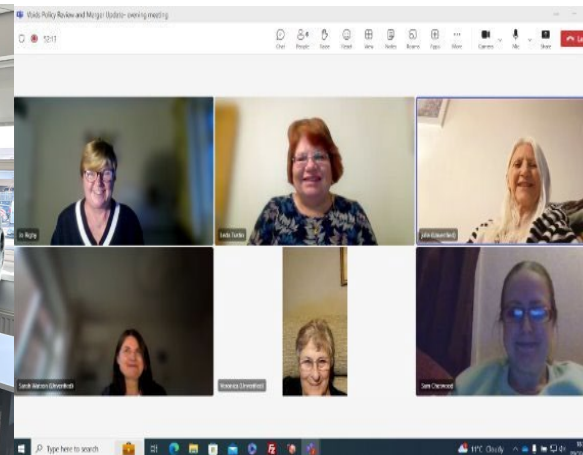
this currently goes to over 1,200 people.

Community events have also formed a key part of reaching a wider representation of customers.

Customer Involvement at HPG

We welcome feedback from our HPG customers in ways that are most constructive and effective for them.

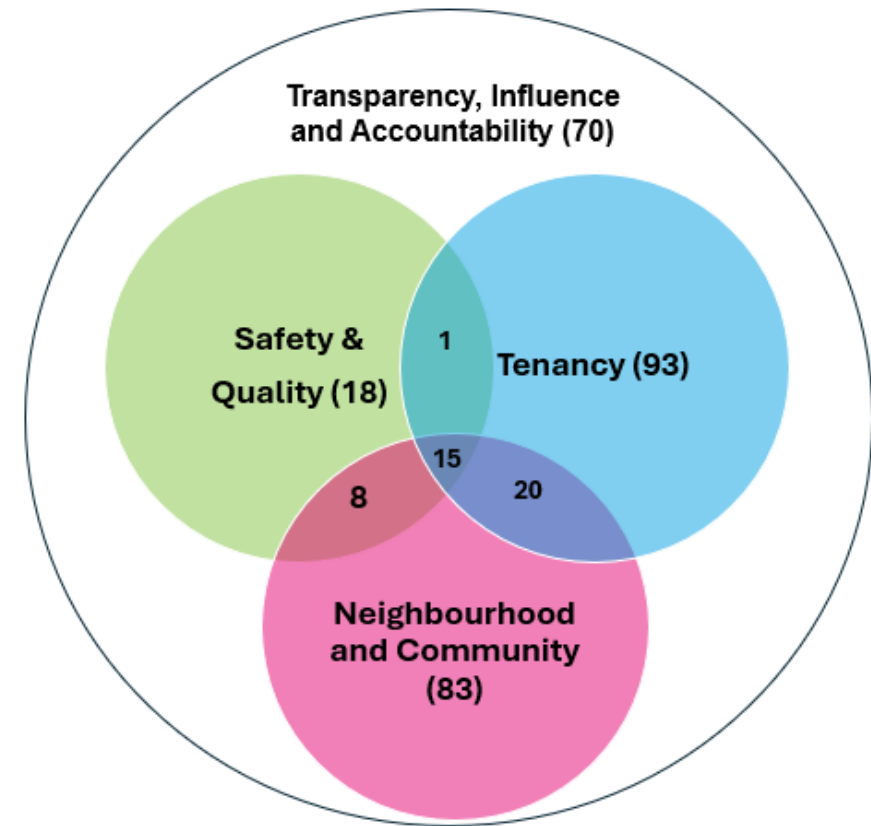
- Customer Partnership Panel (CPP) work collaboratively across the group to discuss, review, test and investigate various topics, documents and customer platforms.
- Virtual Customer Panel (VCP) provide feedback on a wide range of topics via surveys sent directly to them via email.
- Working with Customers with Lived Experience allows us to gain deeper insights and identify opportunities for improvement.



Joint End of Year Summary of Involvement

- 308 opportunities for engagement (not including TSMs/Transactional Surveys or EMA related matters) which are shown broken down by the Consumer Standards in the diagram. It shows how Transparency, Influence and Accountability covers everything we do but 70 opportunities were related to this standard specifically.
- Over 2,500 voices heard
- 122 direct changes have been made because of Customer Involvement
- 35 policies / documents / customer facing platforms reviewed
- 25 – just VCP and Wrekin Voices customer surveys have been completed
- We have also been out in the community by working with local youth groups and engaging with our customers with lived experiences

