



# Wrekin Voices Report

## Quarter 2



---

Customer Voice and Value Team  
October 2024



# OVERVIEW

## 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 Wrekin is meeting these requirements by detailing how our customers have been able to directly influence and shape Wrekin services. This report is a key part of the assurance to Committee that this standard is being met, and exceeded. Some of the involvement methods include:

- Policy reviews
- Engagement at Community events
- Staff Customer Group
- Service reviews (scrutiny)
- ShireLiving Forum
- Completing surveys
- Engagement at Youth groups
- Trailing new technology
- Focus groups

## 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 with engagement, this currently goes to over 1,200 people.

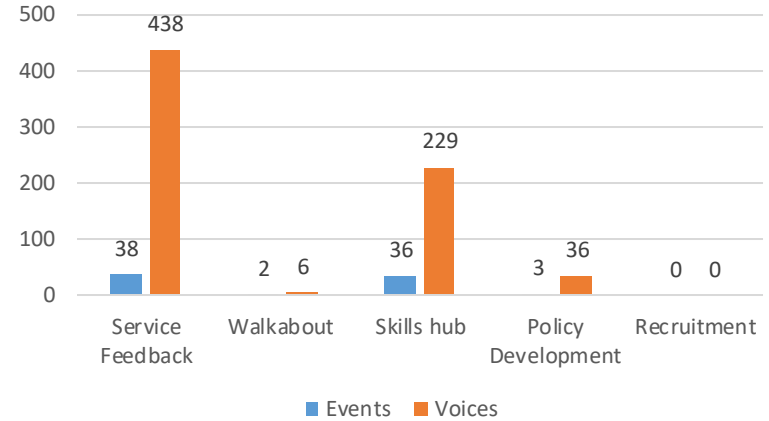
# SUMMARY PAGE - INVOLVEMENT IN QUARTER 2

Quarter 2 - 2024/25

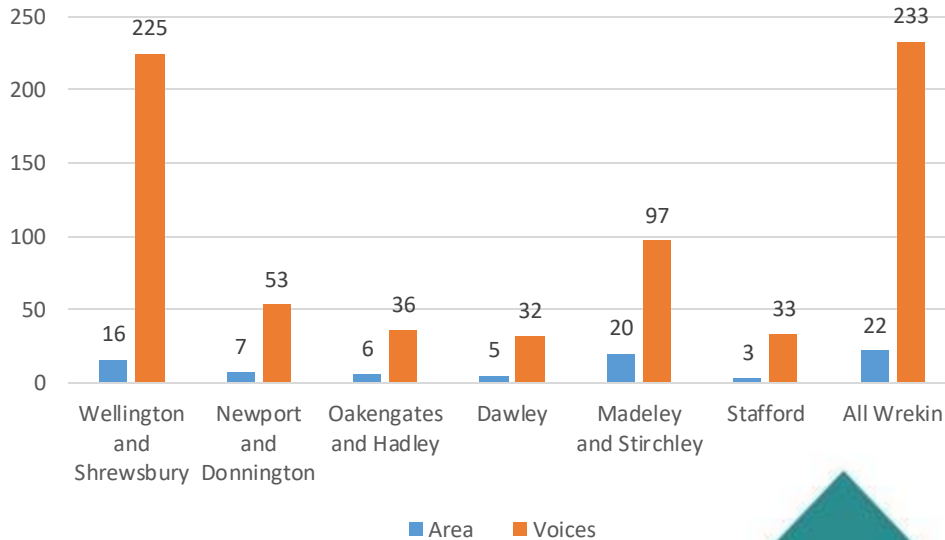
▶ **79** opportunities to get involved, with **709** voices including:

- Engagement with Policies
- Different consultations to shape our services
- Formal meetings and informal drop-ins
- Events in the local community
- **1786** customers replied to the proposed Merger engagement survey (numbers not included above)

▶ And over **229** people attended Skills Hub activities



Area








# CUSTOMER FEEDBACK – MERGER ENGAGEMENT

## Background

Earlier in the year it was proposed that The Wrekin Housing Group and Housing Plus Group could merge, this has now been agreed and the organisations will take the next steps towards a formal merger in January 2025. To inform this decision both customers of Wrekin and of Housing Plus Group were engaged with. This was a central part of ensuring that the regulatory requirements set out within the **Transparency, Influence and Accountability standard** were met.

