

Report for Residents

2017–2018



Prha is committed to providing good quality services for our residents, and every year we provide a report for residents on our performance as a social housing landlord. This report focuses on areas you have told us are a priority for you, which for 2017 were the repairs service, how well PRHA communicates with you, and how we deal with Anti-Social Behaviour. Targets were set for the year with the Service User Advisory Panel (SUAP) in relation to those areas which this report focuses on.

The following Satisfaction Survey in 2018, which was responded to by 25% of PRHA's residents, showed a change in the top three priority areas for our residents. The performance of the repairs service remained the top priority as before, but how well we communicate with our residents and how well we deal with anti-social behaviour were replaced by the overall quality of your home and the value for money of rent and service charges. This was the case both for residents in our general needs accommodation and in our

supported accommodation. We will therefore be reviewing the focus of the report for next year with the SUAP.

88% of respondents to our 2018 Survey were satisfied that their rent provided value for money, an increase from 85% in the previous year. Similarly 87% were satisfied that their service charges provided value for money, an increase from 77%.

88% SAY PRHA Rent is Value for Money

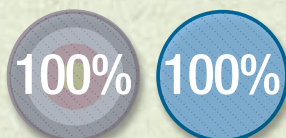
Repairs

→ 1309 responsive repairs were undertaken by PRHA operatives or contractors between April 2017 and March 2018. 19% of these were classified as emergency repairs (256), 44% as urgent repairs (575), and 37% as routine repairs (478).

→ The proportion of repairs resolved on the first visit ("first fix") was highlighted as an area for improvement in the last report, and progress has been made in this area. 89% of repairs were completed on the first visit, and 99% of repairs were completed within two visits.

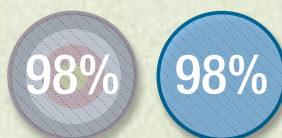
Targets met in 2017–18

EMERGENCY REPAIRS
undertaken to timescale



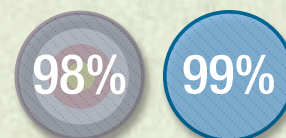
TARGET ACTUAL

URGENT REPAIRS
undertaken to timescale



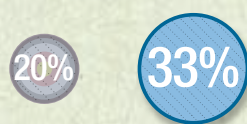
TARGET ACTUAL

ROUTINE REPAIRS
undertaken to timescale



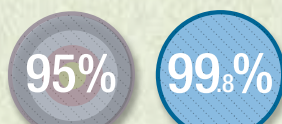
TARGET ACTUAL

POST REPAIR SURVEYS
completed by residents



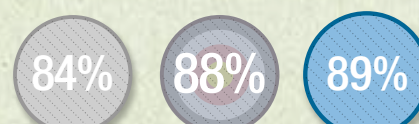
TARGET ACTUAL

APPOINTMENTS KEPT
out of appointments made



TARGET ACTUAL

REPAIRS
resolved on first visit



2017 TARGET 2018

Satisfaction with the repairs service (all residents)



TARGETS FROM 2017-18 – HOW WE DID



TARGET Satisfaction with the overall repairs service to be improved for our residents.

PERFORMANCE Satisfaction with the repairs service has increased in relation to the previous year, from 71% to 86%.



TARGET First fix repairs performance to be investigated and improved.

PERFORMANCE Performance for 2017-18 improved and at 89% is above the target. However in line with the recommendation from the last report the target for first fix repairs will rise to 91% for 2018-19.



Targets 2018-2019

TARGET Investigate the reasons a significant number of repairs have taken more than one visit to fix and work with our contractors to meet the target of 91% set for the 2018-19 year.

+ Positive

- Satisfaction with the repairs service provided has increased for all three indicators this year, with the speed of repair and quality of repair indicators each showing a continuous upward trend across the last three years.
- Satisfaction with the speed of the repair undertaken has tended to have the lowest satisfaction rating of the three indicators in previous years, and satisfaction in this area increased by 12% this year bringing it closer to the other repair satisfaction indicators.

