

# Report for Residents 2018–2019

**A**s part of our commitment to providing good quality services for our residents, PRHA works with our Service Users Advisory Panel (SUAP) to review performance and resident satisfaction levels each year. Our Report for Residents focuses on the areas you have told us are a priority for you, and the top three from our 2018 Survey were the repairs service, the overall quality of your home, and the value for money of rent and service charges. Information on these and other key areas are provided in this report.

Providing good value for money involves ensuring that we deliver cost-effective and efficient services to our residents, balancing the level of our service charges with the delivery of services to a standard that our residents' expect. This means closely monitoring satisfaction levels with the rent and service charges themselves (reported on in the Customer Service & Value for Money section) along with the key areas of service delivery and overall satisfaction with our services (reported on throughout the Report).

The Satisfaction Survey carried out this year showed a change in the top three priority areas for our residents. The performance of the repairs service remained the top priority, but the next two priority areas were how well PRHA listens to the views of our residents, and how well we keep our residents informed. Discussions with the SUAP were undertaken around these areas, and new targets were set for 2019-20.

## Repairs

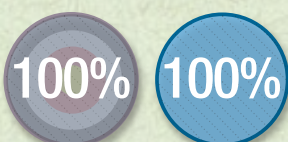
→ 1644 responsive repairs were undertaken by PRHA operatives and contractors between April 2018 and March 2019, 335 more than in the previous year. Of these 16% were emergency repairs, 38% urgent repairs, and 46% routine repairs.

→ The completion of repairs on the first visit ("first fix repairs") remains an area of focus for our residents. Following a 5% increase in first fix repairs in the previous year (84% to 89%) there was a fall back to 85% during 2018-19. However 99.9% of repairs were completed within two visits. See "Needs more work" section on p2.

### Targets met in 2018–19

#### EMERGENCY REPAIRS

undertaken to timescale

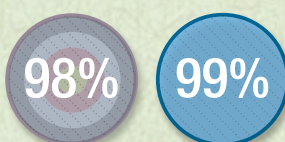


TARGET

ACTUAL

#### URGENT REPAIRS

undertaken to timescale

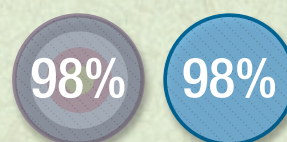


TARGET

ACTUAL

#### ROUTINE REPAIRS

undertaken to timescale



TARGET

ACTUAL

#### POST REPAIR SURVEYS

completed by residents

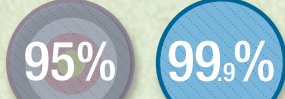


TARGET

ACTUAL

#### APPOINTMENTS KEPT

out of appointments made



TARGET

ACTUAL

#### FOCUS FOR IMPROVEMENT

repairs resolved on first visit



2018

TARGET

2019



## Satisfaction with the repairs service *(all residents)*

### SPEED

67% 79% 80%



2017 2018 2019

### QUALITY

81% 83% 82%



2017 2018 2019

### REPAIR SERVICE

71% 86% 86%



2017 2018 2019

### TARGETS FROM 2018–19 – HOW WE DID

**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.

**PERFORMANCE** We did not meet the rising target of 91% set by the SUAP for this year. The most frequent reason given for a second visit related to the need for replacement parts to be ordered so that the repair could be completed effectively, and PRHA is continuing to work with our contractors to minimise instances where that might be the case.

### + Positive

- PRHA met the target for repairs being undertaken to timescale in all three categories (emergency, urgent and routine).
- Satisfaction with the repairs service overall has remained stable this year at 86%, sustaining the improvement seen in the 2018 survey (up from 71% to 86%).
- Satisfaction with the speed at which repairs are undertaken has improved by a further 1%, building on the marked improvement between the 2017 survey (67%) and the 2018 survey (79%).

### – Needs more work

- The improvement in first fix repair performance seen in 2017-18 (an increase from 84% to 89%) was not sustained this year, and our performance has fallen back to 85%.
- Performance in this area continues to be reviewed by the SUAP, and overall they are satisfied that 98.8% of repairs were completed within two visits. However whilst there is an understanding that some repairs will legitimately require more than one visit to complete, there is also an expectation that PRHA will clearly communicate the reasons for this to the resident where this is the case. Performance in this area will remain closely monitored, and PRHA will continue to work on minimising the number of repairs requiring more than one visit as far as is practical.