## Methodology

The following ways were used to ensure a range of ways for customers to feedback:

-  Involved customer workshops
-  Community events
-  Regular contact with staff given Frequently Asked Questions
-  Social media and dedicated email address
-  All customer survey sent out via email, SMS and paper copy as per customer data

The survey was the primary method of consultation and was sent out to all Wrekin Housing Group customers on 22 July 2024 and closed on 23 September 2024. It was sent electronically or via paper, if requested and made available to our customers within ShireLiving and Retirement Living schemes. The survey saw 1,786 responses which was a 12% response rate.



Twenty-one community events took place with 171 customers giving their feedback in this way. This was based on the areas of highest stock concentration as well as across our geographical area, to make it fair and accessible. The map shows where the events were held (green dots) and the table below details the attendance. These focussed more on verbatim comments, understanding what made a great repairs service and the culture aspect of a future organisation.

Involved customers attended two workshops with senior staff within two weeks of the merger announcement to bring them in at a more formative stage and 25 customers attended. 73 customers have provided feedback through the dedicated email address or social media.

Date	Location	Customers attending	Date	Location	Customers attending
18 Jul	Park Lane Centre, Stirchley	2	14 Aug	Dawley House, Dawley	5
23 Jul	Interfaith Centre, Wellington	5	16 Aug	Osnosh event, Oswestry	18
26 Jul	Cornavii Gardens & Judge Meadow, Oswestry	2	19 Aug	Turreff Hall, Donnington	4
26 Jul	The Qube Centre, Oswestry	3	20 Aug	Highfield Estate, Stafford	4
01 Aug	Withywood, Shrewsbury	14	20 Aug	The Northfield Centre, Stafford	13
01 Aug	Yew Tree Close & Lesley Owen Way, Shrewsbury	4	21 Aug	Reynolds House, Oakengates	6
05 Aug	Stirchley Hub	0	29 Aug	The Wakes Centre, Oakengates	3
06 Aug	Turreff Hall, Donnington	5	03 Sep	Cosy Hall, Newport	4
07 Aug	Malinslee Big Picnic	15	04 Sep	Richards House, Donnington	4
08 Aug	The Anstice, Madeley	8			
09 Aug	Wellington Hub	2			
09 Aug	Park Lane Centre, Stirchley	50			
			<b>Total no.</b>		<b>171</b>



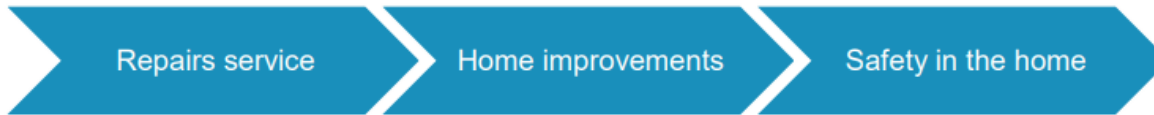
## Findings

The range of ways to feedback have ensured there have been choices for customers and ways to tailor the engagement to customers' needs. This has reached just over 2,000 customers from the total 14,826. The majority of comments are positive (52%) with the remainder being either neutral (23%) or negative (25%).

Customer sentiment at events was either positive or negative in contrast to more neutral statements through the survey. Through the survey the following sentiment has been seen.

- **Positive** – 52% with themes including this might lead to better services and a stronger organisation
- **Neutral** – 23% with people saying they weren't interested or neutral
- **Negative** – 25% which included concerns about the reputation of HPG, potential to lose the same day repairs service and for employee jobs.

