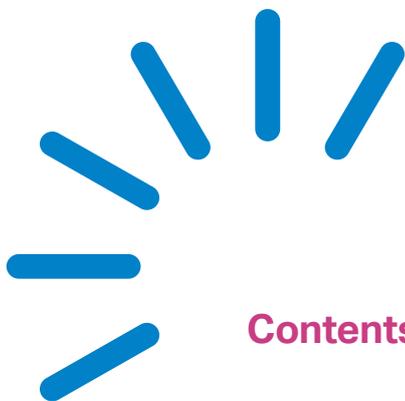




Residents' Voice Report

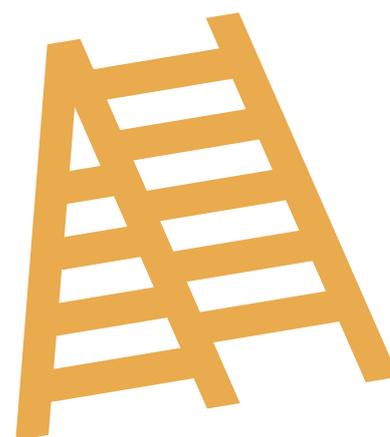
MARCH 2022



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Introduction

Welcome to the second edition of our bi-annual Residents' Voice Report.

The aim of this report is to provide an update of all resident involvement, engagement and feedback activity undertaken, between August 2021 and January 2022.

The report will also provide an update on other residents focused activities, including the launch of the Residents' Charter, which was co-created with residents, progress regarding CCHA's Community Fund, development of our 5 year Customer Service & Engagement Strategy and the launch of CCHA's Equality, Diversity & Inclusion Strategy.





Complaints Data

From August 2021 to the end of January 2022, 11 formal complaints were received, which is within the target of CCHA receiving no more than 0.7% of complaints annually, compared to the number of CCHA properties.

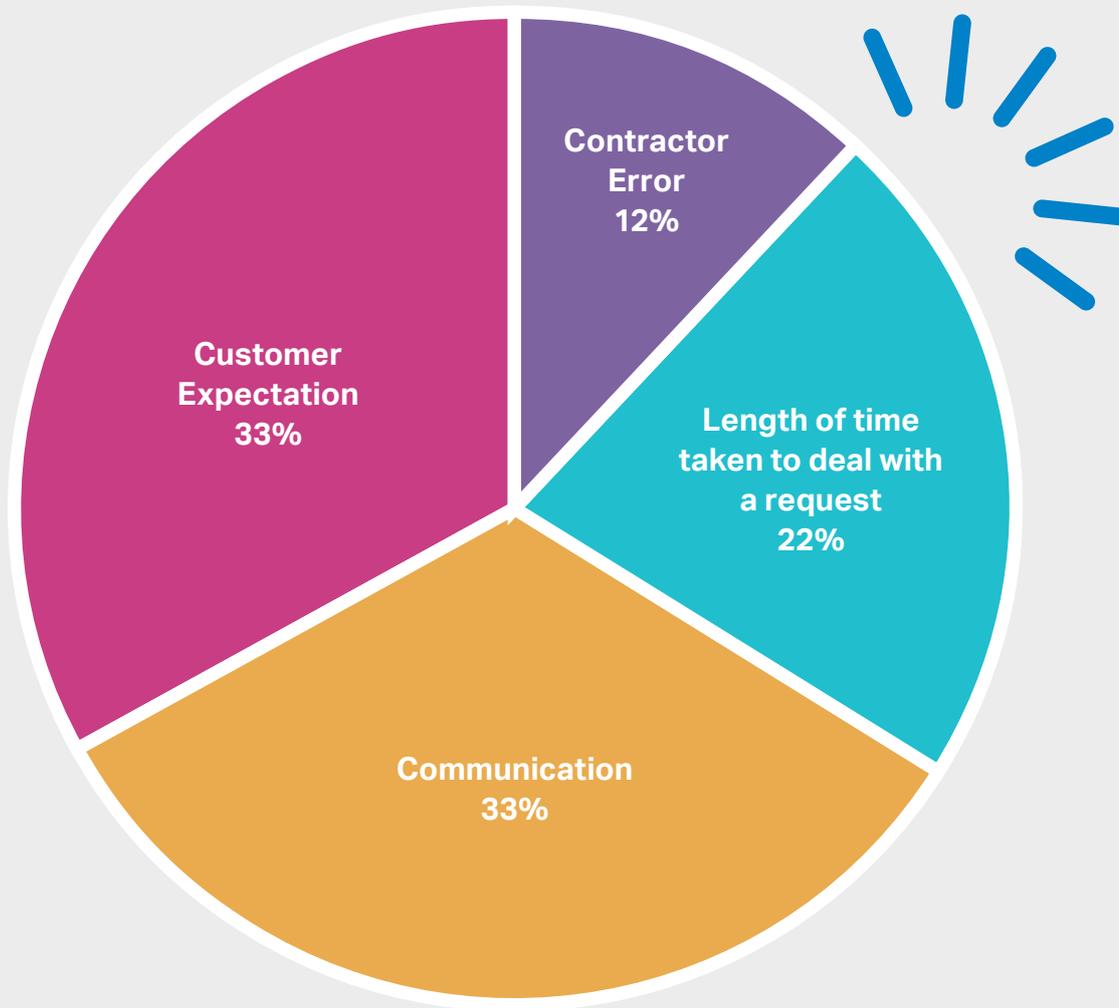
Type	Total
Number of Stage 1 Complaints	11
Number of complaints escalated to Stage 2	3

