

The Wrekin Tenants' Charter Performance Report

Quarter 2: July to September 2021

Relationships

Commitment: *We will treat all tenants and residents with respect in all of their interactions. Our relationships with tenants and residents will be based on openness, honesty and transparency.*

Local Standard: *We will treat you with fairness and respect.*

	New STAR perception survey commenced Q2 2020	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
5 point scale % report	Satisfaction with being treated fairly and with respect.			85% sat	82% sat	89%	88%
				9% neither	11% neither		
				6% dis-sat	7% dis-sat		

The STAR survey has been set up on the new CX system and commenced in Q3 2020. It is a rolling programme based on the anniversary of the start of the tenancy. The second quarter of the year has seen a reduction in satisfaction in this indicator based on an increase in the neither answer but also a 1% rise in dissatisfaction.

For all of these indicators we will be monitoring responses for future months.

Communication

Commitment: Tenants and residents will receive clear, accessible and timely information from us on the issues that matter to them, including important information about their homes and local community, how we are working to address problems, how we are run, and information about performance on key issues.

Customer Contact Centre		Current Position	Trend	Year end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
% report	Abandoned call rate	😊	↑	7.1%	9.8%	6.1%	7.9%	7.1%
Number of seconds	Average time to answer call (seconds)	😊	↑	49 Seconds	83 secs	50 secs	54 secs	49 secs
	Satisfaction with call handling?							

During Quarter 2, the performance of calls managed through the customer contact centre has improved. The team have worked hard over the quarter to improve performance. In addition, they have further developed their suite of monitoring tools, making them accessible to all of the team to review their own performance and comment on times that they are unavailable to take calls. We are reviewing unavailability levels in order to improve training and processes so we can continue to improve the service to customers and support the team.

In context, the latest benchmarking information from the Contact Centre Management Association (CCMA) indicates the average performance across its members to be an abandoned call rate of **14.3%** and for time to answer a call, **199** seconds.

Voice and influence

Commitment: Views from tenants and residents will be sought and valued, and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by us on the issues that matter to them and can speak without fear.

Local Standard: We will listen to what you tell us, and improve our services by learning from complaints and other feedback, and inform you what has changed as a result.

	STAR perception survey	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22 and year end
5-point scale % report	How satisfied or dissatisfied are you that The Wrekin Housing Group listen to your views and acts on them?		↓	66% sat	64% sat		
				23% neither	25% neither		
	New indicator commenced in Q1 in response to the White Paper			11% dis-sat	11% dis-sat		

This indicator is listed in the Housing White Paper PI list and we have therefore re-introduced it to the STAR survey for 2021/22. This indicator traditionally and nationally has a high level of neither respondents.

Satisfaction has reduced by 2% this quarter, but this is due to the increase in the 'don't know' responses. There is no change to satisfaction levels.

Complaints

Complaints: Between the 1 July 2021 and the 30 September 2021 we have received 94 complaints. The total for 2020/21 was 360 and we are on track to see an end of year increase on previous years. We can't directly compare with the same quarter for the previous year as this was the first Covid-19 lockdown period with low service levels and therefore a low number of complaints.

Part of the increase could be a result of the promotion of complaints handling as part of the Complaints Handling Code, by the Group and by the Housing Ombudsman Service. We will continue to promote the service to try to ensure that all our customers are aware of the service and can utilise it should they need to.

The updated summary Tenant's Handbook issued to all new tenants, contains a separate page relating to complaints and the service. This will be distributed to current tenants either electronically or a printed version over the next few months and could result in a further increase in complaints received.

