



# **Service Standards**

## **Customer Feedback**

### **Q4 24/25**

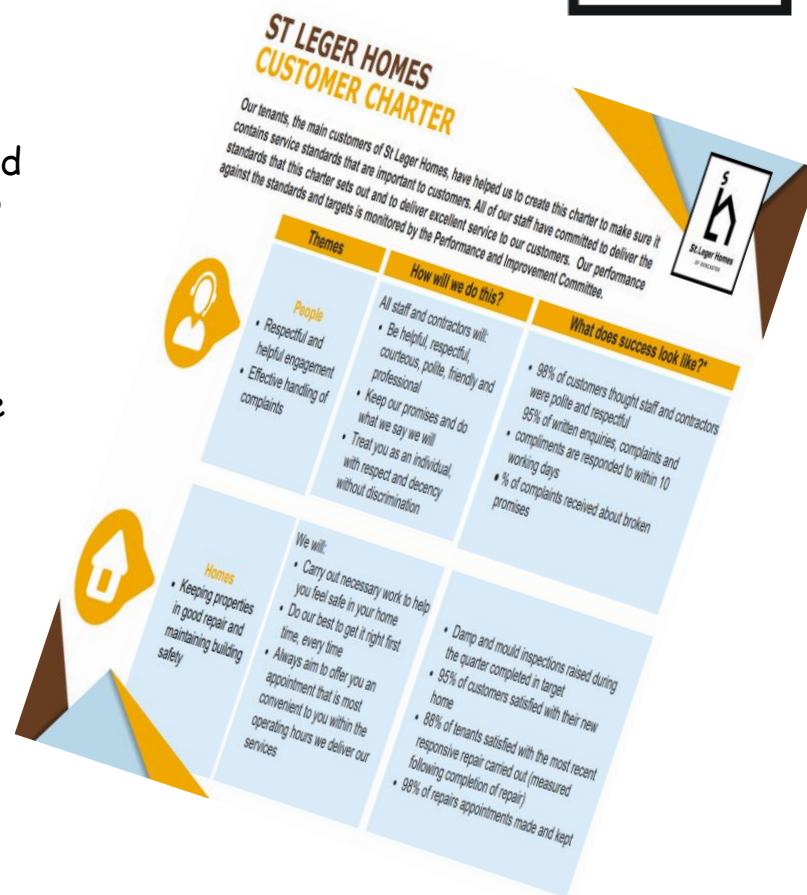
## **Year End Cumulative**

## **Performance**

*St Leger Homes - Providing homes in neighbourhoods where people are proud to live*



- We measure whether we are meeting the service standards set out in our **Customer Charter**, every quarter throughout the year.
- Year-End Performance 24/25 is measured at the end of March 2025, which is Quarter 4. This is our year end out-turn figure
- This presentation shows our performance against a range of service standards which we use to measure the satisfaction of tenants across a range of services we provide – these standards are reviewed on a regular basis, in consultation with tenants.
- The presentation also shows our cumulatively performance at the end of each quarter of the 12 months beginning 1<sup>st</sup> April 2024, for comparison.
- The last 2 slides show how we have used the feedback to improve our services and our plans for further improvements.



**St Leger Homes - Providing homes in neighbourhoods where people are proud to live**

<div> Green = In Target  Amber = In tolerance  Red = Not in Target  Pink Standard denotes outturn 24/25 is better than 23/24 or same </div>		Cumulative Performance				
	23/24 Outturn	Target 24/25	Quarter 1 24/25	Quarter 2 24/25	Quarter 3 24/25	Quarter 4 24/25
% of customers satisfied with condition of property (*we are reviewing how we capture this feedback)	95.83%	95%	100%	*Not available	Not available	Not available
Written enquiries, complaints/ compliments within 10 working days	89.87%	95%	98.61%	99.05%	99.17%	99.12%
Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled.	Not reported	60%	75%	78.5%	79.3%	80.25%
High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day	93.15%	90%	91.72%	93.24%	95.30%	94.34%
% of policies (customer facing) that required consultation with the One Voice Forum.	100%	100%	1 not	100%	100%	100%
Repairs appointments made and kept	96.6%	98%	94.18%	95.55%	95.64%	95.22%
% of customers who thought staff and contractors were polite and respectful	Not reported 23/24	98%	87.61%	87.91%	88.59%	89.25%
People	Homes	Communities		Partnership		