Closed Complaints	Year Average
Responded to within target timeframes	100%
Upheld	18%
Partially Upheld	64%
Not Upheld	18%

Stage 1 Complaints by Service Area	Total
Housing Services	
Leasehold	0
Housing	3
Anti-Social Behaviour	0
Property Services	
Compliance	1
Planned Maintenance	0
Responsive Repairs	6
Development	0
Income	0
Customer Services	0
Independent Living	1



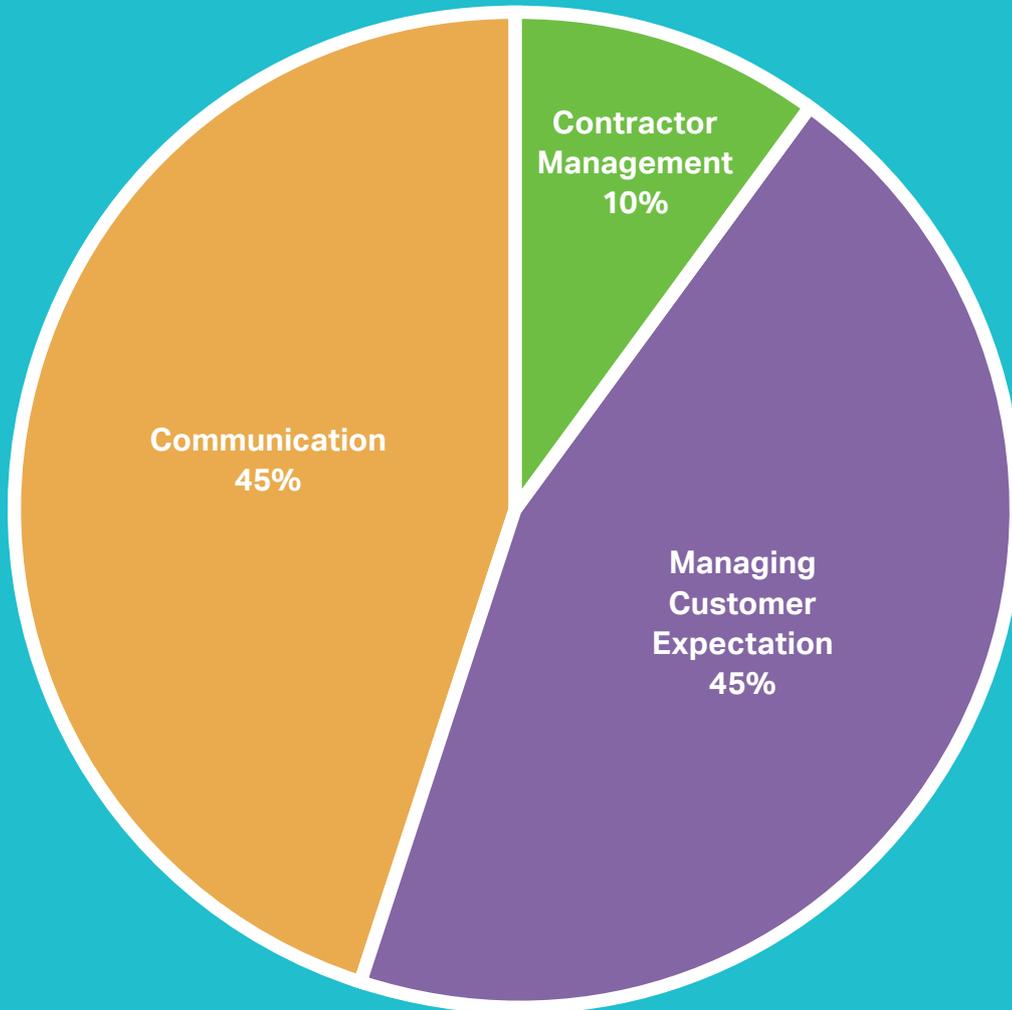
Primary Cause of Upheld Complaints



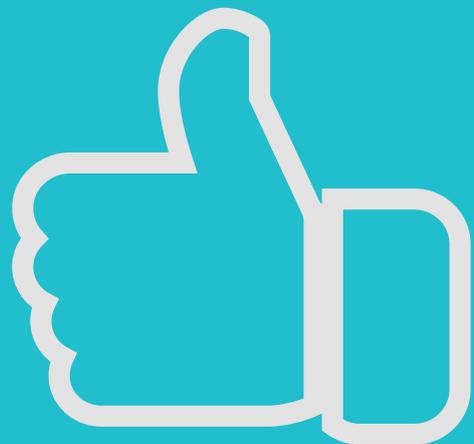
The number of complaints CCHA has received, continues to remain low and below the target set. CCHA takes complaints seriously and investigates each one thoroughly. Each complaint is seen as an opportunity to identify where our service may have fallen below expectations and is used as a learning opportunity,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

The chart above shows that customer expectation and communication are the main causes of complaints, followed by the length of time taken to deal with a request.

Lessons Learnt



The above chart shows that the need to improve communication and manage customer expectation were the main reasons for lessons learnt from complaints.





Lessons Learnt - Examples

Below are examples of where we have used complaints to improve our services.

Improving the Monitoring of Action Taken Following a Complaint

CCHA received a complaint from a resident in July 2021, regarding the cleaning and grounds maintenance of the scheme where she lives. The complaint was responded to in accordance with our Complaints Policy, and the resident was happy with the response.

The resident then contacted CCHA again in January 2022, to register her dissatisfaction that not all of the undertakings given in the response to her original complaint had been delivered. The complaint was then escalated to Stage 2 of the Complaints Process, at the request of our resident.

When complaints are closed in future, the Complaint Manager will be issued with a log of actions, where appropriate, to ensure that all commitments and actions are tracked and pursued fully to completion and the satisfaction of the resident. This ensures that nothing remains unresolved, even when the complaint itself has been closed.



Communication & Managing Customer Expectation

A resident contacted CCHA in August 2021, to make a complaint about the fencing at the scheme where she lives, and about the maintenance of the grounds.

A cross departmental meeting was held to discuss the issues raised in the complaint, and contact was made with the resident, to discuss her concerns in detail.