	Asset	CCC	Dev	Gas	Finance	Housing	Legal	MSU	Care & Support	Grounds Maint	Cleaning	Total
Number of complaints	3	6	7	1	7	37	1	30	2			94
Contact made within 24 hours	33%	100%	86%	100%	100%	95%	100%	93%	100%			91%
Contact made within 5 days	67%	100%	100%	100%	100%	100%	100%	100%	100%			99%
Resolved within 5 days	33%	83%	43%	100%	86%	54%	100%	93%	100%			69%
Resolved within 10 days	33%	100%	57%	100%	100%	73%	100%	100%	100%			84%
Number of stage 2 complaints						5						5
Number of dissatisfaction	4	2	4		7	27		17	48	5	1	115

Outcomes of complaint handling

Resolved Happy	Resolved Unhappy	No Contact	% Resolved
89	5	2	100%

Number of complaints

Month	April	May	June	July	August	September
	53	31	40	27	30	37

The top 3 areas of complaint in Q1 are:

Service Area	Housing Services	MSU	Gas/Development
	39%	32%	7%

It is the first time that housing complaints make up the highest number of complaints. The Head of Housing, Andy Johnson has provided the following commentary:

“It is difficult to understand a specific reason why we have seen a 40% increase over the last 2 months. I can assure the CVP that we focus a large part of our Monthly Monitoring Board reviewing and identifying service improvements and understanding the reasons why complaints are rising. It is concerning that we have noticed an increase in the number our complaints regarding our frontline staff around attitude and poor communication, and these have been discussed with both the individuals and managers. One of the outcomes of this will be the re-introduction of customer service training for all frontline staff. In addition to this, there will be some specialised training around emerging and increasing themes, such as mental health, domestic abuse and cultural awareness.

My final observation to CVP is a wider and non-evidenced based observation – and this being a wider level of tolerance and increased propensity to complain during, and post, Covid. Many of our customers (and staff) are experiencing negative aspects in society from mental health to financial pressures caused by issues such as Universal Credit (UC) top up and Furlough ending, energy price hikes and food inflation. As Housing Officers, their role is often trying to enforce or manage complex issues such as ASB or non-payment of rent – and naturally when handling such cases, it can meet with resistance and upset, no matter how it is handled – especially with economic and societal pressures which many of our customers are facing. Of course, our staff should be able to flex and understand and empathise with such issues, but on occasions, they may not get this right.

In conclusion – we will be identifying skills gaps and developing a training programme for all staff, as well as identifying any member of staff with recurring complaints and managing these. Working from home brings lots of advantages and many efficiencies, but can also bring operational difficulties in coordinating, managing and communicating with other sections and agencies – and this can all affect resolution for customer issues and ultimately end up in a complaint”.

Other service areas have also received a smaller number of complaints.

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Satisfaction with complaint handling:



There has been a small decrease in complaints in Q2. On analysis, we are still seeing frustration from customers relating to poor, or lack of, communication, not meeting their high expectations, as well as the perception of how they feel they are being treated. Generally, the tolerance levels of our customers have decreased.

We have had 5 Stage 2 appeals. The appeals relate to various service areas across the group and there is no one theme.

We have 1 Stage 3 panel complaint. This will be included in the next performance report (Q3).

No new complaints were escalated to the Housing Ombudsman during the quarter.

We have 2 existing cases still being investigated by the Housing Ombudsman (Q2), which relate to complaints handled in 2020/21. One relates to a right of succession where the complainant is unhappy that they had no right to succeed to their late parent's property. The second complaint relates to the length of time it took and the customer's perceived lack of support to move to a larger property, even though the tenant has now moved to a larger property. Both complaints have met the Complaint Handling Code timeframes and support has been given to both complainants.

Dissatisfaction – Informal Complaints

We received 115 dissatisfaction interactions within the second quarter of 2021/22. The main reasons for the dissatisfaction relate to communication. For example, not being able to get in contact with the correct person and Covid restrictions still being in force in communal areas. MP enquiries have also increased and where appropriate, they are now recorded as a dissatisfaction or a formal complaint.

Complaints policy – update

The Choices care & support complaints have been fully integrated into the CADRE complaints process. The Complaints policy is being amended to reflect the changes. The Tenants Panel have been informed and the policy will be presented to EMG on the 4 November 2021. The changes to the policy are minor.