### Targets 2019–2020

**TARGET** The SUAP has retained the target of 91% for first fix repairs for 2019-20. PRHA will continue to monitor the reasons for repairs requiring more than one visit in order to ensure that our operatives and contractors are providing an efficient and cost-effective service.

**TARGET** The SUAP have requested that PRHA undertakes a review of the information provided to residents around the repairs service, to ensure that our residents are fully informed about the service they should expect when reporting a repair. This review will be undertaken jointly with the SUAP, and will include a review of how information is provided to both our general needs and our supported residents.

**TARGET** PRHA will also review the use of our SMS messaging system in relation to the notification of appointments and potential delays, to ensure that it is being utilised consistently and effectively.



# Complaints

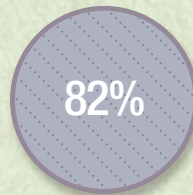
A total of 33 formal complaints were received about PRHA's services during 2018-19. This represents 4.4% of the residents within PRHA owned or managed properties in 2018-19, compared with 4.5% during 2017-18.

Last year the target for satisfaction with how complaints are handled was raised by the SUAP to

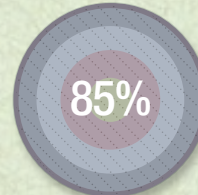
85% for 2018-19. Despite the earlier increase in satisfaction shown by the 2018 survey (up from 74% to 82%) there was a slight reduction this year, down to 81%.

PRHA will continue to work towards improving satisfaction with the complaints process in order to provide good customer service to our residents.

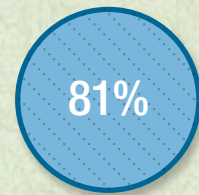
## SATISFACTION WITH THE WAY COMPLAINTS HAVE BEEN HANDLED



2018



Target



2019

Complaint category	Formal Stage 1	Formal Stage 2	Formal Stage 3	Total
Repairs Service	19	2		21
Support Service	9			9
Catering Service	2			2
ASB Procedures	1			1
<b>Total</b>	<b>31</b>	<b>2</b>	<b>0</b>	<b>33</b>
<i>Proportion of complaints</i>	<i>94%</i>	<i>6%</i>	<i>0%</i>	<i>—</i>

## + Positive

→ 94% of complaints were resolved at the first stage this year, an increase on the 80% resolved at stage one in 2017-18.

## TARGETS FROM 2018-19 – HOW WE DID

**TARGET** PRHA to 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.



**PERFORMANCE** The proportion of complaints resolved at Stage 1 rose from 80% to 93.4% for 2018-19.

**TARGET** Targets for our performance around complaints satisfaction in 2018-19 will be set by the SUAP following a review of complaints received, and reported on in the next Report for Residents.



**PERFORMANCE** Following the review of complaints the SUAP increased the target for satisfaction with how PRHA handles complaints from 75% to 85% for this year. Performance did not however rise in line with the increased target, with 81% of residents satisfied with the way PRHA handled their complaint. This represents a reduction in satisfaction of 1% relative to the previous year.



## Targets 2019-2020

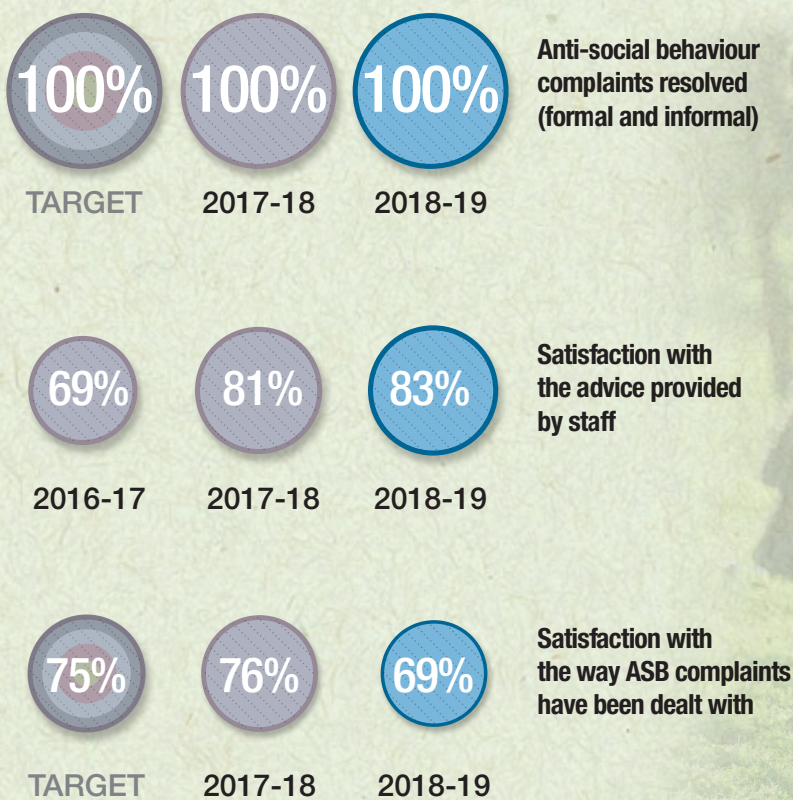
**TARGET** PRHA will review our procedures around complaints and take appropriate action to meet the target of 85% for satisfaction with how we handle our residents' complaints. Communication with residents during the complaints process was raised by the SUAP as one important area for review.