How the Involvement Opportunities fit the Consumer

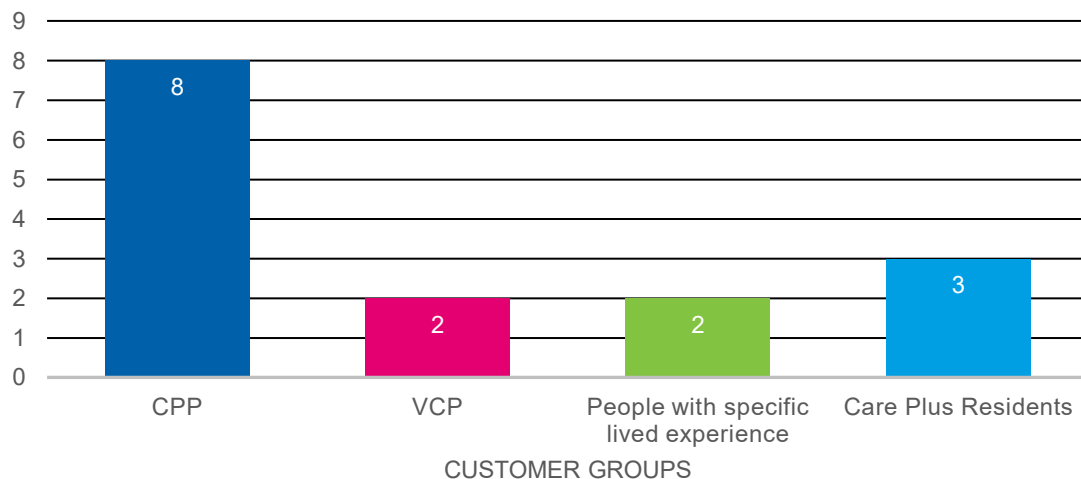


Summary – HPG Involvement in Quarter 4

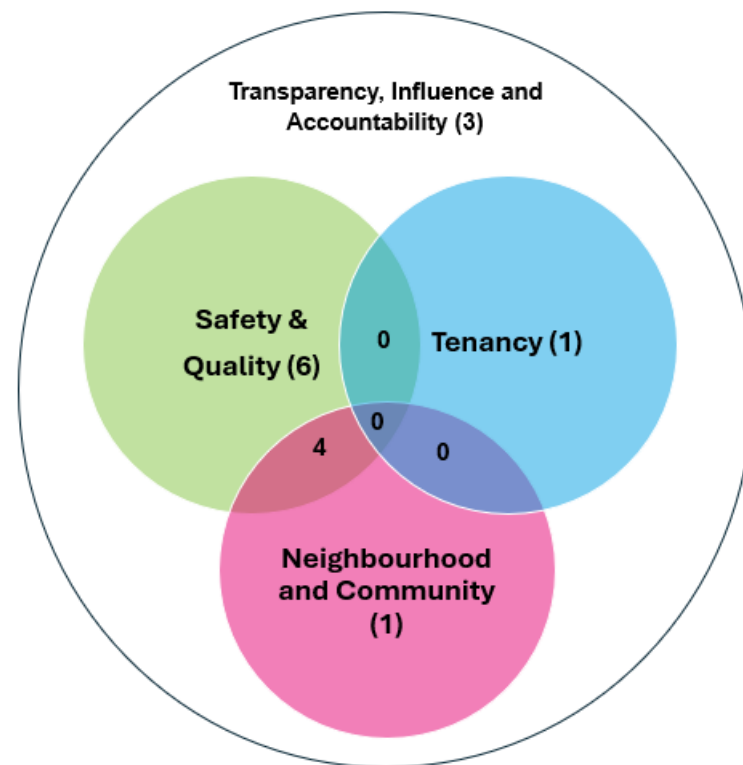
Our CPP have volunteered 102.5 hours of involvement in Q4 (705 hours total for the year) and during Q4, our customers have been involved in:

- **CPP** – Policy reviewing, the Damp & Mould Project, celebrating International Women's Day and attending a Visions and Values Workshop, help recruit to the SPaCE Committee
- **VCP** – completed two surveys about Damp and Mould and the Rent Letters
- Telling us about their lived experience at **Pennycrofts Court** (our only high-rise property)
- Telling us about their experience of how we dealt with **Damp and Mould**
- Talking to us about living in the **Care Plus** schemes