Complaints System - update

The complaints process has moved to CADRE, our in-house housing management system. This provides easier use and access for updating complaints and integrating this information into the main housing data. All service areas have received training on the system and a complaints system user guide has been produced and is accessible on the intranet. Complaints received from 1 October 2021 will be managed through the new process.

Complaints scrutiny

Complaints are being scrutinised by EMG on a monthly basis and by the Co-Regulation group on a quarterly basis.

Feedback from the Co-Regulation Group during Q2: Complaints were handled within timeframes of the code but with one of the complaints, the lack of resolution given to the complainant was below acceptable best practice.

While training was carried out with the responsible complaint managers, the importance of ensuring the customer has the resolution information was emphasised. Within the user guide, suggested wording has been added to ensure that the complainant receives the resolution and any learning outcomes to their complaint.

Real Shoppers

We received 18 Real Shopper feedback reports during the quarter. The average score was 8 and the top 2 areas of satisfaction were:

Area	MSU	Care & Support
	6	5

Customer Service

Local Standard: *We will ask you if you are happy with the overall standard of service we provide and publish satisfaction levels.*

	New STAR perception survey to commenced Q2 2020	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21 and year end
5-point scale % report	How satisfied or dissatisfied are you that The Wrekin Housing Group is easy to deal with?			81% sat 13% neither 6% dis-sat	81% sat 11% neither 8% dis-sat	88%	87%
5-point scale % report	Taking everything into account, how satisfied or dissatisfied are you with the service provided by The Wrekin Housing Group?			83% sat 12% neither 5% dis-sat	85% sat 10% neither 5% dis-sat	88%	87%
10-point scale Net promoter score (NP)	How likely would you be to recommend The Wrekin Housing Group to family or friends?			45 NP	45 NP	58 NP	56 NP
5-point scale % report	Satisfaction with how your recent call was handled (Repairs line only)			92%	91%	N/A	93%

Easy to deal with: Year-end performance would have put us just under Quartile 1 position. The 'neither' response rose from 8% in Q4 to 13% in Q1. Evidence from our own information, and as reported at the CX User Group meeting in June, indicate that this trend is being seen by other organisations. While satisfaction has reduced slightly, the conversion has been to the 'neither' option and not necessarily an increase in dissatisfaction.

Overall satisfaction: The 4% reduction in performance is due to the 'neither' option increasing by 3% from Q1 and dissatisfaction increasing by 1%. Again, Q4 year-end performance would have placed us in first quartile position. Q1 performance will place us above the median. This does not consider the survey methodology.

Net Promoter: As with other perception scores, this indicator has reduced since year end and places us just below the Q1 position. The movement of tenants from satisfied to neither will also adversely affect this indicator. The latest benchmarking data received from Housemark for 2020/21 is below.

Q1	45.61
Median	35
Q3	19.88

Nationally and internationally, an excellent Net Promoter scores is 50+, with world class at 60+.

Accountability

Commitment: Collectively, tenants and residents will work in partnership with us to independently scrutinise and hold us to account for the decisions that affect their homes and services and the quality of the homes and services we provide. This commitment will be scrutinised by the Customer Assurance Panel.

Tenants Scrutiny 2020/21 – Q2

Tenant Audits		
	In progress	Completed
Review of the CX Feedback system		October 2021
Review of Building Safety Bill (are Wrekin prepared)	Commenced July 2021	
Customer Assurance Panel – Wrekin Tenants Charter Scrutiny		
Accountability & When things go wrong	January/February 2021	24/05/2021
End of year summary of Wrekin Tenants' Charter	April 2021	24/05/2021
Relationship	September 2021	29/11/2021
Communication	September 2021	29/11/2021
Tenant Panel Policy Reviews 2021		
Tenancy and Estate Management policy	June 2021	Approved Sept 2021
Tenancy Change policy and Home Ownership policy	June 2021	Approved Sept 2021
Data loss and information security breach reporting policy		April/May 2021
CCTV policy		April/May 2021
Confidentiality & Data Protection policy		May 2021
Fire safety policy	July 2021	Sep 2021
Safeguarding policy	July 2021	July 2021
Corporate Volunteering and Staff Volunteering Policy		Sept 2021
Right to Shared Ownership Policy (for information)		Sept 2021
Co Regulation Scrutiny 2021		
Quarterly scrutiny of the complaints system	April 2021	24/05/2021
Quarterly scrutiny of Building Safety Compliance areas	April 2021	April 2021
Quarterly scrutiny of Building Safety Compliance areas	July 2021	July 2021
Self-assessment against the Regulator of Social Housings Consumer standards: <ul style="list-style-type: none"> Tenant involvement and empowerment standard Tenancy & Neighbourhood and community standard Home standard 	May/June/July 2021	12/07/2021
Quarterly scrutiny of the complaints system	July 2021	23/08/21
Customer Voice Panel scrutiny 2021		
Customer's experience of the voids process	May 2021	24/05/2021

