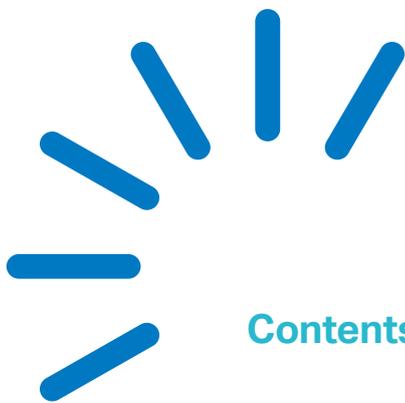




Residents' Voice Report

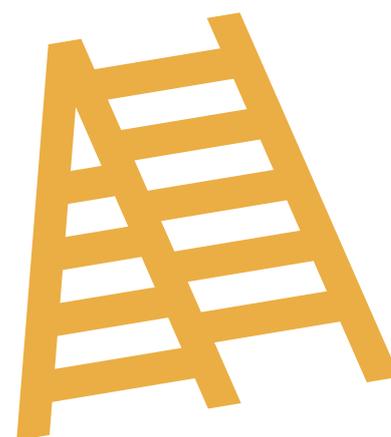
OCTOBER 2021



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Residents' Voice Report

This Residents' Voice Report will be presented to residents on a bi-annual basis.

This report provides residents with an overview of the involvement, engagement and feedback activity that has been undertaken by CCHA, between April - July 2021.

The report also provides an overview of an internal audit, which was carried out in August 2021, by our internal auditors, TIAA. The audit specifically looked at CCHA's compliance with the Regulatory Tenant Engagement and Empowerment Standard.



Compliance with the Regulatory Tenant Involvement and Empowerment Standard

Each year we carry out a self-assessment against the Regulatory Standards, which is reported to the Board.

The self-assessment helps us to understand the measures we are taking, and any action required, to ensure CCHA is fully compliant against the Regulatory Standards.

During August 2021, a Customer Experience & Continuous Feedback audit was carried out by our internal auditors, TIAA. The specification agreed with TIAA, for the audit, was as follows:

- The review will set out to provide assurance to the Audit & Risk Committee that CCHA has arrangements in place, to satisfy the expectations of the Tenant Involvement and Empowerment Standard.
- The process is appropriately directed with approved policies and procedures.
- Risks in relation to delivering a service that accords with the Tenant Involvement and Empowerment Standard have been considered and relevant controls are documented and working.

- The arrangements are operated in accordance with expected processes.
- Robust records are maintained to demonstrate the integrity of the arrangements.
- Reporting to Board/Committee and residents/Customers is provided.

The full report from this audit will be presented to the Audit & Risk Committee, in November 2021. However, a summary of the audit findings are shown below:

Key Strategic Findings

The process was found to be appropriately directed and operating as expected.

The self-assessment was found to cover all points included in the Standard.

Examination of undepinning evidence found this to be available and robust in supporting the assertions made in the self-assessment.

Required actions arising from the self-assessment were found to be on schedule for delivery as planned.

Good practice identified

Real time feedback is captured through automated surveys, providing immediate, reliable data to underpin performance statistics and the self-assessment.

The Residents' Scrutiny Panel and Feedback Groups provide a robust framework for resident involvement, as required by the Standard.





Complaints and Compliments Data

From April 2021 to July 2021, 13 formal complaints were received, which is on target to be lower than the annual KPI of no more than 0.7% of complaints annually, compared to the number of CCHA properties.