Number of Opportunities to be Involved



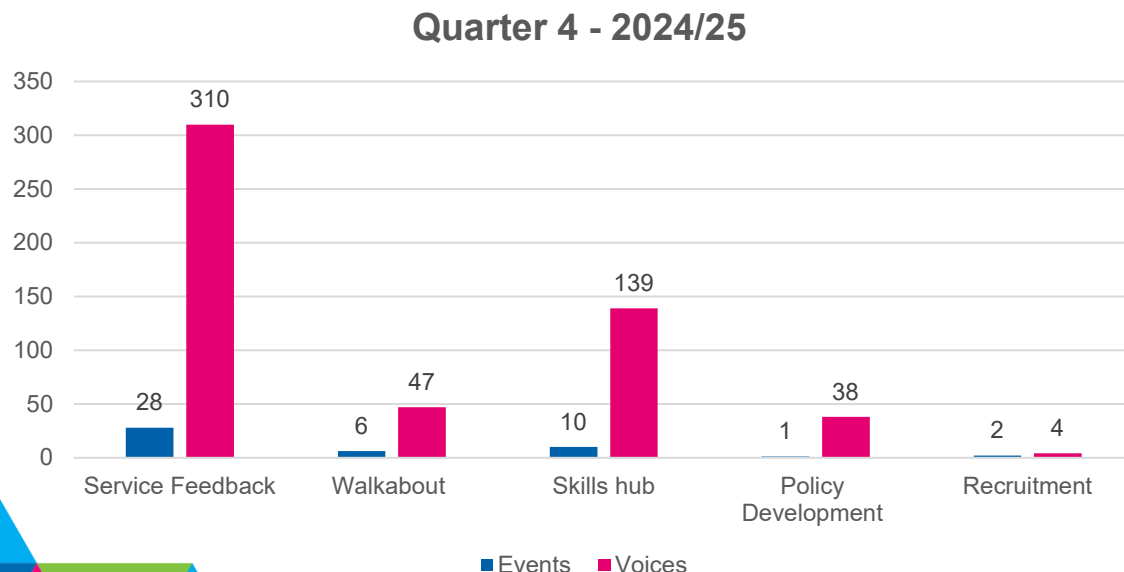
How the Involvement Opportunities fit the Consumer



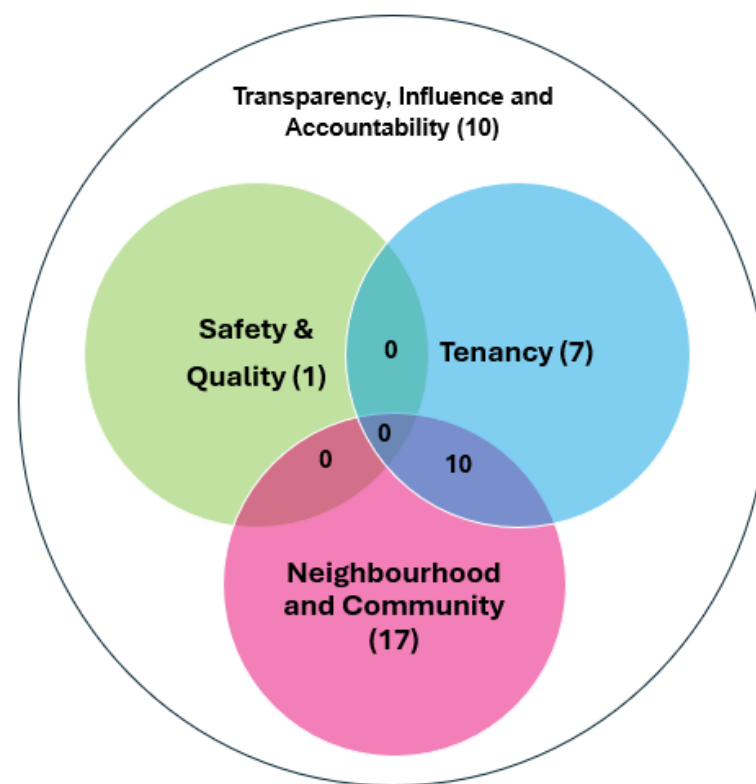
Summary – Wrekin Involvement in Quarter 4

45 opportunities to get involved, with 538 voices heard including:

- Different consultations to shape our services such as ASB
- Formal meetings and informal drop-ins such as on Vision and Values
- Online and in-person to suit customer preference
- Events held in the local community
- Customers involved in recruitment for employee positions and for the SPaCE committee
- Variety of Skills Hub activities



How the Involvement Opportunities fit the Consumer Standards



Involved Customer Feedback – Vision and Values

Background

On the 6th January 2025 The Wrekin Housing Group and Homes Plus Group merged to form The New Housing Plus Group. As this new organisation develops with customer engagement at the very heart, both sets of customers came together to discuss the Visions and Values of the new organisation. This was a central part of ensuring that the regulatory requirements set out within the **Transparency, Influence and Accountability standard** were met.

Prior to this over 600 employees and board members of the New Homes Plus Group took part in face to face and online discussions to establish their views.