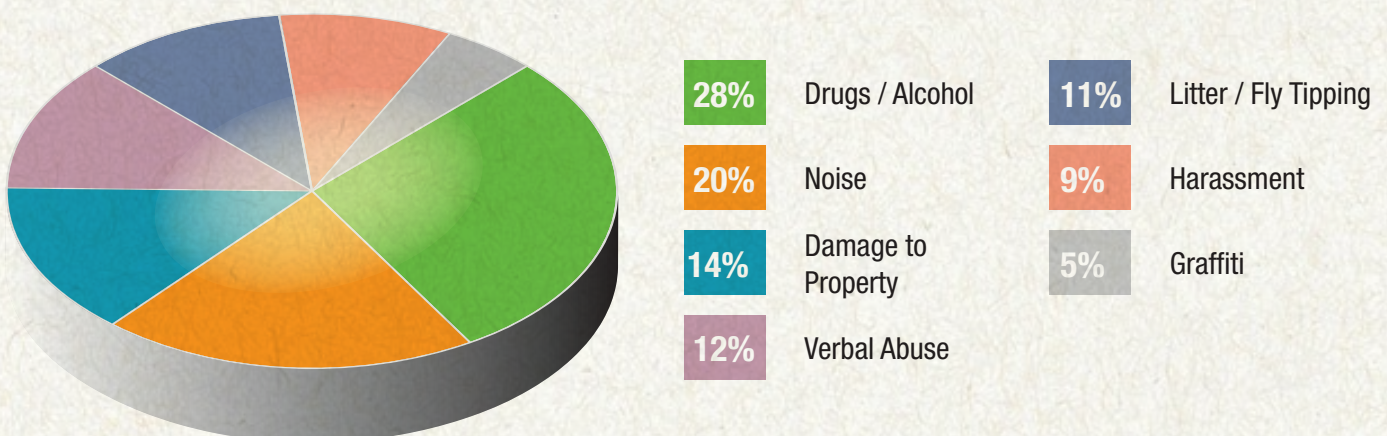
# Anti-Social Behaviour (ASB)

- 26 survey respondents indicated that they had reported ASB within the past 12 months.
- 69% of these reported that they were satisfied with the way that this was dealt with, a decrease on the 76% reported in the previous survey.
- 88% of respondents who indicated that they had made an ASB complaint said that they would be willing to report ASB in the future. This is an increase on the 87% last year.

## Performance and satisfaction for ASB



## Primary category of reported ASB 2018-19







### TARGETS FROM 2018-19 – HOW WE DID

**TARGET** To meet or exceed the target of 75% for satisfaction with the way PRHA deals with anti-social behaviour complaints.



**PERFORMANCE** Our latest survey showed a reduction in satisfaction in this area, down from 76% to 69%. This result has been reviewed by the SUAP and recommendations for action and targets have been set for 2019-20 in order to improve our performance in this area.



### + Positive

→ Whilst satisfaction with how ASB complaints have been dealt with has fallen, the opposite is true for satisfaction with the advice provided by staff. This has continued to rise over the past three surveys, from 69% in 2017 to 83% in our latest survey.



## Targets 2019-2020

**TARGET** Our Service User Advisory Panel wanted us to ensure that our residents are aware of how to report anti-social behaviour, and what they should expect from us if they do. We will therefore be reviewing the information that is provided to all residents at the start of their tenancies in conjunction with the SUAP, as well as how we make information available on an ongoing basis.