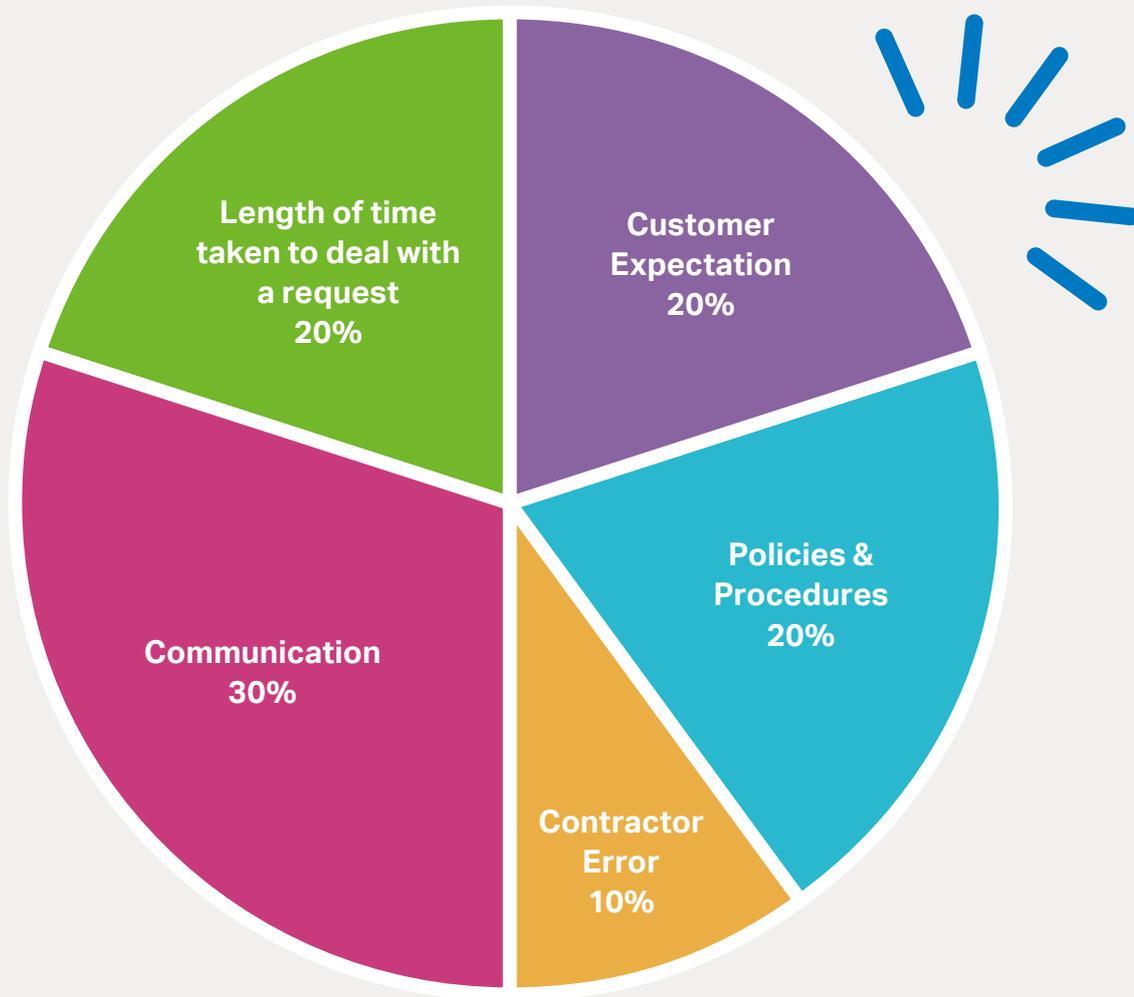
Type	Total
Number of Stage 1 Complaints	13
Number of complaints escalated to Stage 2	2

Closed Complaints	Year Average
Responded to within target timeframes at Stage 1	100%
Upheld	8%
Partially Upheld	69%
Not Upheld	23%

Stage 1 Complaints by Service Area	Total
Housing Services	
Leasehold	1
Housing	4
Anti-Social Behaviour	3
Property Services	
Compliance	0
Planned Maintenance	0
Responsive Repairs	4
Development	0
Income	1
Customer Services	0