Our customers told us that this is their top three priorities:



The feedback was considered by the Wrekin Customer Committee on the 18 September 2024 and by the respective Board's as part of their decision making and assurance that the regulatory standard has been met.

# POLICY DEVELOPMENT

Shaping policies is one way for our customers to feedback and directly influence Wrekin's services to them. This links in to **Transparency, Influence and Accountability standard**. We also involve our customers within Equality Impact Assessments (EIA's) to considers 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 Wrekin is performing.

Policy area	Details	Outcomes
Confidentiality and Data policy	<p>17 customers completed a survey.</p> <p>100% fed back to say the policy made sense and was inclusive to all, however 13% felt some parts needed to be made clearer.</p>	<p>It was suggested that the Complaints policy needed to be linked to this policy and clarification as to whether Wrekin would refer itself if there was a data breach. This review gives assurance relating to the <b>Transparency, Influence and Accountability standard</b>.</p>
Safeguarding policy	<p>10 customers fed back, with 100% say it made sense, 90% felt it was inclusive to all.</p> <p>3 comments were provided where the policy could be made clearer.</p>	<p>Some comments fed back were around older people and how they can speak out, or if neighbours can report issues as they could be better positioned to notice issues. One comment said: 'It is a well presented and informative document with enough detail to make it both easy to read and understand'. This review gives assurance relating to the <b>Transparency, Influence and Accountability standard</b>.</p>
Fire Safety policy	<p>9 customers fed back, with 100% say it made sense, 90% felt it was inclusive to all.</p> <p>A range of comments and suggestions were provided, which have been fed back to the policy author.</p>	<p>The comments and suggestions relate to the legislation around fire safety in our homes and clarification around specific details. The policy author is amending the policy. This review gives assurance relating to the <b>Safety and Quality Home standard</b></p>

# 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 in to 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 Wrekin is performing.

Engagement activities	Details	Outcomes
Repairs positive change focus group	Invitation to Wrekin Voices and customers who had recently had a repair for 2 in person focus groups –1 during the day and 1 afterwork. The purpose to look at our current repairs process and identify customer experience. 21 customers took this opportunity.	In small groups they were asked to feedback on their overall experiences of same day repairs, follow on works and damp and Mould repairs. This feedback will form part of the Repairs positive change process, shaping service design and is a great example of the <b>Transparency, Influence and Accountability standard</b> .
Building safety events at Reynolds and Richards House	Promoted to the customers within these buildings and via Wrekin Voices for a drop-in session focusing on Building safety, Housing issues, Social value and discussions on the proposed merger. 10 customers attended.	Comments about the merger fed into the larger consultation, issues to do with housing was picked up and resolved. Likewise any building issues was resolved or further work planned in. These events are examples of <b>Safety and Quality Home standard, Neighbourhood and Communities standard</b> , the <b>Tenancy standard</b> and <b>Transparency, Influence and Accountability standard</b> .
Good neighbour awards judge	Within Retirement Living there is a annual awards for Good Neighbour, a member of the Customer Committee joined the judging panel.	These awards looks at 5 different categories and aims to celebrate and reward our customers for going above and beyond. It is a great example of the work Wrekin does as part of the <b>Neighbourhood and Communities standard</b> .



Engagement activities	Details	Outcomes
Damp and mould customer journey mapping	32 customers took part in in-depth, structured conversations who had previously had damp treatment in their home, to help improve our services.	Overall the feedback was positive. Communications around more complex cases could be improved and respect of home was raised by a small amount of customers. This will feed into the larger Repairs project. This links to the <b>Safety and Quality Home standard</b> and <b>Transparency, Influence and Accountability standard</b> .
ASB Focus group	An annual focus group to look at how Wrekin deals with ASB. This was promoted to the Wrekin Voice and customers who had recently experienced ASB. 10 customers took part.	The perception of ASB was different across the group. Most felt Wrekin were handling ASB as well as possible although experienced frustration from external barriers like Police and courts. Suggestions fed into the annual review of ASB to shape services. This linked to the <b>Neighbourhood and Communities standard</b> and <b>Transparency, Influence and Accountability standard</b> .
ShireLiving Forum	17 customers attended the in person meeting at HQ from across the schemes. Focussing on activities and events in their scheme and community and how reps feedback to the wider scheme info from the forum.	Shared ideas about events and info collated from the table exercise. A new one page version of the minutes will be shared with the reps to help feedback to the wider ShireLiving residents. Agreed the SL Facebook pages and groups were important to keep in place even though currently not used a lot.. This links to all the standards - <b>Neighbourhood and Communities standard</b> and <b>Transparency, Influence and Accountability standard</b> .