- Needs more work

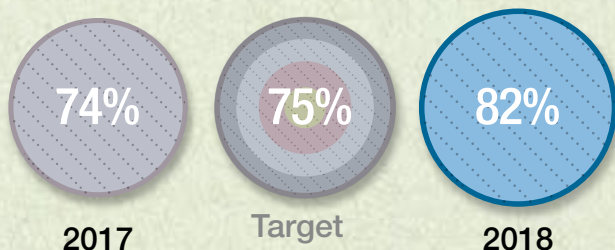
- Performance in relation to fixing a repair within one visit for the year was above target, but PRHA will work further with our contractors to improve this and to meet the target for 2018-19. This will be 91%, in line with the recommendation in last year's report for a rising target to be set (88% in the first year, 91% in the second and 93% for following years).

Complaints

A total of 35 formal complaints were received about PRHA's services during 2017–18, which is 4.5% of the 780 residents in PRHA owned or managed properties in 2017–18. This compares with 5.9% during 2016–17.

Satisfaction with the way PRHA handles complaints has increased for the second year running, and is now above the target of 75% that was set by the SUAP.

Satisfaction with the way complaints have been handled



+ Positive

→ This year 82% of respondents were satisfied with the final outcome of their complaint, an increase from 66% in the previous year.

- Needs more work

→ Review the complaints that were escalated beyond Stage 1 to understand the reasons they were not initially resolved to the resident's satisfaction and reduce the number of complaints where this occurs. PRHA's aim is to resolve all complaints to the satisfaction of the resident at Stage 1.

Complaint category	Formal Stage 1	Formal Stage 2	Formal Stage 3	Total
Repairs Service	15	3		18
Support Service	7	1	1	9
Housing Management Service	1	1	1	3
Catering Service	2			2
Communication (Head Office)	1			1
Quality of Service (Cleaning)	1			1
Rent	1			1
Total	28	5	2	35
<i>Proportion of complaints</i>	<i>80.0%</i>	<i>14.3%</i>	<i>5.7%</i>	—

TARGETS FROM 2017–18 – HOW WE DID



TARGET We will review all complaints received in relation to our repairs service in the last year and ask our residents panel for suggestions for improvement.

PERFORMANCE Repair related complaints are due for review at the September 2018 SUAP. Any recommendations will form part of the 2018-19 improvement plan.



Targets 2018–2019

TARGET Targets for our performance around complaints in 2018–19 will be set by SUAP following the review and reported on in the next Report for Residents.

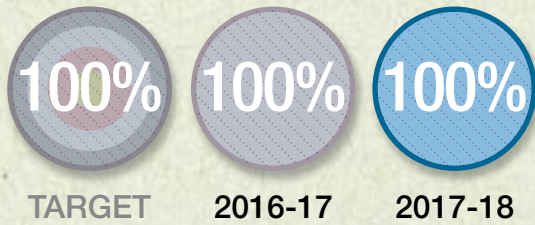
Anti-Social Behaviour (ASB)

→ 42 out of 124 survey respondents indicated that they had reported ASB within the past 12 months. 76% of them reported that they were satisfied with the way that this was dealt with, a slight increase from 74% in the previous year.

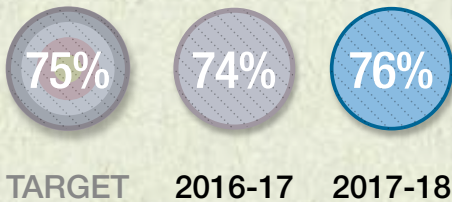
→ 87% of respondents who indicated that they had made an ASB complaint said that they would be willing to report ASB in the future, which is also an increase from the 78% reported in the previous year.

Performance and satisfaction for ASB

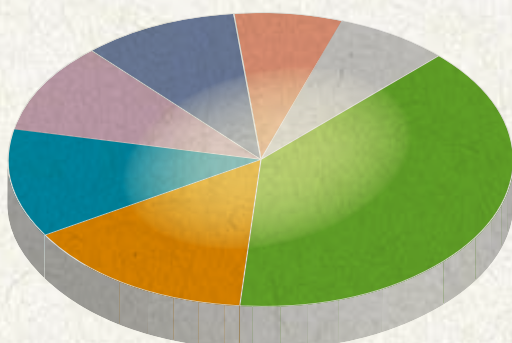
Anti-social behaviour complaints resolved (formal and informal)



Satisfaction with the way ASB complaints have been dealt with



Primary category of reported ASB 2017-18



- 39%** Noise
- 15%** Harassment
- 12%** Communal Area Misuse
- 10%** Drugs & Alcohol
- 10%** Nuisance
- 7%** Littering
- 7%** Verbal Abuse



TARGETS FROM 2017-18 – HOW WE DID

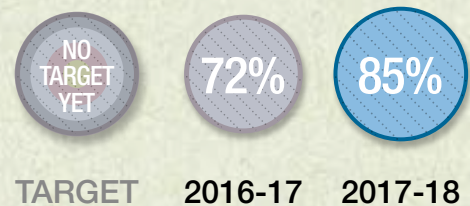


TARGET The target of 75% satisfaction for the way ASB complaints are dealt with to remain for 2017-18, and performance to meet or exceed this.