Methodology

17 involved customers from both legacy organisations were joined by Wayne Gethings (Chief Executive) on an online workshop to explore the **"why"** – why do we as Housing Plus Group exist? what drives us? and what our purpose is? And then we looked the **"how"** – how we deliver the services we provide?

Outcomes

The workshop gathered key themes for the two sections:

The Why?

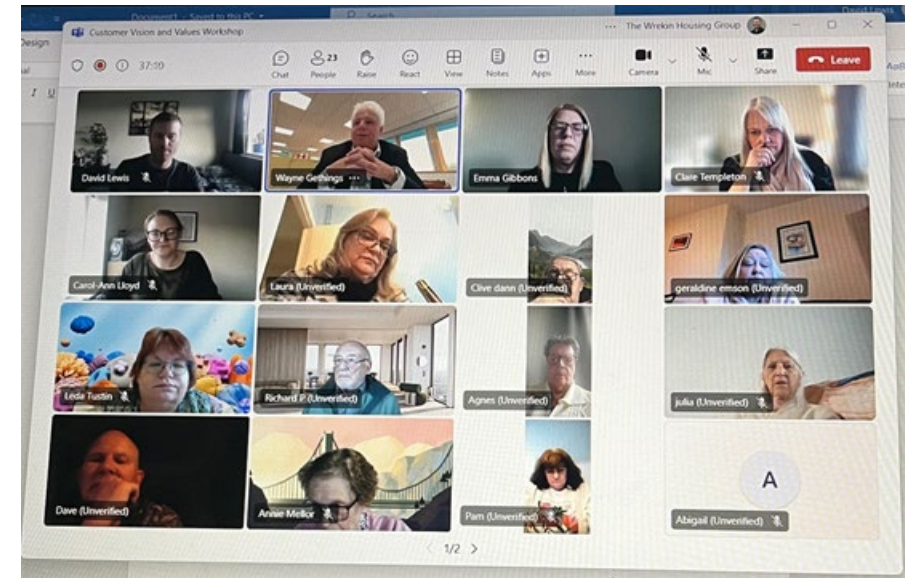
- A home that is warm, safe with good repairs
- Safe, secure, affordable and sustainable housing
- Warm homes with good repairs (inc weekends) knowledgeable staff who support tenants

The How?

- Being knowledgeable, understanding and respectful- regardless of the actual outcome, good or bad, we are humans with feelings!
- Friendly and responsive, a friendly attitude
- Communication - keep in touch, regardless of the news you need to tell me

What next?

The findings from the customer workshop aligned with the views of our employees and Board members. This will all feed into our new Vision and Values, which will be announced at our 2-day employee conference. We will be widely sharing this with all of our customers.



Adapting Our Approach Case Study

Background

Linking into the **Transparency, Influence and Accountability standard**, Housing Plus have worked on adapting their approach to customer involvement to engage with more of our unrepresented customers such as those in our Care Plus schemes and those that are digitally excluded, for example.

Methodology

We visited Pencric (one of the Care Plus schemes) to speak to a gentleman who had expressed an interest in being involved. However, it became clear that he would be unable to participate in the current involvement methods. But whilst there, we spoke to one of the Activity Co-Ordinators who mentioned that they were running basic IT sessions to teach any resident that was interested, how to engage with online activities. They very kindly said that they would start running these classes with the aim of getting them to a point where they can be part of the Virtual Customer Panel. Additionally, we in the process of visiting each scheme and speaking directly to the residents and bridging the gap between Care Plus and the Landlord.

Outcomes

So far, 5 customers from Pencric have joined the Virtual Customer Panel and actively taking part in the surveys. We have visited 3 schemes and spent time talking to the residents about what is good and what could be improved. All this information will be collated and fed back to the relevant services to see how we can make things better for our residents.

We are also developing our Customer Engagement strategy, which will look to have a range of flexible ways to get involved and join up our work to promote inclusion i.e. digital where people are finding that a barrier.



Policy development Q4

Shaping policies is one way for our customers to feedback and directly influence services to them. This links into **Transparency, Influence and Accountability standard**. We also involve our customers within Equality Impact Assessments (EIA's) to consider the needs of different groups of people and no group of people are unfavourably affected.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**' and '**Agreement that the landlord treats tenants fairly and with respect**' will reflect how we are performing.