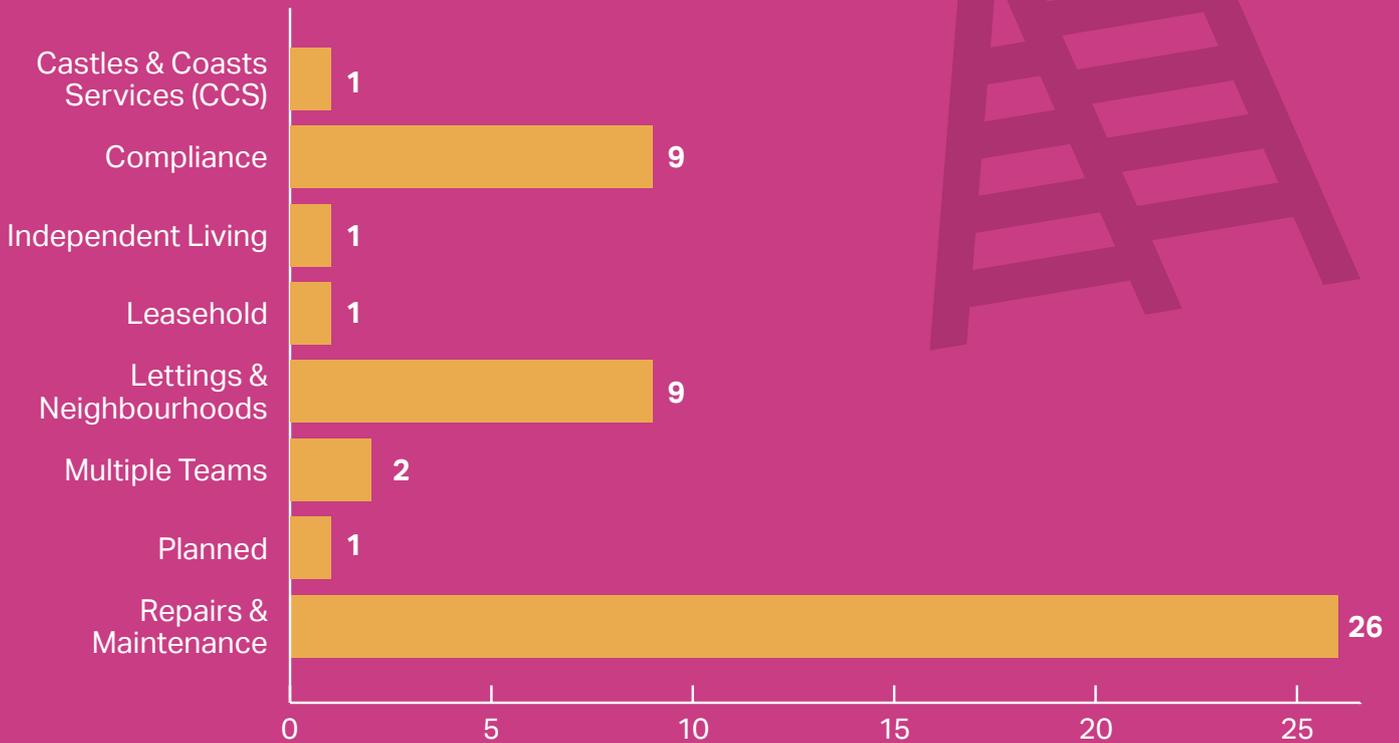
The resident further contacted CCHA to ask for the complaint to be escalated. This was because she felt that the issues raised in her original complaint hadn't been fully addressed.

In response, further cross departmental meetings were held, and a further site visit was also held to discuss the escalated complaint with the resident. The response to the Stage 2 complaint was met with satisfaction by the resident, although the outcome was broadly similar to the original complaint.

The learning from this complaint was to ensure that Complaint Managers not only seek to ensure that they fully understand the reason for the complaint, but also better understand what the resident would see as resolution. It's also important to ensure that the reasons for our decisions are discussed with the resident, to better manage expectations, prior to written confirmation being sent to close the complaint.