Quality

Commitment: Tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

Your home	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
% figure	How satisfied or dissatisfied are you with the overall quality of your home? (STAR)	😊	↑	80% sat 12% neither 8% dis-sat	84% sat 8% neither 8% dis-sat	80%	80%
% figure	How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure? (STAR)	😊	↑	89% sat 7% neither 4% dis-sat	89% sat 8% neither 3% dis-sat	90%	88%
% figure	% Satisfaction with Major Improvements carried out?	😊		100%	93%	99.47%	99.67%

Quality of the home: This indicator has improved in the last quarter and now places us within the median quarter. (source Housemark Benchmarking 2020/2021)

Q1	87.6%
Median	82.7%
Q3	76.3%

Safe and Secure: At 89%, the Group are nearly at Q1 level and 5% above the median. As with the previous indicator, this does not take into account survey methodology. Performance in this indicator is fairly consistent and the highest performing of all our STAR survey indicators.

Q1	89.5%
Median	84%
Q3	81.05%

The customer satisfaction collection was moved to the CX-Feedback system in Q2. As normal with this methodology, there has been a reduction in performance levels and therefore no trend indicator has been used. This will resume in Q3. The main area of dissatisfaction has related to work where there is a large amount of disruption that generates 'mess' and the speed of the contractor in removing waste at the end of the process. These issues are being raised and resolved with the relevant contractors.

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Safety in the home: Quarter 2

Area	Sub-Group	Current Position	Trend	Additional Comments
Heat Safe	Gas	☹️	↑	99.76% of locations were compliant at the end of quarter 2. 27 locations were overdue gas safety inspections. Of these: <ul style="list-style-type: none"> • 3 were completed awaiting paperwork; • 7 were in the no access process and referred to legal; • 10 were with the legal team but the service had been reappointed; and • 7 were in the normal 'no access' process.
	Oil	😊	↑	100% of appliances were compliant at the end of quarter 2.
	Solid Fuel	☹️	↓	64.71% of appliances were compliant at the end of quarter 2. 12 (of 36) solid fuel services (chimney sweeping) were overdue. Of these: <ul style="list-style-type: none"> • 10 were complete and awaiting paperwork to be received (Delays in obtaining this information from contractor); • The 2 remaining locations are in the 'no access' procedure with appointments booked and confirmed for the 5 October 2021.
	Electric Solar/ Air source/ Ground Source	☹️	↔️	99.24% of appliances were compliant at the end of quarter 2: <ul style="list-style-type: none"> • 3 electric heating locations overdue. All locations were in the no access process with 2 at the legal stage. • Oldest expiry date is the 9 September 2021 (less than 1 month).
Asbestos Safe	Communal area - Asbestos check	😊	↑	100% of locations compliant at the end of quarter 2.
Fire Safety	Fire Equipment Service Components	😊	↓	99.79% compliant at the end of quarter 2: <ul style="list-style-type: none"> • 1 location overdue fire alarm service: The Lodge (Care and Support home). This service and maintenance of the fire alarm system is the responsibility of the 3rd party landlord and not the Group directly.
	Fire Risk Assessment Locations	😊	↔️	99.70% of locations compliant at the end of quarter 2: <ul style="list-style-type: none"> • 1 Fire Risk Assessment <p>(Isherwood's Way) - Fire Safety Team liaising with building owner about the FRA (3rd party HML Property Management responsible, not the Group). HML have confirmed the inspection was carried out on 14 September 2021 and they are awaiting paperwork from their appointed risk assessor.</p> <p>The repairs/action from risk assessments (more than 28 days due) have reduced from 53 in June 2021 to 39 in September 2021.</p>