Policy area	Details	Outcomes
Hate Crime Policy	We shared this policy online and 41 customers fed back via a short survey. 98% fed back to say the policy made sense with 7% feeling some parts needed to be made clearer - comments provided and passed to the relevant team. 98% felt the policy was inclusive, but no comment was provided for the person who said it wasn't..	<ul style="list-style-type: none">The majority of feedback was very positive for this policy and gives assurance that the policy is clear for customers. This review gives assurance relating to the Transparency, Influence and Accountability standard.
(Jan 25) Image and Sound Recording Device Policy Review - HPG	<p>We held two online Teams meeting for our CPP to discuss the Image and Sound Recording Device Policy. 14 members provided their feedback on the policy and engaged in detailed discussions with the policy author.</p> <p>The different types of sound and image recording devices and how they can (and can't) be used by the organisation and the guidelines for our customers using them were discussed.</p>	<ul style="list-style-type: none">Customer feedback was included into the Policy.This work links into the Neighbourhood and Communities standard and the Transparency, Influence and Accountability standard.

Service Development

We aim to offer a wide range of meaningful opportunities for our customers to shape and improve our strategies and services. This links into the **Transparency, Influence and Accountability standard**.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**', '**Agreement that the landlord treats tenants fairly and with respect**' and '**being kept informed about the things that matter to you**' will reflect how we are performing.

Engagement activities	Details	Outcomes
(Feb 25) Improving our Repairs Service - HPG	A survey was sent out to our VCP (71 customers) asking for their feedback on how we can improve our repairs services with a focus on obtaining access to the customer's homes. 31 customers completed the survey.	<ul style="list-style-type: none">Feedback was shared with Property Plus to shape future service plans, such as the Integration Plan action on evolving repairs further.This links into the Safety and Quality Home standard and the Transparency, Influence and Accountability standard.
Complaints scrutiny	5 customers joined employees to discuss complaints - specifically looking at the complaints self-assessment to assess if Wrekin is currently meeting the expectations from a customer's viewpoint.	<ul style="list-style-type: none">Customers gave feedback on how we could improve the service furtherThis will be included within the Complaints Service review taking place in Quarter 1. <p>This links to the Transparency, Influence and Accountability standard. The impact of this will be seen in the complaints handling TSM in particular.</p>
Building safety engagement	Regular engagement on building safety is essential as well as understanding the needs of our customers within these buildings, for example if there is a change of circumstance that could hinder an evacuation. We wanted to set up a 6 monthly survey to engage and gather this information.	<p>A specific targeted work for the residents of 3 high rise buildings – Reynolds House, Richards House and Apley Court was produced. This gathered 34 responses.</p> <p>Information gathered will be provided to the Building Safety Regulator, it will also populate a dashboard that will be displayed on electronic screens within the buildings themselves. showing how customers have influenced the Safety and Quality Home standard and the Transparency, Influence and Accountability standard.</p>

Service Development



Engagement activities	Details	Outcomes
(Mar 25) Damp and Mould Project - HPG	The CPP were invited to attend meeting with a representative for Complaints, Customer Services and Marketing and Communications. Questions to understand how damp and mould impacts each area of the business were put together in advance. Across the four meetings, we had 31 members of the CPP attend.	<ul style="list-style-type: none">• Given our customers an understanding of the impact that damp and mould has on each area of the business and allowed them to piece together the customer journey in relation to damp and mould.• This will feed into a bigger piece of work relating to damp and mould that will be considered by this Committee as part of the Engagement Plan.• This project links into the Safety and Quality Home standard and Transparency, Influence and Accountability standard.
(Mar 25) Customers with lived experience - HPG	A survey has been sent out to the customers that live at Pennycrofts Court – high rise building – to ask them about where they live and if they have any concerns around building and/or fire safety.	<ul style="list-style-type: none">• All feedback has been presented to the relevant departments and acted upon accordingly. Future walkabouts are planned to increase customer engagement.• This project links into the Safety and Quality Home standard, Neighbourhood and Communities standard. and Transparency, Influence and Accountability standard.



Service Development

Engagement activities	Details	Outcomes
ShireLiving Residents' voices meeting	Members of the Customer Voice and ShireLiving teams attended 7 events with 163 customers. This is part of a project to visit all the ShireLiving Schemes to speak with customers and discuss any concerns or worries. This was a result of comments following the merger.	Each scheme will also have its own action plan which will be communicated to all customers in the respective schemes. The impact will be seen in TSM performance. This links to the Neighbourhood and Communities standard and the Tenancy standard .
Drop-ins within our local communities – Parklane centre, Turruff Hall, The Navy club and Interfaith centre all within Telford. Also, within the local hub in Oswestry.	Being out in our communities enables customers to speak directly with employees. In this quarter we had 12 events with 95 customer taking the opportunity.	These drop-ins enable any issues to be raised, the majority are about tenancy issues and ASB. These individual queries have been resolved and the chance taken to promote involvement chances too. The impact will be seen through the neighbourhood and ASB TSM's. This links to the Neighbourhood and Communities standard .
Electric Vehicle charging focus group	6 customers attended an online meeting to discuss how Wrekin should consider Electrical Vehicle charging going forward - both within new builds and existing properties.	Suggestions were made in terms of shaping future policy and approach. This links to the Neighbourhood and Communities standard , the Tenancy standard and the Transparency, Influence and Accountability standard .
Telford & Wrekin Young persons forum	Members of the Customer Voice team attended Telford & Wrekin Young persons forum, here they spoke with 4 members.	We worked with forum members to share findings of how young people feel living in their neighbourhoods, what makes them feel safe/unsafe. The forum members shared the views of young people they meet with and how they work with partners to support change and voices being heard. The have recently shared their views for change in parliament. This links to the Neighbourhood and Communities standard ,