Engagement activities	Details	Outcomes
Interfaith drop-in event	<p>Bi-monthly we hold an event at the Interfaith centre in the heart of Wellington, this location welcomes everyone from the community. This particular event included Telford &amp; Wrekin healthy lifestyles team to carry out free blood pressure tests. 20 customers came to this event.</p>	<p>2 referrals were made to the housing team and 1 made to Money Matters. The impact of this work links into the TSM's on neighbourhoods and our wider role in working in partnership with other organisations. This work is part of the Committee's assurance on the following standards <b>Neighbourhood and Communities standard</b> and also the <b>Tenancy standard</b> and <b>Transparency, Influence and Accountability standard</b>.</p>
Police open day	<p>This annual event is very well attended with over 1000 people. The Police open up their headquarters in Telford and host stands from across the community. We promoted this to Wrekin Voices and on the events calendar. The Police also promoted that we were joining them for this great event. Over 50 customers came and spoke to us.</p>	<p>Wrekin had representation from various teams including Customer Voice and Value, Retirement Living and Maintenance Supervisors. It was very visual including a stand and a Wrekin Van. Conversations were had about the community, lettings, the services we provide and also about the proposed merger. Like the event above the impact of this work links into the TSM's on neighbourhoods and our wider role in working in partnership with other organisations, linking to <b>Neighbourhood and Communities standard</b> and also the <b>Tenancy standard</b> and <b>Transparency, Influence and Accountability standard</b>.</p>

# COMMENTS FROM TENANT SATISFACTION MEASURES

Within our TSM responses we 'Tag' and follow up any issues that are highlighted. This is a randomly chosen selection of comments and the outcome.

## Satisfied

They provide a wonderful service and have never had an issue for 8 years now. They always pick up the phone and prompt for repairs and send somebody out and are lenient with the time so when they need access to the property, there are no complaints or whatsoever. Mrs S.

Wrekin housing is the best landlord I've ever had can't fault them or there staff nothing is to much trouble for them. Mrs D.

## Neither

The only thing is I had to pay to get fascia board clean as Wrekin said they don't do it and I live in apartment and also had to paint my own front door and I think that Wrekin should do this. Mr T.

All okay do you do internal painting of so let me know thanks. Mrs S.

## Outcome

Housing Executive looking into and working with customer.

Advice provided.

## Dissatisfied

I would like to add there is an alleyway at the back of my house that i can take the bins around to get emptied instead I have to push the wheelie bin through my house because I do not feel safe going through that alleyway as the lights have not been fixed, I did ask Wrekin to have a look into this matter but nothing seems to have been done, dragging my bin through the house is so unhygienic, I have to leave the bin by my kitchen window which i cannot open the window because of the flies, soon seems to want to know about this, when I've rang up the wrekin said it's Shropshire council, Shropshire council won't do anything about it, wrekin did come out and "said they fixed the lights", not street lighting post lights, still nothing has been done this is over 2 years ago now. Mrs J.

Constant lift out of order. Mr P.

## Outcome

Housing Executive working with customer

Discussed with Maintenance Supervisor to work with customer.

# COMPLIMENTS

At Wrekin we receive many compliments about all areas of the organisation. Here is a selection.

“Just had John repair my taps & fix my window. Yet again the service by John was first class 10/10. Very nice guy/polite & nothing is too much trouble. He is a asset to Wrekin Housing this is the second time John has helped me out. Outstanding Young man. Best regards” Mr H.