				<p>There are 4 high risk actions over 90 days. 1 relates to the tenant at Castle House who is unable to self-evacuate. They are on the housing list to move but the properties in the area come up infrequently. The Local Fire Service are aware of the situation and control measures are in place.</p> <p>3 x high risk actions related to fire door works at Lindale Court. Progress of this work relates to the supply of doors.</p>								
Home Lift Safe	Servicing	☹️	↔️	<p>99.20% of all locations compliant at the end of quarter 2:</p> <ul style="list-style-type: none"> 1 home lift service is overdue, but only one month overdue and an appointment is booked for the 5 October 2021 (no location is more than 4 weeks old). 								
	LOLER (Thorough examination)	☹️	↑	<p>99.45% of all locations are compliant at the end of quarter 2:</p> <ul style="list-style-type: none"> 5 LOLER inspections are overdue. All have appointments booked in for early to mid-October. 								
Vertical Lift Safety	Servicing	😊	↔️	<p>96.67% of all locations compliant at the end of quarter 2.</p> <ul style="list-style-type: none"> 1 location Newfield Court. This was completed on time and the paperwork received on the 1 October. The system has been updated. 								
	LOLER (Thorough examination)	😊	↔️	100% compliant at the end of quarter 2.								
Water Safe	Risk assessment reviews	😊	↔️	100% - all locations compliant at the end of quarter 2.								
	Routine checks / testing.	😊	↔️	100% - all locations compliant at the end of quarter 2.								
Electrical Safe	Wiring - Rewire	☹️	↔️	<p>99.75% in date at the end of quarter 2:</p> <ul style="list-style-type: none"> 31 were overdue EICR's. All are domestic locations and work is in progress within stages of the access procedure. <table border="1"> <thead> <tr> <th><u>Age of due locations</u></th> <th><u>Count</u></th> </tr> </thead> <tbody> <tr> <td>Expiry date 2021 Qtr 1</td> <td>5</td> </tr> <tr> <td>Expiry date 2022 Qtr 2</td> <td>5</td> </tr> <tr> <td>Expiry date 2023 Qtr 3</td> <td>21</td> </tr> </tbody> </table>	<u>Age of due locations</u>	<u>Count</u>	Expiry date 2021 Qtr 1	5	Expiry date 2022 Qtr 2	5	Expiry date 2023 Qtr 3	21
<u>Age of due locations</u>	<u>Count</u>											
Expiry date 2021 Qtr 1	5											
Expiry date 2022 Qtr 2	5											
Expiry date 2023 Qtr 3	21											

Performance against all of our compliance areas has mostly been maintained during Quarter 2. Other performance is within the normal parameters for this stage of the year. Solid Fuel appliance servicing is showing as amber. The total programme is 36 and 10 of the 12 that were non-complaint had been serviced but we had not received the formal paperwork.

Local Standard: We will carry out periodic inspections at agreed intervals of communal parts of our properties to make sure that they are hazard free, healthy and safe areas, acting on any findings where possible on the same day.

Performance on block inspections

Block Inspections	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
% of those due to be carried out	Block inspections completed			58%	89%	67%	60.5%

A review of block inspections is being carried out to ensure that compliance and safety are at the forefront of inspections. This block inspection process review is being carried out by the Asset Management Team and is due to commence with a small trial project in North Shropshire. Performance against block inspections has significantly increased during the quarter while the review is ongoing.

The timescale for the full completion of the review is 31 March 2022.