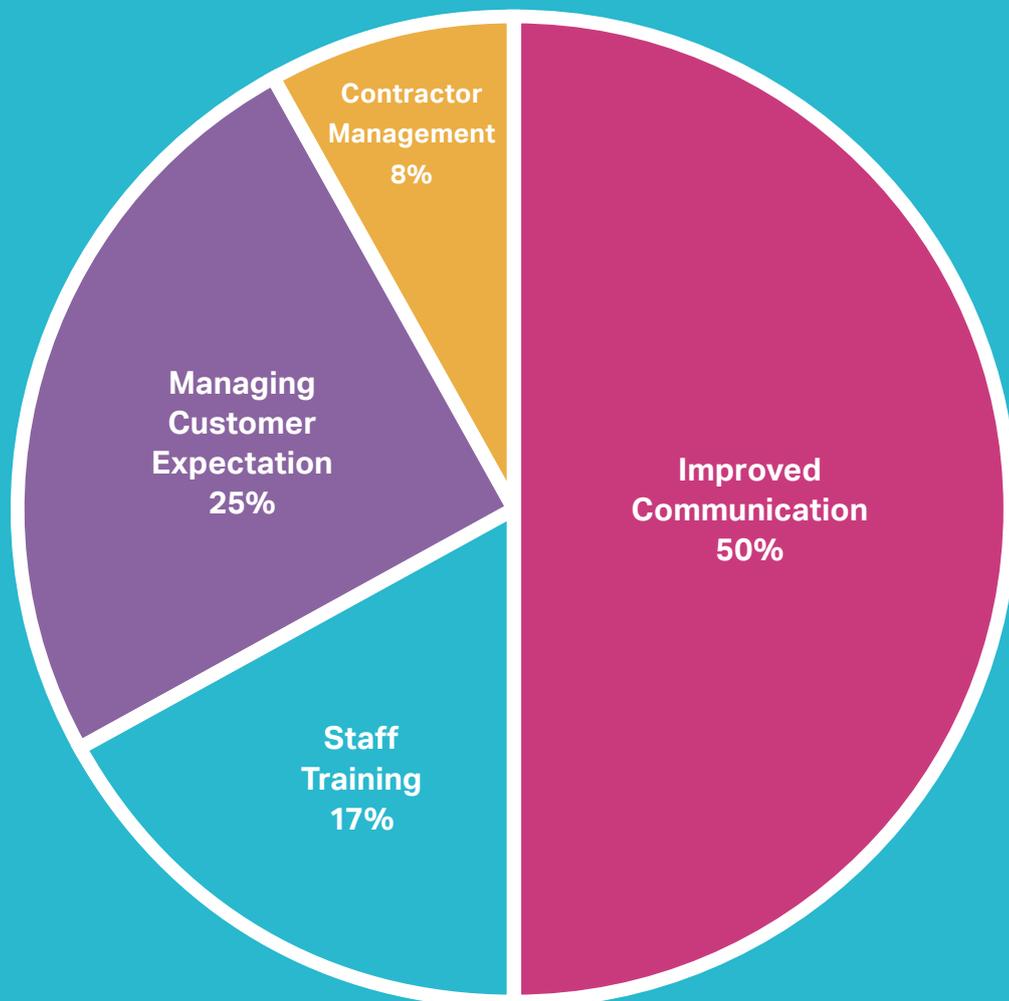
Primary Cause of Upheld Complaints



The number of complaints CCHA has received is relatively low. CCHA takes complaints seriously and investigates each one thoroughly. Each complaint is seen as an opportunity to identify where our service may have fallen below expectations and is used as a learning opportunity.

It can be seen that customer expectation, length of time to deal with requests and communication are the main causes of complaints.

Lessons Learnt



As the above chart shows, the greatest lesson learnt from the formal complaints received, is the need to communicate and manage customer expectation more effectively.

On investigation of these complaints, CCHA has provided services in line with our Policies & Procedures and within our Service Standards.

However, many of these expressions of dissatisfaction escalated to formal complaints, due to a lack of or delayed communication with the resident.

Complaint Managers have focused on this and they continue to work with their teams to improve communications.

Lessons Learnt



Examples of complaints where learning has been used to improve our services are shown below.