“Many thanks for the quick and very informative reply to my enquiry regarding Residential care housing availability. Adnan answered by enquiry clearly in an informative easy to understand manner. Thankyou” Mr P.

“I am replying to the Questionnaire I completed a few minutes ago regarding my satisfaction with our application for an apartment at Queenswood Newport. My compliments are for the way my husband and I have been treated by each of the Staff I have spoken with. They were very kind and appreciated my almost desperation for help with my husband’s deteriorating mobility. At the moment I am nursing a fractured right elbow following a recent fall and would have been so grateful to know there was someone I could tum to. Thankyou” Mrs T.

“Having just had the condition survey I was asked to report some repairs which I did, guy on the phone very helpful and arranged for someone to come out within the next two hours, the guy came and he completed the repairs quickly and efficiently, I was extremely pleased with the service today, thank you.” Mrs W.

“The gentlemen that came to do our work was a credit to Wrekin Housing Group he was respectful of our property and made no mess at all and completed the work. Our grateful thanks to all.” Mr E

“Hi I just wanted to say I am usually anxious when a stranger is in my home. Sara Martin just left after fitting care alarm system, I was unusually at ease with her being in my home, she has such a nice calm personality it was actually nice to have a visitor, (I have not said that since 2019 covid) even my cats came to say hello to her yet they usually hide, (animals know if good people or not) so thank you for sending Sara I highly recommend Sara visits anxious people who needs care alarms , it was not daunting which it has been for days until I met her, she even put up with my yapping! (a nervous thing I do till get to know people and morphine don't help me stop yapping!) So thank you so much for a great service, well explained how it works, but overall 10 out of 10 for the lovely lady Sara, she's a diamond & a great asset to your team. THANK YOU SO MUCH. Mr D”

# SKILLS ACADEMY

Through the Wrekin 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 in to 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.

Skills Hub	Details	Outcomes
Get that job	Delivery of 3 employability workshops within a week. Sessions run 10am - 12 noon, covering CVs, application tips, interview skills and job search support. Wrekin staff helped deliver the sessions, sharing tips, offering advice, support and building confidence.	3 customers worked with the team developing their skills
Digital Drop In Sessions held at 4 different locations. Customers invited to attend drop-in session focussed on digital inclusion and increase in skills/confidence. Telford and Wrekin Council also provide a weekly drop-in session at the Stirchley hub 11 drop-in held.	9 further sessions to building upon previous sessions at ShrieLiving locations, with a total of 76 customer attending. Sessions delivered by Tech with No Limits as a partnership approach. Telford and Wrekin Council drop-ins saw 7 customers attend. These were promoted on scheme but also within the Wrekin Voices newsletter.	Research (Inside Housing) suggests that a third of the 11million people in the UK who are digitally excluded live in social housing. This work is to support customers with digital inclusion and is part of tenancy sustainment which links to the <b>Tenancy Standard</b> . It also aligns with our Resilience work.
Barclay's Fraud Awareness Sessions. Awareness sessions on how to stay safe online. We offered events at: - Hall Barn - Frizes Leasowes - Chockleys Drive - Adams Close - George Chetwood court HSBC introduction to digital session held at Elmwood	5 further fraud awareness session held within ShrieLiving and Retirement Living locations with a total of 59 customer attending. Sessions delivered by Barclay's. HSBC delivered Digital introduction session - follow on from their fraud awareness session. 16 customers attended. This was promoted on scheme but also within the Wrekin Voices newsletter.	Customers provided positive feedback and found the session helpful reassuring. This work links to the following standards <b>Neighbourhood and Communities standard</b> and <b>Tenancy standard</b> .

## Skills Academy Case Studies

### Help with job searches

Sallie came to me as a referral from the Money Matters team as she had lost her job and was looking to build her confidence and find work. Sallie had been in the same role for many years and was unsure about today's job market and what opportunities might be available to her especially given her most recent circumstances.