Stage 0 Complaints

Stage 0 Complaints are when a resident contacts us, to state they are dissatisfied. These statements of dissatisfaction are quickly resolved, without the need for them to be escalated as a formal complaint. We still record these, as they are an opportunity to listen to residents and learn how we can improve our services.



Between August 2021 and the end of January 2022, the Customer Services Team handled 50 Stage 0 Complaints, 70% of which 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 still faced issues relating to the availability of contractors and material supplies, due to the ongoing impact of COVID-19. This has resulted in some delays to repairs, which continues to have an impact, across the housing sector.

Compliments & Service Satisfaction Feedback

We are really encouraged to report that between August 2021 and January 2022, we received five times the amount of compliments about the services we deliver and our staff, compared to the number of Stage 0 and formal complaints.

Number of compliments received		306	
All Staff	13	Lettings & Neighbourhoods	32
CCS	42	Other Contractor	155
Customer Services	30	Planned	5
Income	23	Repairs & Maintenance	3
Independent Living	3	Total	306

Overall Resident Satisfaction by Service Area	Target	Performance	Response Rate	Number of responses
Aids & Adaptations	96%	89%	29%	18
Customer Services	90%	94%	11%	100
Income	90%	98%	13%	51
New Tenant (Lettings Process)	95%	95%	29%	97
New Tenant (Void Repairs)	90%	94%		
Planned Works	90%	87%	17%	45
Repairs & Maintenance	90%	91%	9%	530
Grounds Maintenance	80%	78%	10%	126
Overall Satisfaction with CCHA Services	90%	91%	17%	967



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. Playparks – Four separate surveys were sent to local residents, giving them options to choose from new play park equipment. The survey was very well received by the participants, giving them ownership and influence over their local play park.

2. Development Survey – To better understand views of residents on CCHA's plans to develop 101 new homes in the Stanwix area of Carlisle. The survey was available through the CCHA website, to anyone wishing to give their feedback, prior to formal Planning Permission being sought.



Resident Involvement Activity

Activity	Details	Outcome or Update
Assessing applications for CCHA's Community Fund	Residents' Scrutiny Panel (RSP) members were asked to review the external applications to CCHA's Community Fund. The RSP assessed applications against the fund criteria and decided where the money would best be invested, for the greater benefit of the local communities which CCHA serve.	Three volunteer members from the RSP assessed the four applications for funding that had been made, and agreed on making two awards. Awards were made to Healthy Hopes Cumbria and the Slaley Commemoration Hall.
Residents' Charter	The RSP was asked to attend discovery and design sessions, to help build and ensure that the new Residents' Charter was fit for purpose and reflected the priorities of the RSP and residents.	The Residents' Charter has now been launched on our website and training is underway with colleagues. The RSP will assess the performance of CCHA against the commitments made in the Residents' Charter in Q4 of each financial year. The results of this assessment will be published our Board and to residents.
Training	In order to ensure that the RSP is best equipped to carry out their crucial scrutiny role, training was delivered to all RSP members in January 2022, by Tpas (tenant engagement experts).	The training was a success and has stimulated discussions on process improvements to the ways in which the RSP operates and scrutinises CCHA.
Resident Feedback Group (RFG) review of CCHA website	80 residents, as part of a RFG, were asked to provide feedback on how effectively our website allowed them to find answers to questions they may have about CCHA's services.	The feedback was generally very positive, and was passed to the RSP for consideration. This feedback will be used to inform a future scrutiny exercise, to look at CCHA's website.
Review of the Recruitment Pack for CCHA' Board Members	The RSP carried out an assessment of the draft Recruitment Pack for new Board Members, to ensure it was inclusive and easy to follow/ understand, from a resident perspective.	The RSP provided a number of recommendations, which were considered for the final Recruitment Pack.