Policies & Procedures and Staff Training

Following a resident vacating a property, damage to the property was identified, which was to be recharged back to the resident, in line with our Rechargeable Repairs Policy. Due to an administration error, notification of this recharge was not sent to the resident for several months.

The former resident felt this was unfair, as she did not have the opportunity to appeal the decision, at the time. As a result, a formal complaint was received from the former resident.

On receipt of the complaint, the Complaint Manager found that CCHA's policy did not have time limits on when requests for rechargeable repairs could be made. Working with the Customer Experience Team, contact was made with the Housing Ombudsman, to seek advice on whether this was fair. Following the advice given, and researching best practice across the sector, it was evident that time limits are required, to ensure that the requests are reasonable. Therefore, on review of the Rechargeable Repairs Policy, an update was made to the policy, which states that contact must be made with the former resident within 28 days of termination, if there is a rechargeable repair.

Communication

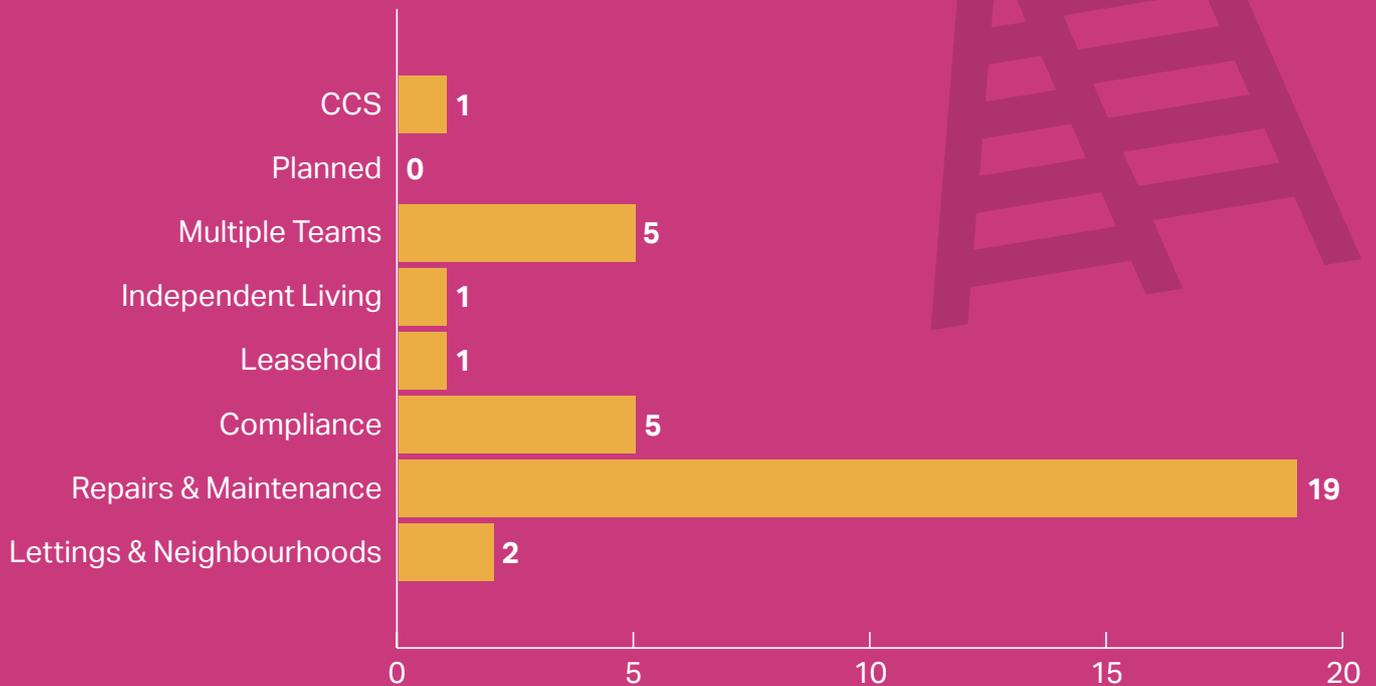
CCHA received a complaint from a private owner, neighbouring a CCHA scheme. She, along with several neighbours, were unhappy with how large trees and hedges, on one of CCHA's schemes, were impacting upon their properties, especially blocking light into their gardens.