**TARGET** We will be reviewing our ASB procedures with the SUAP to ensure that they remain appropriate, and that all reported ASB is being logged and responded to appropriately. This will be undertaken during 2019-20 and reported on to our residents via next year's Report for Residents.

**TARGET** The SUAP retained the 75% target for satisfaction with the way PRHA deals with anti-social behaviour complaints for 2019-20.



# Home Standard

One of the priorities for our residents established in the 2018 survey was “the overall quality of your home”. Our residents want their homes to be safe and well maintained, and their communal areas to be clean.

Our latest survey showed increases in satisfaction of our residents both in relation to feeling safe in their home (up to 91%) and with the standard of the cleaning service (up to 92%). Satisfaction with the repairs service overall has remained stable at 86%, but as reported in the repairs section there is still work to be done around improving the number of first fix repairs.



## Fire Safety Action

This year PRHA has focused on the fire safety action plan for each of its properties. All urgent priorities from the fire risk assessments have been resolved. A works contract with an accredited contractor has been issued to address all of the remaining identified action areas. Where necessary evacuation

plans have been reviewed and residents informed. New fire risk assessments are taking place as the works are completed. If you have any concerns about fire safety please email or call the property services team and clearly identify that you have a “fire safety concern”.

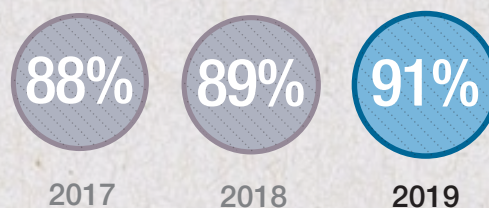
### GAS SAFETY INSPECTIONS

...completed for properties that PRHA owns and manages



### RESIDENTS FELT SAFE

in their home







## PRHA's Cleaning Service

Providence Row Housing Association provides an in-house cleaning service, with staff who are directly employed by the organisation. The performance of the cleaning service is monitored internally by PRHA, and also by our Maintenance Advisory Panel (MAP). The MAP is made up of service users and residents, and one of its main roles is around the inspection of our properties in relation to cleaning and the standard of our accommodation. They report directly to our Service Users Advisory Panel (SUAP).

Along with the improvement to satisfaction with the cleaning services shown in this year's survey, we also received no complaints about the standard of cleaning during the year.

### TARGETS FROM 2018–19 – HOW WE DID



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

**PERFORMANCE** following the slight reduction in satisfaction with the cleaning service in the 2018 survey (down from 89% to a below target figure of 86%) satisfaction with cleaning services has increased to 92% in the latest survey.

## Satisfaction with cleaning





# Customer Service & Value for Money

Ensuring that all of our residents receive a consistent and satisfactory level of customer care remains a top priority for PRHA, alongside the provision of cost effective services. As Value for Money was one of the top three priorities identified in our 2018 survey we have this year included two specific value for money indicators in this section.

Feedback from the SUAP indicates that while customer service levels at our head office are generally good, further work may need to be undertaken to ensure we

retain a consistent level of customer service across our supported services.

Survey data for 2019 also indicates that there has been a fall in satisfaction with the services provided by PRHA overall, which rose from 87% in the 2017 survey to 93% in 2018, before falling to 88% in our latest survey. This pattern of a large rise between the 2017 and 2018 surveys, followed by a smaller dip in satisfaction in the 2019 survey, is true for the other three areas highlighted in this section.

## TARGETS FROM 2018–19 – HOW WE DID



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

**PERFORMANCE** We have discussed how the text based messaging system is being used with the SUAP, who have recommended that we review our current procedures to ensure that it is being consistently used. Any identified gaps or areas for improvement will be reported back to the SUAP and addressed during 2019-20.

### LISTENING TO YOU

Satisfied that PRHA listens to views and acts on them?

81%

2017

87%

2018

85%

2019

### OVERALL SATISFACTION

Satisfied with services provided by PRHA overall

87%

2017

93%

2018

88%

2019

### VALUE FOR MONEY

Satisfied that **service charge** provides value for money

77%

2017

87%

2018

85%

2019

Satisfied that **rent** provides value for money

83%

2017

88%

2018

87%

2019



## Targets 2019–2020

**TARGET** We will review our current procedures for the text based messaging system, and look at how we are currently using it to communicate with our residents in general. We will implement any areas for improvement that are identified with the support of the SUAP.