

# Our Annual Review 2022/2023

**Welcome to our Annual Review for 2022/23 where we will be looking back and highlighting some of the key work we have been doing to help and support you - our customers.**

As Chief Executive and Chair of the Board of St Leger Homes we are extremely proud of the work we do. Social housing is not just a housing business, fundamentally it's a business that cares about the people, and that's why we continued to work hard to deliver better services to those who needed the most help.

We've done things slightly different this year so if you check out our website or YouTube channel you can hear from some of our tenants about their experience of our services in the past year.

The last year has been a positive one, but we're also conscious that it's been a challenging one for all of us – you, our tenants and ourselves.

The cost of living challenges continued, meaning costs for everyone have risen once more. However, that hasn't stopped us doing all we can to help and make sure we offer the best value for money services possible. We kept our rent increases below the rate of inflation whilst still giving a high-quality service.

We continued to focus on the very important issue of damp, mould and condensation by committing to resolving this problem and moving resources. Thanks to

feedback from you and our tenant involvement groups, we put in place a new team specifically to work on these issues. This also included introducing new policies and procedures which were approved this year, along with bringing in trusted contractors to support this work. We look forward to our tenants seeing the benefit of this in the forthcoming months.

**Our absolute top priority has been our tenants.**

There are so many things that everyone at St Leger Homes have been working hard on to make a difference for our customers over the past year. Some of which you can hear about in our Annual Review videos on our Youtube channel and our website at [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk). You'll hear first-hand from customers about how our people have made a positive impact on their lives.



**Dave Richmond**  
Chief Executive



**Dave Wilkinson**  
Chair of the Board

## How your rent was spent:

Improvements to you home	£25.04
Cost of borrowing	£11.82
Housing management	£22.31
Payments to other council departments	£2.24
Rents, rates and taxes	£1.14
Repairs and maintenance	£13.42
Bad debts	£0.31
<b>Total average rent payment</b>	<b>£73.09</b>



**19**

**Total number of Apprentices**



**95.31%**

**Repairs appointments kept**



**71**

**People who joined our World of Work Scheme**

# Looking after your homes

**Our repairs and maintenance teams provide an absolutely essential service for you, our tenants. This service sees the highest demand from our customers year in, year out and 22/23 was no different.**

Despite the cost of living challenges continuing, we continued our efforts in providing the best service possible.

Once again one of our priorities was to continue to make our buildings safer – not only from a bricks and mortar point of view, but also making sure our customers feel safe in their homes.

One of our biggest projects from the past year was work in one of our independent living buildings, Jubilee Court. Not only did we make significant improvements to the building, but we made sure our customers feel as safe as they could when it comes to fire safety.

We introduced new technology into the building so we have full access to monitor and check all smoke and fire alarms in flats, without needing to gain access to customers' homes. The improvements also mean that should there be an incident in the building, residents can stay in their home safely. You can hear more about these changes in our video here.



*"I've lived at Jubilee Court for 17 years and the improvements have made us feel a lot safer. My personal life in this building is now a lot happier thanks to these changes. I think everyone in the building is a lot happier."*






*"St Leger and the contractors that did the work were really friendly and we were never left wondering what was happening – we were always kept informed."*

*"Danny [Boardman] and his team were brilliant throughout and were approachable whenever we had any questions."*

**Mr Johnson – St Leger Homes tenant**

We have continued to improve and move towards our target to make more quality homes available to people in Doncaster, quicker. When properties become empty, improvements in how we turnaround the property has meant we now have a shorter turnaround time. Our turnaround time is amongst one of the best in the sector.

Our repairs service has continued to show a positive increase in completing repairs at the first visit. Check out our performance below. Following feedback from our customers we introduced a new ring ahead service to make sure someone is home and that we have the correct parts to do the job. This has allowed us to attend more appointments and avoid wasted time and journeys.

 <b>75,248</b> Number of repairs completed (responsive and emergency)	 <b>£31.3m</b> Investments and improvements to your home
 <b>99.22%</b> Repairs completed right first time	 <b>100%</b> Gas servicing completed
 <b>85.44%</b> Customers satisfied with their repair	

# Supporting our customers and communities

**This year we continued to make the wellbeing of our tenants a priority and made sure people had access to the support and assistance they need.**

Our Tenancy Sustainability team have once again played a key role in making sure our customers have access to the support they need. This year we have introduced of a specialist mental health team.

Our mental health navigators have been on hand to support people with a range of different issues, including anxiety and hoarding. Their commitment to our customers has been fantastic and you can hear what it means to them in our videos on our YouTube channel.

*"I would tell any tenant who may be struggling to get in touch with Laura and the other Mental Health Navigators because you'll have a great time in getting help with your mental health. They are very, very good."*

**St Leger Homes tenant**

Through the work of our financial inclusion teams, we have been able to make sure our customers had access to £1.6m worth of additional money through benefits and grants.