WHT Block Inspection by month 2021/22

Dispatched Month	Total due	Completed %
July	62	98%
Aug	97	86%
Sept	80	80%

Repairs & Maintenance

Local Standard: We will aim to complete repairs on the same day they are reported or by an agreed appointment.

Local Standard: We will aim to get repairs right first time and use your views on whether we achieve this to measure and report on performance

Repairs	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
% figure	% Repairs completed on the same day (including gas repairs)			84.6%	81.5%	85.5%	86.7%
% figure	Overall, how satisfied or dissatisfied are you with the repairs service you received this time? (STAR Core question)			87% sat	87% sat	97.9%	90.9%
				5% neither	6% neither		
				8% dis-sat	7% dis-sat		
% figure	How satisfied or dissatisfied are you that the repair was completed right the first time? (STAR Core question)			83% sat	82% sat	86%	85%
				6% neither	7% neither		
				11% dis-sat	11% dis-sat		

In days	Average time taken for all responsive repairs, including gas. (excluding void repairs)			3.7	4.4	2.7	2.9
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The response rate for the CX Repairs survey is currently running at 20%. This represents around 900 responses during the quarter and some 2,000 responses since the start of the financial year.

The performance with same day repairs is as expected due to the ongoing challenges relating to Covid-19. Performance is also showing a slight reduction of 1% in the 'right first time' category but overall, satisfaction with the repair remains at the same level as the last quarter. There are a number of jobs that remain uncompleted and this will negatively affect the average time for the 'all jobs' figure in the future, as those jobs that are still open are completed.

There is no change in repair demand or time taken to complete a repair but we are completing less and some processes are not being followed. This is leading to an increase in calls into the business, delays and a larger number of repairs then scheduled into the future. We are trying to address these issues where possible but some continue to be impacted due to the shortage of skilled labour and the challenges around recruitment. We are currently trying to recruit to a number of vacancies.

Satisfaction with repair carried out:

Since April 2021, the Customer Manager and Senior Customer Executives have spoken with every customer who has expressed dissatisfaction and they are using this feedback to identify opportunities to learn and improve service delivery. Common themes identified are communication - particularly if we need to return to complete a repair, quality and a delay in the service being delivered.

New questions were introduced from April 2021. These were around:

- How the call was managed;
- Satisfaction with arrival time;
- Where we needed to return, was a date provided; and
- Was there anything we could have done better?

The Housemark benchmarking data does not take account of survey methodology.

Q1	89.22
Med	84.4
Q3	76.42

Continued...

Lettings

Local Standard: *We will let our homes to applicants who are ready to move and hold a tenancy.*

Lettings	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
5 point scale	Average Re-Let time	😊	↓	35.75	25.54	35.32	33.54
	Overall, how satisfied or dissatisfied are you with the lettings process? (STAR transaction survey)	😞	↑	83%	87%	9.59	9.57

*Figures for 2021/22 exclude the adults with learning disabilities (ALD) accommodation which are let using a different system.

The lettings satisfaction has moved to the CX System and is now a satisfaction score, rather than a ratings score. This is therefore not directly comparable to previous indicators.

Overall, the re-let time is at its lowest position for over 12 months with all general needs relets at just 14.86 days. This figure is better than our pre-pandemic figures, however in Retirement Living/Shire Living schemes it is 64.64days. This is largely due to a number of long standing voids that were a carry-over from Covid-19. These properties are now being let but this does affect the averages. Overall, the current position is positive and is returning to the pre-pandemic position.

Tenancy Management

Local Standard: *We will second a member of staff to the Telford Community Safety Anti-Social Behaviour (ASB) team as a partnership approach to tackling ASB in our neighbourhoods.*

ASB	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
Number of cases	Number of cases given advice	😞	↓	74 (78)	69 (55)	43	60
	Number of cases logged	😞	↓	208 (172)	166 (178)	112	190
5 point survey by %	Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was handled by The Wrekin Housing Group? (STAR transaction survey)	😞	↔	50% sat 25% neither 25% dis-sat	38%		
5 point survey by %	Overall, how satisfied or dissatisfied are you with the	😞	↔	50% sat	38% sat		

	final outcome of your anti-social behaviour complaint?			25% neither			
				25% dis-sat			
5 point survey by %	Satisfaction with the advice given. (Where advice only was given)	😊		100%	43%		

Whilst we have seen a reduction in ASB numbers from Quarter 1, overall, the ASB numbers are higher than the comparable period for last year, which in turn were higher than levels in 2019/20.