A cross department and agency meeting was held with all of the associated parties, to gain a full understanding of the concerns of all residents, rather than simply dealing with the issues of the individual complainant. An agreed Action Plan was created to deal with the issues. Specific communications, in line with our Complaints Policy, were sent to the complainant. A general communication was also sent to all parties, providing a clear plan and update on the actions being taken to address the issues.

When such complaints are received in the future, this approach will be used to ensure effective communication, to all associated parties, to ensure a full and fair response is provided.



Stage 0 Complaints

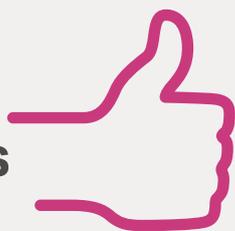


Between April - July 2021, 71% of Stage 0 Complaints received, related to Repairs & Maintenance or Compliance. Of these complaints, the majority were caused by the length of time taken to complete a repair.

We have faced issues relating to the availability of contractors and material supplies, due to the impact of COVID-19. This has resulted in some delays to repairs. However, this is being experienced across the housing sector. CCHA has continued to provide a full repairs service. However, as aforementioned, we have experienced some delays.



Compliments



Number of compliments received

192

All Staff	8	Lettings & Neighbourhoods	11
CCS	32	Other Contractor	80
Customer Services	16	Planned	16
Income	14	Repairs & Maintenance	5
Independent Living	10	Total	192

Overall Customer Satisfaction by Service Area	Target	Performance	Response Rate	Number of responses
Aids & Adaptations	96%	100%	32%	7
Customer Services	90%	93%	8%	43
Income	90%	100%	12%	36
New Tenant (Lettings Process)	95%	100%	26%	45
New Tenant (Void Repairs)	90%	95%		
Planned Works	90%	96%	22%	17
Repairs & Maintenance	90%	88%	16%	247
Grounds Maintenance	80%	82%	15%	16
Communal Cleaning	80%	83%	15%	8
Overall Satisfaction with CCHA Services	90%	92%	18%	419

Other Resident Feedback Surveys Undertaken

During this period, in addition to our Continual Service Feedback Surveys, we have also undertaken two further Resident Feedback Surveys:

1. A Survey to understand residents' views of CCHA's current Equality & Diversity Strategy.

2. A "Your CCHA, Your Say" Survey, to understand residents' views on our current service offering, to help inform and build CCHA's new Residents' Charter. The core principle around this Survey was to gain residents' opinions of our current service offering and their priorities. There was a 16% response rate and the outputs from this Survey will help inform the new Residents' Charter.



Resident Involvement Activity

The following resident involvement activity has been undertaken from April - July 2021:

Activity	Details	Outcome or Update
Residents' Scrutiny Panel (RSP) Exercise 5 - Review of Financial Inclusion Advice & Signposting – February 2021 – May 2021	<p>The RSP was informed that, due to the COVID-19 pandemic, more residents were facing financial difficulties, due to a loss or reduction in income.</p> <p>The RSP agreed to conduct a scrutiny exercise, to review the help and signposting available to residents.</p>	<p>The Chair & Vice Chair of the RSP presented the report and findings to the Audit & Risk Committee in July 2021.</p> <p>The recommendations made by the RSP, have led to the creation of an Action Plan, to ensure the implementation of all actions are delivered within the timescales agreed.</p>
RSP Meeting in July 2021	<p>The RSP met to agree what training and support was required by the panel, following the recruitment of new members and to meet the challenges of scrutinising remotely.</p>	<p>It has been planned that the Tenants Participation Advisory Service (Tpas), will deliver scrutiny training to the RSP members.</p> <p>Ian Hudson, Chair of the Audit & Risk Committee, joined the panel meeting.</p>
Residents' Charter and Together with Tenants	<p>During 2021, CCHA will be developing a Residents' Charter, alongside our residents. The Charter will set out our service commitments. The aim of the Charter is to ensure that residents have a strong voice and a say in how our services are delivered. The Charter is aligned to the NHF's "Together with Tenants" Charter, that CCHA is committed to.</p> <p>To support the development of the Charter, a Survey has been undertaken with our residents and a number of workshops have been held with staff and residents.</p>	<p>Tpas has coordinated discovery sessions with staff and residents throughout July 2021. In addition, during August 2021, Tpas has facilitated a design session with representatives from all of the workshop groups, to draft the Charter.</p> <p>Erica Morriss, Board Member, attended this session to observe.</p>
Community Fund Launch in July 2021	<p>CCHA has created a Community Fund, to help enable community based groups and organisations to provide opportunities for residents living in our communities.</p>	<p>Applications closed on 27th August 2021, with applications assessed early in September. The RSP will support CCHA in the selection of the successful projects.</p>