Sallie met with a Wrekin colleague for employment support to update her CV, chat about building confidence and her great transferable skills.

Sallie was finding job search difficult as she was working from her mobile device so she was referred to the Social Value Device gifting scheme and presented with a tablet to make job search and online applications easier. She was also offered a work experience placement in customer service. It wasn't long before Sallie was successful in finding a job that suits her down to the ground. It is part time to start with but there are opportunities to do additional hours and start her second career.



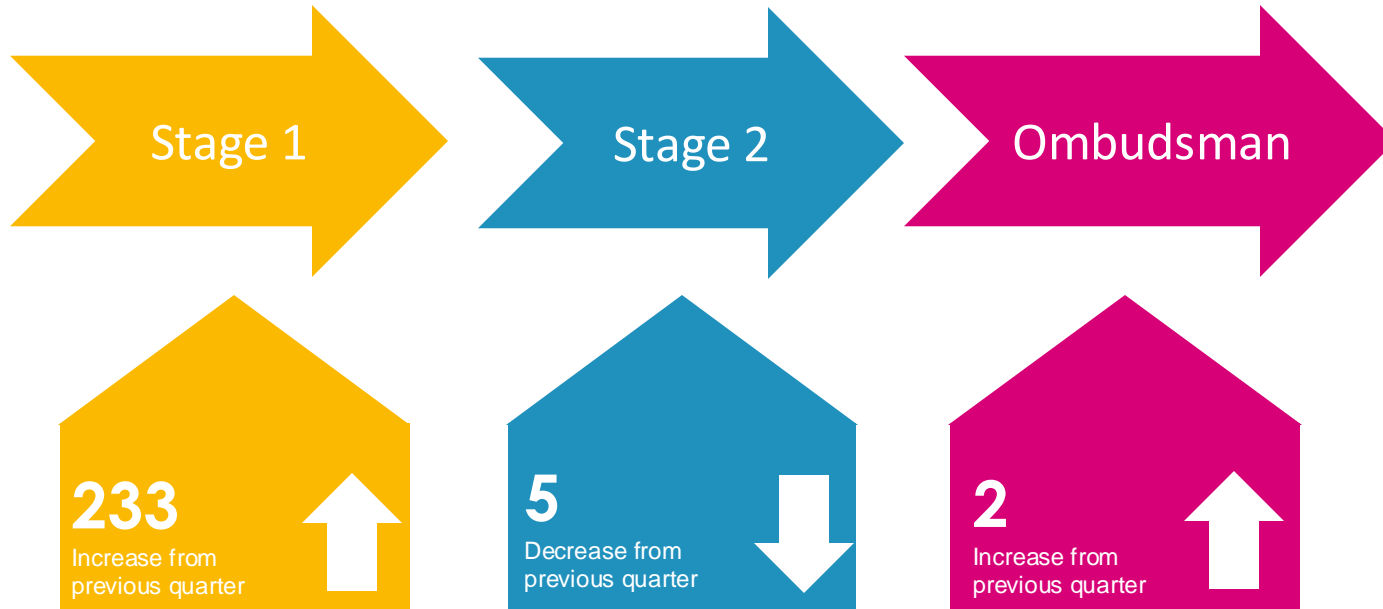
### Online worries

"I worry about being targeted online. I also worry that someone might need to speak to me but they can't get hold of me on the telephone."

Linda, 84, is a [ShireLiving](#) tenant who came to one of our Digital Skills drop-ins for advice on how to stay safe online. She chatted with volunteer Melissa about messaging, staying safe, and a few other useful hints and tips.

"I feel much more confident after today, I've got a much better idea on how to do things, dealing with problems. It's been very helpful. My family is very good and if I have a problem they will come and solve it for me but it's not the same as doing it yourself. I do like to be independent."