Informal events

The **Neighbourhood and Communities standard** outlines that landlords must engage with their customers about the communities they live in. At HPG we are regularly out and about in our communities.

The Tenant Satisfaction Measures '**Satisfaction that the landlord keeps communal areas clean and well maintained**', '**Satisfaction that the landlord makes a positive contribution to your neighbourhood?**' and '**Satisfaction with the landlord's approach to handling anti-social behaviour?**' will reflect how we are performing.

Engagement activities	Details	Outcomes
(Throughout Q4) Care Plus Schemes - HPG	Taking on board customers previous preferences we have attended schemes linked to events, such as Craft sessions or Coffee mornings. We ask them questions about their experiences and how it could be improved from a landlord perspective.	<ul style="list-style-type: none">• 3 schemes have been visited in Q4.• Following all visits recommendations will be put together and used as part of service development.• This is the Neighbourhood and Communities standard.
Ward walk – Donnington and Newport, Telford	12 customers spoke with employees of the Donnington and Newport locality, Customer Voice team and Parish Councillors, SNT Police, Safer Neighbourhood team from Telford & Wrekin Council. The Ward walk targeted specific streets that had been highlighted that may have issues and concerns.	Concerns regarding parking and ASB were raised, and issues identified were taken away by Telford & Wrekin Council for action. The joint working with the collective agencies worked particularly well and will continue in the future – this is the Neighbourhood and Communities standard .
Walkabout Larkin close, Staffordshire	4 customer joined the Housing team in Staffordshire for this walkabout and litter pick, a and bulk collection of rubbish was also advertised in the area.	Customers shared their feeling about the area and the team were able to pass on advice, another example of Neighbourhood and Communities standard .
Big Spring Clean. Litter Pick with TWC, Parish Councillors and Donnington Team.	Members of the Customer Voice team joined the Donnington Housing team for the Donnington Big Spring Clean. Over 20 local people came together to give the area a good spruce-up. It was a great opportunity to have a chat with residents and other local partners including the Parish Council.	We were really visible in the area and customers shared their feeling and the team were able to pass on advice, more partnership working and an example of Neighbourhood and Communities standard .