A Summary of Board Member Engagement with Residents

Between April - July 2021, the following engagement activity has taken place:

- Ian Hudson, Chair of the Audit & Risk Committee attended an RSP meeting in July 2021
- Erica Morriss attended a design workshop with residents and Tpas, to help build our new Residents' Charter
- We have received expressions of interest from a number of Board Members to undertake engagement opportunities, and we will continue to make arrangements for these activities to be undertaken, in line with COVID restrictions allowing this activity to take place



CCHA's Community Fund

CCHA's Community Fund was launched in July 2021 with a closing date of 27th August 2021 for applications.

The aim of our new Community Fund is to create opportunities for projects across our communities, which support the following objectives:

- Increase employment and training opportunities
- Increase health and wellbeing
- Reduce isolation for older people
- Reduce Anti-Social Behaviour

An update will be provided to residents in the next Residents' Voice Report, to inform them of the projects which are being funded, and the intended outcomes of the projects.

Progress with the adoption of the Together with Tenants Initiative & Residents' Charter

CCHA has adopted the NHF's Together with Tenants Initiative. The aim of the initiative is to strengthen the relationship between residents and housing associations.

One of the main features of the initiative is the development of a CCHA Residents' Charter. Below is a summary of progress to date, relating to the development of this new Charter.

Four workshops have taken place, which have involved the following groups:

- RSP members
- Resident Feedback Group
- CCHA staff
- CCHA's Operational Leadership Team

Each workshop focused on the following:

- Views on the current service
- Examples of when a great service has been delivered or received
- What they valued most about our services
- Suggestions for service improvements

The feedback received from these workshops, and the Residents' Survey, is being used to develop the final Residents' Charter.

The timeframe for developing and adopting our Residents' Charter is shown below:

1. The draft Charter will be presented to the Executive Leadership Team, in October 2021
2. The draft Charter will be presented to the Board in November 2021, by the Chair of our RSP
3. The Charter will be rolled out to all staff, with training being delivered, by the end of January 2022
4. The Charter will be published to residents by the end of February 2022



Update on the development of Customer Service & Engagement Strategy

Our new Customer Service & Engagement Strategy will be developed during 2022. This will replace our existing Customer Experience Strategy.

This Strategy will set out the Association's strategic aims in relation to customer service and engagement, and will incorporate any actions which come from the end to end review of our customer service function, along with any legislative changes and best practice, as a result of the Social Housing White Paper.

A further update will be provided to residents in the next Residents' Voice report.

Progress with the development of our new Equality, Diversity & Inclusion Strategy

The development of our new Equality, Diversity & Inclusion (ED&I) Strategy is progressing well. We are working alongside specialist ED&I consultants, who have, to date, carried out the following activity:

- A review of CCHA's current Equality & Diversity Strategy
- A review of our current Equality & Diversity Delivery Plan
- Reviewed feedback from the Residents' Survey
- Conducted a tabletop exercise of other best practice ED&I Strategies
- Reviewed National Housing Federation best practice

Our new ED&I Strategy will be published to residents during 2022.