# COMPLAINTS PERFORMANCE – Q2

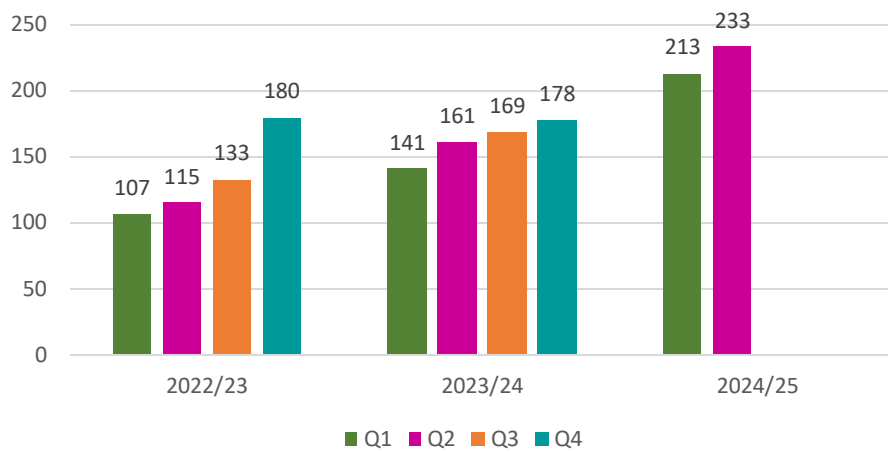


50% about Repairs (116)  
16% about Housing (38)  
6% about Care & Support (13)  
5% about Customer Contact Centre (12)

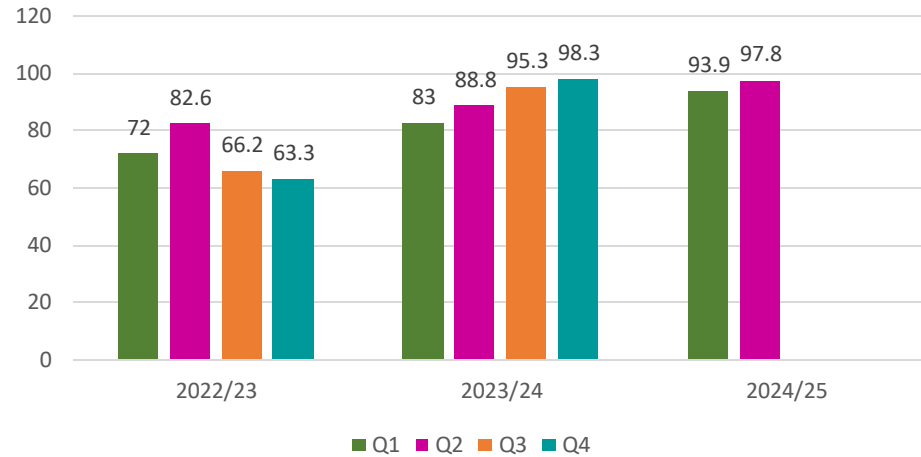
The complaints for repairs and housing equate to 0.028% of the total repairs/housing enquiries dealt with in the period.