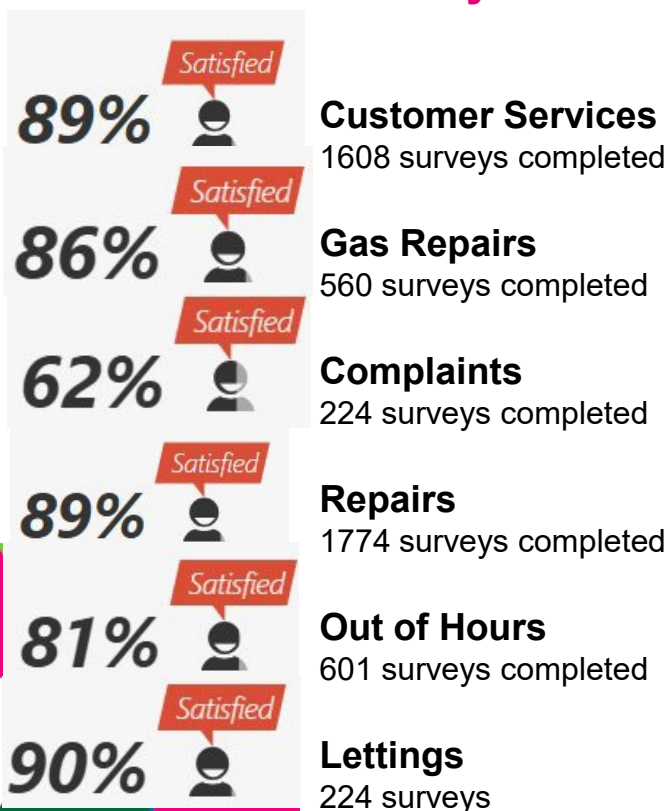
Summary of Transactional Surveys



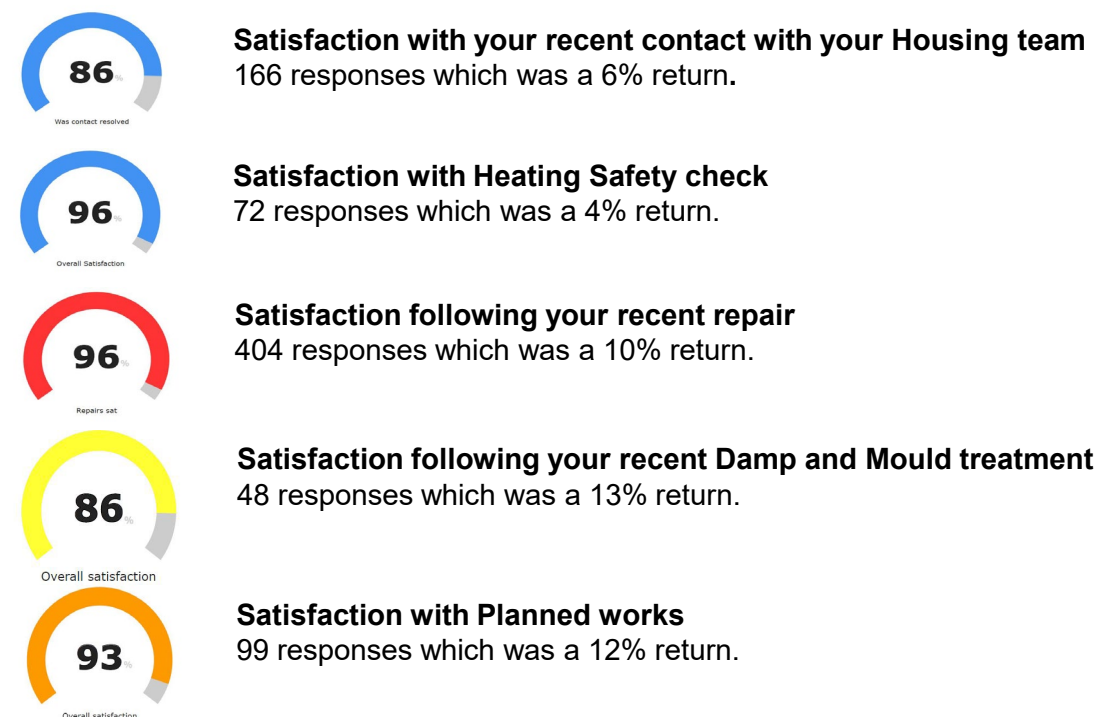
As well as the Tenant Satisfaction Measures (TSM's) both legacy organisations conduct a range of surveys after a customer has interacted with the organisation, this could be following a repair or if you have requested a service from our Housing teams for example. This shows how we are performing but also enables us to continually improve and identify what's most important to our customers. This links into the **Transparency, Influence and Accountability standard** and the **Safety and Quality Home standard**. Surveys were the main way customers wanted to get involved (merger feedback) and this will be built into our Customer Engagement Strategy further (due for development by Quarter 3).

1,957 surveys were completed overall – 4,991 for HPG and 789 for Wrekin. HPG satisfaction for year end detailed below, Wrekin Q4 findings below:

HPG – Summary of Overall Satisfaction



Wrekin – Summary of Overall Satisfaction



Please note: each survey is sent out following an interaction with Wrekin at the start of the month, except for repairs which is weekly.

Comments from Tenant Satisfaction Measures

Within our TSM responses, customers are able to provide their thoughts, feelings and feedback which is gathered as comments. This is a randomly chosen selection of comments and the outcomes.

Satisfied

I am completely satisfied with how it is going

I have no problems whatsoever; they are very helpful. I have been here for five years and everything is fine, I am very happy here, I love it.

Neither

Satisfied because some things reported get done quickly, but sometimes it's a let-down when messages don't get through

They used to provide a gardener, but it was expensive, would like reasonably priced service for mowing lawns etc.

Outcome

Linked to ongoing work on the service improvement tracker

Feedback considered by service.

Dissatisfied

The customer and her daughter has made numerous complains about damp and mould, but nothing has been done about it, they are very worried and looking for alternative options to take action.

I'm only disappointed about the communal grounds. The plants are left to go wild. I have tried pulling a few plants or weeds that are overgrown. And tried to keep most of it under control. But I also go to work so can't do it all the time.

Outcome

Immediately arranged for an inspection to take place. Upon inspection, the tenants PIV unit was serviced as needed, to assist with the damp issue, and the tenants loft insulation was repaired and refitted as required. This resolved the issue.

