

Meeting Date:	20 March 2025
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Tenant Satisfaction Measures (TSM) Survey 2025

The Area Manager for Housing (AMH) presented the results of the 2025 TSM survey, there had been increased participation compared to 2024 and overall, resident's satisfaction had improved. It was highlighted that satisfaction with the handling of anti-social behaviour (ASB) and complaints remained low and were identified as areas to improve.

The forum requested assurance that improvements would be made to ASB and complaints handling considering that there had been little improvement from the 2024 results. The AMH was currently reviewing the ASB policy and procedure, and monthly antisocial behaviour cases review meeting had commenced.

Residents were surprised that the organisation had scored 76.2% satisfaction for making positive contributions to neighbourhoods as residents anticipated the score would be lower. The AMH added that partnership working with community agencies was ongoing and hoped to promote the positive contributions which the organisation was making. Events were planned for Summer 2025 to deliver the TSM results to residents and provide an opportunity for local organisations to attend and meet residents.

Complaints Performance Review

The complaints received for the period January to March 2025 were reviewed, there had been four housing complaints, all of which were upheld. It was discussed that complaints were likely to be underreported and that the Housing team were to receive training to ensure all complaints were identified. The forum acknowledged that there was often cross over between complaints and reporting ASB.

Anti-Social Behaviour (ASB) Review

The AMH led an interactive exercise where residents contributed their experiences of ASB and how it was handled to provide insight for the ASB policy and procedure review. Residents identified the different types of ASB including receiving threats, loud noise, banging doors, violence. The group reflected on the impact of ASB including negatively impacting mental health and recovery.

It was highlighted that efficient communication with victims was essential in successfully handling ASB cases, residents requested realistic timescales for updates to be provided throughout the process. As part of the review new measures had been implemented such as an impartial mediator service to prevent ASB escalations.

The ASB review provided valuable insight of resident's perspectives, the reviewed ASB policy and procedures would be brought to the June 2025 Resident Forum.

Digitalisation

The Head of IT (HIT) joined the forum to discuss the possibility of developing an online housing system or app for residents. The system would enable residents to report repairs, ASB, contact the Housing team, and access building compliance certificates. Residents welcomed the suggestion and discussed the potential barriers which some residents might experience in accessing digital services.

The HIT added that the Connected Client project aimed to provide internet connections, devices, and IT training to clients in services and this would also be available to residents. Residents were interested in the project and further focus groups were to be arranged.

Housing Pathway

The Director of Housing and Estates (DH&E) presented the Housing Pathway Roadmap which detailed how residents could move towards greater independence through employment, volunteering, education, and independent accommodation opportunities.

The group discussed the co-production opportunities available in St Anne's including one resident who recently took photographs of the Trustees, ELT and SMT. Residents expressed an interest in opportunities to support the Maintenance team with painting and gardening at properties, it was also suggested that cooking classes could be delivered to residents to provide residents with opportunities to develop new skills.

It was highlighted that the language used in the roadmap needed to acknowledge the positive achievements of those who remained in Supported Housing and the group discussed how each resident had an individual journey; the Chair highlighted that 'a life without limits' was unique to everybody.