

Meeting:	Residents Forum
Meeting Date:	17 September 2024

Housing Updates

The Director of Housing & Estates (DH&E) presented an update on regulatory and organisational changes since the last Resident Forum in June 2024. Discussions were had about the organisation's housing pathways; residents asked whether St. Anne's Community Services (SACS) had considered providing a service which delivered floating aftercare support when individuals had become more independent and if the organisation would also consider multiple person occupancy.

The Resident Trustee role and recruitment process was outlined to the group by the Head of Corporate Governance. Members of the forum expressed an interest in the opportunity.

Anti-Social Behaviour

The 2024 Tenant Satisfaction Measure (TSM) survey highlighted that the organisation's handling of anti-social behaviour could be improved. The group discussed their experiences of reporting anti-social behaviour, concerns were raised about how incidents were dealt with outside of Support Worker hours and reported that they had felt unsafe on occasions. It was raised that the processes for reporting and handling anti-social behaviour needed to be refreshed and would be reviewed at the next Resident Forum.

Discussions were had about the lack of communication and long timescales when incidents were reported, the Housing and Estates team were to undertake training on handling complaints and anti-social behaviour, it was hoped this would bring a consistent approach to handling reports.

Annual Report to Residents

A summary of the annual report to residents was presented by the DH&E, residents requested that the report was presented in an accessible format and included contact details to encourage other residents to provide feedback.

Void Standards Checklist

Residents reviewed the voids standard checklist which the forum had previously designed, one resident who had moved into their property in June 2024 fed back that their home did not meet the standards on the checklist. The DH&E was concerned that the standard had not been embedded into the voids processes and promised to ensure the properties would be fully inspected against the checklist going forward. It was suggested that a Support Worker could inspect the void properties with the Maintenance team to ensure no areas are missed.

Housing & Estates Directorate Restructure

The DH&E advised the group that a restructure of the Housing & Estates directorate is underway with a new structure proposed. The aim is to ensure that SACS was best placed to meet the requirements of a host of regulatory changes and to improve the services provided to residents.