PERFORMANCE Satisfaction has increased to 76% this year, above the target set by the SUAP. This is an upward trend over the past 2 years from 73%.



Satisfaction with the support provided by staff **new**



Targets 2018-2019

TARGET We will discuss with the SUAP whether to increase the target to a stretching target (e.g. 80%).

+ Positive

- PRHA staff work closely with the local police, Council and other neighbours to combat ASB in the local area. They attend ward community safety panels and information sharing agreements are in place to support close working with the boroughs around reducing anti-social behaviour.



Home Standard

Our residents want their homes to be safe and their communal areas to be clean.

PRHA is carrying out a comprehensive fire safety review and improvement programme on all of its properties.

FIRE RISK ASSESSMENTS

...completed for properties that PRHA owns and manages



GAS SAFETY INSPECTIONS

...completed for properties that PRHA owns and manages



+ Positive

- A slight improvement in the proportion of residents who felt safe in their home. This remains a priority area and PRHA will continue to review the specific feedback from residents and will work to improve this further.
- All PRHA properties have a Fire Risk Assessment review every year.
- 100% gas safety inspections.



TARGETS FROM 2017-18 – HOW WE DID



TARGET 88% of those who responded to our 2016-17 Survey reported that they felt safe in their home. PRHA will review the survey feedback to explore ways of improving this.

PERFORMANCE this year's Survey indicated a slight improvement for this figure, rising to 89% of residents feeling safe in their home. This represents 13 residents who stated that they did not feel safe in their home. Concerns mentioned included issues with communal doors. CCTV was also mentioned as a deterrent both by those who felt safe in their home and by those who didn't. PRHA is reviewing its use of CCTV in the light of the new data protection laws and the impact on resident's service charges of running CCTV.



Satisfaction with cleaning



Targets 2017–2018

TARGET PRHA to investigate the reasons behind the slight fall in satisfaction with the cleaning service provided and investigate any areas for improvement.

– Needs more work

→ Satisfaction with the cleaning service has fallen slightly this year and is below target.

Customer Service

Ensuring that all of our residents receive a uniform and satisfactory customer service experience remains a top priority for PRHA.

The survey results suggest that satisfaction in this area is increasing. Nevertheless we will continue to look for service improvements in this area.

TARGETS FROM 2017-18 – HOW WE DID



TARGET Continue to roll out our online survey offer.

PERFORMANCE For the 2017-18 Survey PRHA increased the proportion of our residents offered the choice of completing the survey online from 20% (last year) to 62%.



TARGET Review PRHA's website to provide greater opportunities for providing services and receiving feedback.

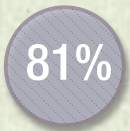
PERFORMANCE PRHA's website has been substantially redeveloped to make it more customer focused, and is expected to go live during September. Following the launch in September its functionality will be extended to allow for on-line rent payments, reporting repairs, raising queries and complaints, and applying for volunteer and staff positions with PRHA.



TARGET Seek feedback on the text based messaging system and ways to improve it.

PERFORMANCE This was not achieved in 2017-18. It will be a priority for 2018-19.

LISTENING TO YOU



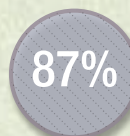
All residents
2017



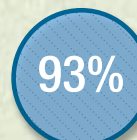
All residents
2018

How satisfied that PRHA listens to views and acts on them?

OVERALL SATISFACTION



All residents
2017



All residents
2018

Percentage satisfied with services provided by PRHA overall



+ Positive

- For the second year there have been increases in the overall satisfaction level reported by PRHA residents (6% increase) and that PRHA listens to and acts on the views of its residents (also a 6% increase).
- Satisfaction with the way PRHA keeps residents informed has also increased, with 94% of respondents being satisfied in this area.



Targets 2018-2019

TARGET We will seek feedback on the new text based messaging system and ways to improve it.