Green = In Target Amber = In tolerance Red = Not in Target Pink Standard denotes outturn 24/25 is better than 23/24 or same	Cumulative Performance					
	Outturn 23/24	Target 24/25	Quarter 1 24/25	Quarter 2 24/25	Quarter 3 24/25	Quarter 4 24/25
Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days	70.81%	95%	88.98%	87.64%	82.46%	86.52%
Referrals to our tenancy support team and undertake an assessment of need.	14.2 days	12 days	11.3 days	13.3 days	13.7 days	14.49 days
% of tenants satisfied with the most recent responsive repair carried out on their property (transactional)	86.19%	88%	78.70%	75.83%	74.98%	74.99%
% satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact.	74%	88%	75.39%	74.57%	75.49%	74.29%
Calls answered within 150 seconds.	54.8%	90%	62.26%	77.44%	81.36%	83.64%
Damp and mould inspections raised during the quarter, completed in target.	Not reported 23/24	TBD	-	-	-	-
% of complaints about broken promises	6%	None	4.63%	5.47%	5.35%	5.98%
People	Homes	Communities		Partnership		

## Safety and Quality Homes

### Permissions

In response to complaints that CCTV/ring doorbells were not part of the permissions policy, permission was incorporated into the new policy following this feedback.

### Mould washes

Due to concerns raised by some tenants about mould washes and the potential impact of fumes from the products used, we reviewed and switched to a product with fewer fumes and TSP are currently reviewing our approach to dealing with damp and mould and the policy.

### Spotlight on repairs

Our April tenant magazine, HouseProud included a full spread spotlight article on repairs to better inform tenants about the service provided and to manage expectations about what we can and can't deliver. The outcome anticipated is an improvement in satisfaction.

### Repairs and Maintenance

In response to complaints and satisfaction feedback we are undertaking operational changes.

1. We are updating trade staff scheduling system to improve diary capacity and the allocation of resources.
2. We are changing how we deliver multi-trade work using resources from across repair teams to support our responsive repairs teams to alleviate waiting times.
- 3 We have appointed to all vacancies on responsive repairs following difficulties recruiting and have increased our Trade Assistance to 4 FTE to increase resources in anticipation of changes resulting from Awaab's law. We are top performing in Quartile 1 compared to all housing providers when looking at the satisfaction with repairs TSM 23/24 and overall transactional satisfaction has improved from 75.36% in Q1 24/25 to 76.94% in Q4 only, 24/25

### Collaborative working.

We have introduced regular check and challenge meetings across Property and Housing and Customer Services Directorates to improve understanding of cross cutting service areas and to maximise opportunities for collaborative working which will improve the overall tenant experience. Meetings with CAT and Housing Management Team have been refreshed to aid knowledge and awareness of cross cutting issues. Transactional satisfaction overall with the service provided by the CAT has improved from 68.76% in Q1 to 77.57% in Q4 only.

# Learning and Outcomes from feedback Q4 cumulative



## Transparency, Influence and Accountability

### **Customers who thought staff were polite and respectful.**

Technology implemented in the Housing Income Management team to improve the responsiveness of call answering and the quality of the interactions using review of call recordings to improve quality. 100 % of calls have been answered within target implementation of a telephony management system.

**Customer Relations Team** – We have changed way in which we interact with tenants so they better understand that we will be fully objective when handling their complaints and improved the quality of the complaint responses. This has resulted in an increase in transaction satisfaction with complaint handling from 27.51% Q3 cumulative to 31.82% in Q4 only. We are appointing an additional Customer Relations Manager to further improve complaint handling.

### **Recharge Policy**

This has been revised to reflect concerns about administrative charges. Outcome is to improve the customer experience as charges will not include additional fees.

## Neighbourhood and Community Standard

### **Learning from best practice.**

We have introduced new Vulnerable Person's, Anti-social Behaviour and Unacceptable behaviour policies following best practice recommendations in various Housing Ombudsman Spotlight reports.

## Tenancy Standard

As a result of feedback from transactional surveys we have provided more information to empower customers to make informed decisions. This includes improving the website and information available about turnover of stock and level of demand, made the allocations policy more accessible, promoted mutual exchange as a more viable option for tenants, developed an information sheet to prompt application prior to commencing their on-line application and implemented a new Accessible Housing Policy to streamline the assessment process from several months to within a couple of weeks. Transactional satisfaction with the information available to apply for a new homes has increased Q3 cumulative from 63.07% to 70.49% Q4 cumulative.