CCHA's Community Fund



CCHA's Community Fund was launched in July 2021. The Community Fund's aims are to provide funding and create opportunities for projects across our communities, to support the following objectives:

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

A number of applications were submitted for projects. To bring greater resident involvement to the selection process, the RSP carried out the assessment of the applications. Ultimately, with this round of applications, they reached a consensus to support two projects:

Health Hopes Cumbria

Healthy Hopes Cumbria was established in 2015 and is the brainchild of Viv Nichols and Kerry Manson, both of whom have a background in mental health. It aims to promote health and wellbeing amongst local people, by running weekly health and wellbeing sessions and drop-in sessions in communities, across Carlisle and West Cumbria.

Kerry Manson, Director at Healthy Hopes Cumbria, said: "The grant will go a long way to helping us out, by contributing to the rental fees for our weekly sessions and we are extremely grateful for the support of CCHA. We would like to take this opportunity to thank them, on behalf of all at Healthy Hopes.

"The nature of our work focuses, primarily, on emotional wellbeing, whether the person is experiencing mental health issues or is simply lonely, due to social isolation. We have no specific set time on how long a person will attend our group."

Slaley Commemoration Hall

Situated at the heart of Slaley, in rural Northumberland, Slaley Commemoration Hall was in need of repair, prior to the COVID-19 pandemic. After securing funding from the National Lottery Community Fund and Community Action Northumberland they were able to invest in newer, more accessible toilets, improved storage facilities, a new boiler and structural improvements.

Debra Taylor, Trustee and Vice Chair of Slaley Commemoration Hall, said: "After the success of phase one of the hall renovations, we have now just reached our target funds to proceed with phase two, which will include a new community room extension, that will provide a much needed meeting area and small events space."

We will continue to provide updates within future Residents' Voice Reports, to let you know how these projects have met the objectives of the fund and how they have helped our residents and the wider communities.

Residents' Charter

CCHA, having adopted the National Housing Federation's Together with Tenants initiative last year, commenced the process of creating our Residents' Charter.

The Residents' Charter has been co-created with residents. In July 2021, a Residents' Survey was undertaken with CCHA receiving 1000 responses. We received 1000 responses from residents, which provided feedback on the services we deliver and what could be done to enhance these. The results of this survey then went on to inform a number of workshops with residents, which were undertaken to develop our Residents' Charter.

Our Residents' Charter outlines CCHA's commitments to residents, along with how these commitments we be measured.



There are six key commitments within our Residents' Charter:

- Communication
- Accountability
- Quality
- Relationships
- When things go wrong
- Voice and Influence

From 2023, CCHA's performance against these commitments will be assessed by the RSP at the end of each year. The findings of this assessment will be presented to the Audit & Risk Committee and reported to the Board and residents within our Residents' Voice Report.

Our Residents' Charter can be viewed by clicking on the following link:

<https://castlesandcoasts.co.uk/about-us/residents-charter/>

CCHA's new Customer Service & Engagement Strategy

Our new Customer Service & Engagement Strategy will be developed during 2022. We aim to launch it to residents in August. Since we merged to become CCHA in 2017, we have been working really hard, to ensure we put our residents' voice at the heart of everything we do. This strategy will build on this commitment and the work we have already carried out.

The strategy will ensure our residents continue to be at the heart of everything we do and we are delivering the highest quality services to our residents, in the way residents would like them to be delivered.



Update on CCHA's new Equality, Diversity & Inclusion Strategy

CCHA is committed to ensuring equality, diversity and inclusion (ED&I) are central to everything we do. Our new ED&I Strategy is very close to being launched.

In developing the new strategy, we reviewed and incorporated:

- Feedback from a Residents' Survey about ED&I
- A review of CCHA's existing Equality & Diversity Strategy
- A review of best practice ED&I Strategies
- A review of the National Housing Federation's Code of Governance and best practise

The vision for this strategy is:

'Celebrating diversity and ensuring an environment where residents, staff and communities can thrive.'

Upon approval of the strategy by the Board, it will be launched internally and externally and will be supported by a Delivery Plan, which sets out the action we will take to deliver the aims of the strategy. The Board will monitor progress against the Delivery Plan, on an annual basis, and we will report progress to the Board and residents through future Residents' Voice Reports, twice a year.