Escalated to the Environmental Services Manager to investigate.

Compliments

Mrs F wanted to pass on her thanks and Level of professionalism provided by Steve Baker on a recent inspection and making her comfortable in her home, she said she never felt inferior, and felt an equal.

I am very happy with how as a tenant you treat me and my home with respect when attending for any reason, so I thank you and your workforce thank you for caring. Miss R

Just to say what a credit this man is to the maintenance team. He is knowledgeable and goes above and beyond to help and resolve problems. He has been here today to realign my windows and doors and fit new seals and has worked hard and showed me what he has done and explained well. He is a really nice man who takes pride in his work. Mrs H.

I would just like to say thank you to the plumber for his efficient and friendly service. Mr G.

Thanks to the two trades who repaired the fence today, much appreciated. Mrs B.

Andy has done a great job repairing our door lock. He was lovely, pleasant, helpful and brilliant and I just want to say thank you. Mrs LB

I had a major problem today and she was calm and helpful with me the entire time she kept in touch all throughout the day and was very reassuring. Miss S

Miss Y called in to pass on her thanks to Jason Trathowen for the fantastic job he did on repairing her pathway.

This evening, I had a great surprise following my conversation and assistance from your member of staff who answered my questions quickly, concisely and most importantly in a friendly and professional manner. In today's society it was a most pleasant experience for me especially at circa 20:00 in the evening. Mr C.

Repair for the main drain - they did a fantastic job - they came out and solved the issue on the same day - Homes Plus always do a really good job- Mr M

Skills Academy

Through the Skills Academy we are developing a suite of learning and development opportunities for customers. These may be face to face opportunities, online sessions or signposting to local training partners programmes. This links into the **Tenancy standard**, which details how landlords must provide services that support tenants to maintain their tenancy.

The Tenant Satisfaction Measures relating to overall satisfaction will be the areas this work is most likely to be visible.

Activity	Details	Outcomes
Employment, Money Advice (EMA) Team at HPG	<p>The EMA team work across the whole group to support our customers with advice on a variety of things including money, benefits and employment.</p> <p>Further details are included in the cost-of-Living update across both organisations.</p>	<ul style="list-style-type: none">• In Q4, 132 people were referred to our EMA team and they helped with 645 different cases• All this support links to the Tenancy standard.
First Aid training	<p>3 customers took up the opportunity to undertake the Emergency First Aid at Work training, this is accredited training alongside Wrekin employees.</p>	<p>All 3 completed the qualification that last 3 years, they can use in their personal lives and support any job applications. This links to the Tenancy standard.</p>
Soup making	<p>3 events in Telford, 1 in Brookside and 2 in Wellington saw a total of 44 customers join Telford Crisis Support for soup making sessions. The aim is to help customers sustain their tenancies.</p>	<p>Residents who attended received a soup maker and ingredients at the end of the session. This session showed how to make cheap meals but also signposted to other support services such as digital and energy advice. This links to the Tenancy standard.</p>
Osnosh cooking session in Wem	<p>12 members of the community (1 customer) attended this session with our partner Osnosh, who are a community kitchen who use surplus food to create meals.</p>	<p>Those that attended gained skills in cooking on a budget, as well as receiving advice and support. Another example of the Tenancy standard.</p>

Skills Academy case studies

Get that Job

JR is a tenant of Wrekin and a refugee living in the UK for the last 3 years. He attended the workshops in Donnington (Telford) in February 2025.

JR was in temporary employment but looking for permanent role in catering. Having worked all over the world JR had lots of skills in world cuisine but needed support to update his CV and network.

JR met with our Regional Catering Manager to discuss roles within the team. He is now waiting for opportunities to come up as new Shire Living Schemes open.



EMA Success Story

Mr N from Stafford is a 37yr old single male with previous drug, alcohol and gambling addictions who was referred to EMA by his Income Officer following repeated missed rent payments. He had been in and out of work and wanted some help to manage his debt and monthly outgoings. He had been unsuccessful in getting Universal Credit and was due to start a new job around the time of a court hearing for rent arrears.

Mr N received support to manage rent arrears and avoid eviction through a suspended possession order and a Household Support Fund. He was guided on budgeting, debt options, and ultimately supported to apply for bankruptcy, which was the only sustainable solution. He also received help to maintain employment and manage personal crises, including a traumatic incident that affected his finances. Funding for bankruptcy allowed him to maintain contact with his son, improving his mental health.

Mr N is very grateful to the EMA officer as they helped him avoid breaching his court order and losing his home. Their assistance in securing bankruptcy funding also allowed him to afford contact centre visits with his son, which has improved his mental health and motivated him to stay away from drugs, alcohol, and gambling.