ASB satisfaction surveying commenced in Q1. The numbers in this survey continue to be small. ASB satisfaction has always been challenging to gather, whichever methodology is used. The response rate is currently 21%. The questions being used are those contained within the Housing White Paper.

ASB is currently managed through Metastorm but this is in the process of moving to CADRE the Group's integrated housing management system. Due to data quality issues in Metastorm, of the 166 cases closed, invites were only sent to 67 complainants. 13 responses were received (20% response rate). Out of 69 advice cases, 15 invites were sent with 7 responses (47% response rate). The data issues preventing satisfaction surveys being sent should be resolved when the system is move to CADRE.

A review and external accreditation assessment of our ASB and Domestic Abuse services commenced in August 2021 and this will be completed by the end of October.

Environment	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
Neighbourhood	How satisfied or dissatisfied are you with your neighbourhood as a place to live (STAR perception survey)	😊	↓	75% sat	73% sat	76%	74%
				14% neither	15% neither		
				11% dis-sat	12% dis-sat		

Satisfaction with the neighbourhood has reduced slightly this quarter but remains slightly higher than in 2020/21. The table below shows the relatively high variation in performance by month.

		2020/2021		Apr	May	June	July	Aug	Sep	YTD
Question 6	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	73%	Sat Neither Dis-sat	73% 12% 15%	85% 11% 4%	72% 15% 13%	70% 21% 9%	80% 12% 7%	73% 9% 18%	74% 14% 12%

When things go wrong

Tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

Local Standard: *We will provide a complaints service that deals with complaints fairly and is focused on finding a resolution, aiming to give a full response within five working days or keeping you informed if we can't.*

See Voice and Influence section.

Local Standard: *If you miss any payments we will let you know quickly, to prevent you from getting into more debt. We will then work with you to agree an affordable payment plan.*

Income collection	Indicator	Current Position	Trend	Q1 2021/22	Q2 2021/22	Q3 2020/21	Q4 2020/21
% Figure	% rent collected of rent due	😊	↔	106.2% 20/6/21 (106.8%) 21/6/20	104.1% 01/10/21 104.6% 13/9/20	105.5 % 4/1/21	101.8 % 31/3/21
% Figure	Current tenant debt as a % of the rent roll	😊	↔	0.60% (0.63%)	0.58% 01/10/21 0.58% 13/9/20	0.55% 4/1/21	0.47% 31/3/21
% Figure	% tenancies with a clear rent account	😊	↔	86.9%	87.0%	86.6%	82.5%

The figures in brackets are the same period as the previous year. The trend line is a comparator against the same period in the previous year.

The withdrawal of the Universal Credit (UC) top up payment introduced for Covid-19 relief has now ended, along with the Furlough Scheme. The Group currently has more than 3000 UC customers. We continue to be pro-active in contacting known UC cases and offering support and guidance through our Money Matters Team, Housing Teams and Debt Advice Services. 958 cases have been referred since the start of this financial year.