In 22/23 we also made some changes to our teams after consulting with customers. These conversations led to the formation of our new antisocial behaviour (ASB) team which will help focus on making our communities even safer.

Following extensive consultation with tenants, we developed and launched our new Tenant Voice Strategy (2022-26) to help us improve the ways we make sure tenants are at the heart of what we do and that we embed tenant involvement across St Leger.

And to make sure we capture the voices of our tenants, a new One Voice Forum was launched in October 2022. This is an engagement Forum for tenants and TARA representatives for consultation and discussion on service delivery and key strategic and policy changes. The Forum has already had useful input into key policies and service changes.



Our Tenancy Sustainability team

 <b>£1.6m</b> Financial gains secured for tenants	 <b>81.3%</b> Customers satisfied with our overall service
 <b>92.3%</b> Say our staff are friendly and approachable	 <b>3,225</b> ASB cases resolved for tenants
 <b>850</b> Households prevented from becoming homeless	 <b>75.7%</b> Customers satisfied with the quality of their home



# Achievements and accreditations

2022/2023 saw us once again receive many awards and accreditations. We are proud that we continue to achieve many long-standing accreditations as well as gaining some new recognitions. These recognise the high quality of services we provide and the commitment our staff give to looking after the needs of our customers.

Here are some of our biggest and proudest achievements over the past year.

## Customer Service Excellence and Health and Safety accreditations

We achieved accreditation from the Government's Customer Service Excellence scheme for the 12th year following an independent assessment in April 2022. The Customer Service Excellence scheme assesses organisations to make sure that they provide a fair, efficient and effective service for customers.

Here's a sample of some of the great things the independent assessor said when she visited in 2022:

*"They [staff] are very committed, helpful, supportive, knowledgeable, positive, approachable and hard working."*

*"There is strong corporate commitment to putting the customer at the heart of service delivery, with a clear emphasis on teamworking and the use of customer insight to improve service delivery"*

We also achieved a five-star rating from the British Safety Council for the twelfth straight year - and retained the international ISO 45001 accreditation for health and safety.



## TPAS accreditation

Last year we were proud to achieve the TPAS Accreditation which recognises our work focussing on involving tenants in decision-making and making sure that tenants' voices are heard at all times.

TPAS are the country's leading tenant engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England.

The accreditation will last until 2025.

Cllr Glyn Jones, Deputy Mayor and Cabinet Member for Housing and Business, said:

*"Receiving this accreditation from TPAS is a fantastic achievement that clearly demonstrates St Leger Homes' commitment to serving tenants' needs and looking after their wellbeing."*

*"By listening to the views of tenants and empowering people to shape the housing services they receive, St Leger Homes are helping to build stronger, more confident communities across Doncaster."*



## Domestic Abuse Housing Alliance

We were proud to become the first local housing provider in South Yorkshire to receive a national accreditation for our work in helping tenants affected by domestic abuse.

The nationally recognised Domestic Abuse Housing Alliance (DAHA) accreditation means we are now part of a prestigious group of housing providers across the country to achieve this standard of service.

# Learning from feedback

We love to hear all the positive feedback we get from our customers when they compliment us on the services we provide, but we equally welcome the feedback we get when tenants feel we haven't got something right, as this is how we learn.

In 2022/23 we received **1302** complaints across our services ranging from time taken to complete a repair, to lack of communication. That's 0.09% of all the transactions we provide. We thoroughly investigate each and every complaint we receive and provide a full response.

We manage all our complaints in accordance with the Housing Ombudsman's Complaint Code and are required to carry out an annual self-assessment against the code. A copy of the self-assessment we carried out in 2023 can be found at [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk).

## Complaints



Property services complaints

**998**  
Received



Housing services

**296**  
Received



Corporate services

**8**  
Received



*"I want to praise the St Leger officer who helped me in sorting out a payment for our broken washing machine. After trying to chase it with other departments she agreed to monitor it until it had gone through, even telephoning us after she had finished work to advise let us know it had been processed."*

St Leger Homes tenant



Here's some examples of where we have learned from complaints.

### You told us we could improve how we deliver our repairs service

We introduced a text reminder and a 'call on way' service and combined scheduled and responsive repairs teams into one team to provide a more responsive, flexible service.

We carried out re-training to make sure trade staff have the correct materials to complete a job at the first visit.

### You told us we could improve how we deal with complaints about anti-social behaviour

We started the process of re-aligning our housing services, part of which involved putting in place a dedicated antisocial behaviour team, which we implemented in 2023/24.

We hope that you have enjoyed reading our Annual Review 2022/23. If you found this interesting then you may also like to see our short Annual Review videos which can be found on [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) or on our YouTube channel.