# PERFORMANCE – Q2

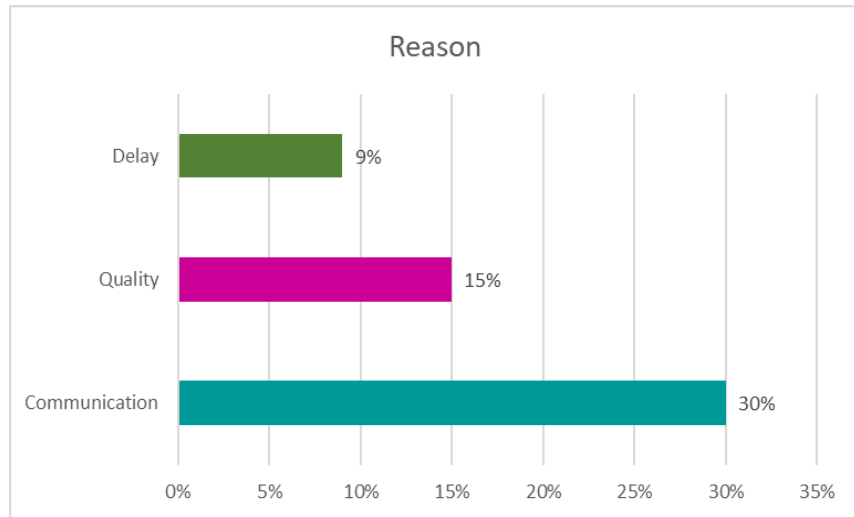
## Amount of complaints



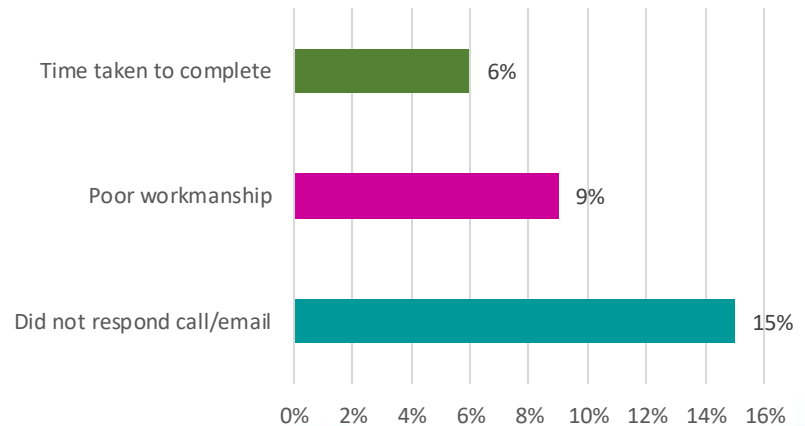
## Responded



## Reason



## Sub reason





# COMPLAINTS CASE STUDIES - STAGE 1

Mr P a  
leaseholder for  
11 years

**Nature of complaint -  
Grounds maintenance and  
poor communication, lack  
of response**

Dissatisfied with a lack of response from multiple attempts to notify that grounds maintenance work was not taking place – worried that it would cause damp problems in his property.

**Learning from complaint**

We did not act upon this quickly enough. We assumed that grounds maintenance was not our responsibility. An error had occurred when the block was sold to a management company but Wrekin retained grounds maintenance responsibility.

All grounds maintenance charges were credited back for the period where no work took place.

**Compensation**

£102, service charge adjustment

Ms A has  
been a  
tenant for 4  
years

**Nature of complaint -  
Legal, not upheld**

Tenant was unhappy with the delay being caused with the right to acquire for her property, stated it had been ongoing for 16 months.

**Learning from complaint**

On investigation Wrekin were not at fault, tenants Solicitor were holding up the proceedings by not giving Wrekin the information requested. Wrekin could have chased the solicitor and is a learning point we have incorporated.

# COMPLAINTS CASE STUDIES- STAGE 2

Mr A has been a tenant for 15 years (1 year in current tenancy)

## **Nature of complaint - Repairs, quality**

Disappointed with condition of property when he moved in. He did complete a tenant led visit and received a decoration voucher but the condition of the ceilings following removal of coving by Wrekin was poor. Also garden was supposed to have rubbish removed and strimmed but this was not completed either.

## **Learning from complaint**

The root cause of the complaint was the poor workmanship and repairs not being carried out satisfactorily in the void period. To re-plaster the ceilings turned into a larger job once the tenant had moved in with his belongings. Also the Housing team did not follow up with the grounds maintenance team causing works not to be completed.

At stage 1 it was agreed for all ceilings to be re-plastered but no assistance to move furniture, the tenant is 70+ and no adjustments were made to help him.

At stage 2 it was agreed that Wrekin would support with the removal/storage of furniture and if necessary alternative accommodation would be sourced if required. Works are still on-going and possible compensation to be paid once complete.

# LEARNING FROM COMPLAINTS

## Complaints Learning

After each complaint case, staff log the lessons learnt and act upon anything they feel would reduce the chance of the same issue recurring. These are logged centrally so we can see themes. The list below highlights some of the actions taken.