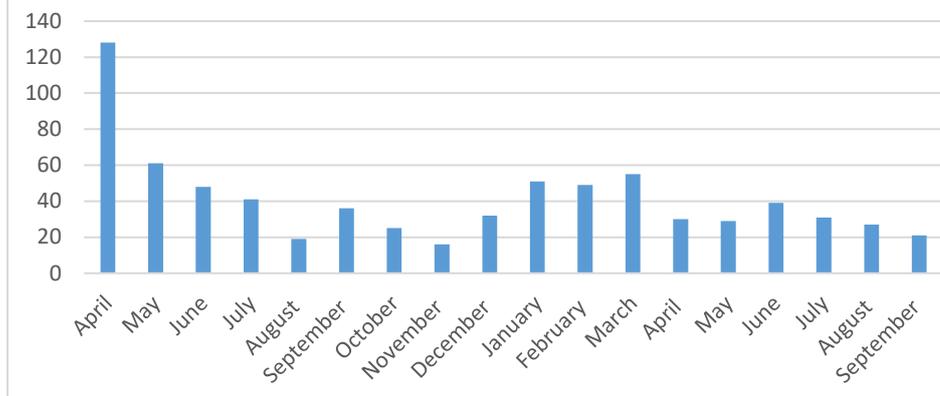
While there was a 2% reduction in income collection, this remains excellent performance and is on a par with the same period in 2020 and is following the same pattern. The other indicators are slightly improved and again, remain on a par with last year.

Local Standard: *We will identify those who are vulnerable and offer them on-going support either through our Tenancy Support team or other agencies.*

Details of the number of tenants who have contacted the Support and Enablement Service since Covid-19 are shown below, along with the reasons why they contacted the service.

Between April 2020 and September 2021, 738 tenants have contacted the service for advice and assistance. The graph below shows the number of tenants contacting the service per month.

Number of tenants referred to Support & Enablement Service - April 2020 to September 2021



The table below shows the reasons for contact. Some tenants contacted the service for more than one reason.

Reason	Number
Food Parcel/Shopping related	172
Benefit/financial advice	150
Assistive TEC	117
Befriender call	104
Medication related	81
Independent Living	74
General information	40
Anxiety/depression techniques/health & well being	35
Admission avoidance	27
Electricity top up	2
Phone top up	1
Delivery of pads	1
Hospital admission	1

Number of contacts made to tenants via 'I'm OK':

The table below shows the number of contacts made to tenants in Retirement Living and ShireLiving via the 'I'm OK' system during Q2 2021. It shows:

- The percentage of contacts where tenants responded to the calls made;
- The percentage of contacts where tenants didn't respond to the call;
- Where other contact was made to check on the tenant's well-being.

Month	No of times tenants contacted	% who responded	% who didn't respond and followed up with other contact to check on their well being
July	33,737	99.3%	0.7%
August	33,089	99.2%	0.8%
September	33,341	99.5%	0.5%

Guide to Red/Amber/Green (RAG) Assessments and Smiley Faces. (Draft)

	Green: Performance good and improving/maintaining great performance or achieving compliance. Smiley face: Trend is either improving or staying the same where we are at maximum compliance i.e. 100%.
	Green: Performance good and improving/maintaining great performance or achieving compliance. Straight face: Performance is green but not perfect and has stayed more or less the same.
	Green: Performance good and improving/maintaining great performance or achieving compliance. Unhappy Face: Performance is still green but there is a negative downward trend.
	Amber: Performance or compliance isn't quite where we want it to be. Smiley face: Performance has an upward, improving trend.
	Amber: Performance or compliance isn't quite where we want it to be. Straight face: Performance has stayed the same.
	Amber: Performance or compliance isn't quite where we want it to be. Unhappy face: Performance has a downward trend.
	Red: Performance or compliance has cause for concern. Smiley face: Performance has an upward, improving trend.
	Red: Performance or compliance has cause for concern. Straight Face: Performance has stayed the same. If stays the same for more than two consecutive quarters will turn to unhappy face.
	Red: Performance or compliance has cause for concern. Unhappy face: Performance has deteriorated since the previous quarter.
	No colour: No RAG rating set yet, or comparative performance.
	The trend in performance is positive. In some cases this is where figures increase and a higher figure is a positive trend (% repairs completed the same day). Or where the figures go down, and a reduction is a positive trend (average days to complete a repair).
	The trend in performance is the same, with a small amount of tolerance, or where there is not data to compare performance (example is when it is the first time figures are reported).
	The trend in performance is downward, so performance has deteriorated since the last reporting period or comparison.