

Annual Report

for Residents 2021/22



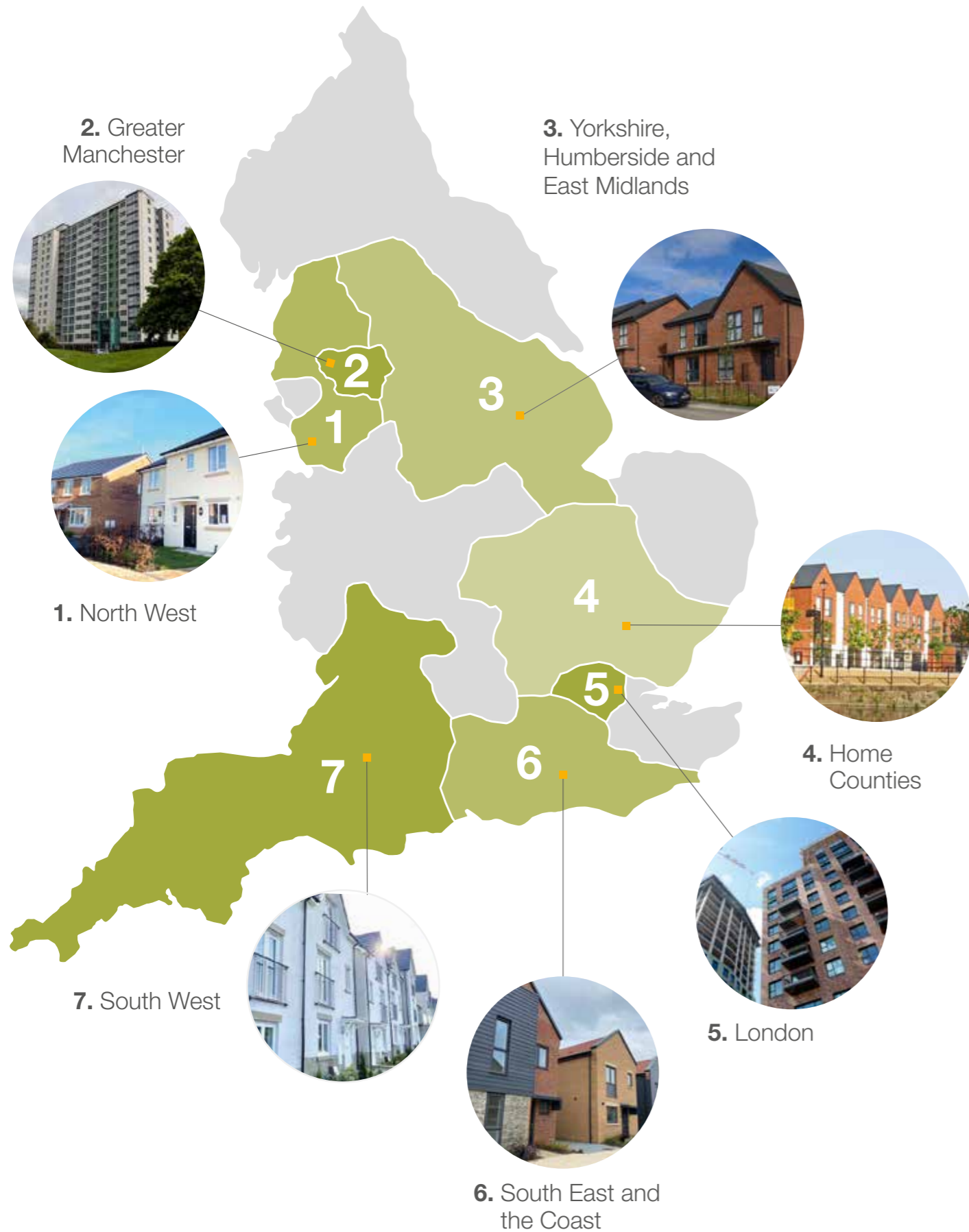


Contents

Our regions	4
Message from Trafford Wilson, Executive Director of Customer Services	5
Delivering our services	7
Ways to get involved	8
Improving our services for our residents	9
Resident engagement	10
Tenant Scrutiny Panel	12
Learning from our complaints review	13
Resident contact	15
The feedback you give us on our services	17
Supporting our residents	19
Looking after your homes	21
How we spend our income	23



Our regions



Message from Trafford Wilson, Executive Director of Customer Services



We are committed to providing great services to residents and are continually looking at ways to improve.

The last few years have been difficult for all of us. There has been a global pandemic, price inflation and labour shortages all of which have impacted our lives and at times made service delivery challenging. However, we remain completely committed to delivering great service and ensuring our homes are safe and warm and in good condition.

Over the last two years we have adapted how we deliver some of our services. We've introduced smarter ways of communicating, using text and email so we can be more efficient and accessing our services is easier and quicker for you. We've continued with our Customer Engagement Programme to ensure your voice is heard and your feedback and suggestions are used to improve our services. Combined with our surveys, this helps us check that we're doing what we said we would do.

To support this ongoing work, we have updated the systems our staff use so that in future we will be able to see everything in one place and understand your needs better. We've been improving our processes so that we can deliver faster and more consistently.

We have also changed the way we organise ourselves, creating a more local feel to our service as our Regional Heads of Customer Service and Repairs & Maintenance teams work more closely together.

It has been a challenging time, but we are emerging from the last two years in a better position to deliver responsive and reliable services going forward. We will continue to listen to you, our residents, to help us continually improve.

Trafford Wilson
Executive Director of Customer Services





Delivering our services

Service is at the heart of what we do and what we're about. As well as aiming to provide great homes, we aim to provide reliable and consistent services and are continually improving what we do based on your feedback.

We offer a wide range of services and support to ensure your homes remain safe and secure and you are able to live happily in your home and neighbourhood.

We're committed to delivering a great service for all our residents and listening to what you tell us helps us to improve and shape how we deliver our services.

Our Customer Engagement and Experience team are responsible for championing the voice of our residents and ensuring that you are involved in our decision-making.

The Social Housing White Paper published in November 2020 is clear that Housing Associations should be transparent about how they are performing and should share this with residents, and residents should be involved in how landlords deliver on their promises.

We do this by continuing to provide regular opportunities for you to get involved in influencing our services and have introduced even more ways for our residents' voices to be heard.

Improving our services for our residents

Over the past 12 months the Customer Engagement and Experience team has been working with residents to understand their experiences of our services and their expectations of us as a landlord.

The Customer Engagement and Experience Team has worked with both staff and residents to capture their main concerns and therefore what we need to be doing better.

Understanding our resident expectations will help us prioritise where we need to make improvements and really make an impact on the satisfaction of our residents living in our homes.

What we're doing next

By defining what good looks like from our residents' viewpoint we have been developing our future plans. This work will continue as we refine and improve more and more of the experiences we deliver for our residents.



Ways to get involved

There are a number of ways you can get involved. Choose from any of the following, and sign up today at www.guinnesspartnership.com/get-involved/

Feedback: tell us how we're doing

Online / telephone

Complete a survey
5-10 minutes



Influence: help shape the information and services we provide

Online / telephone

Review documents	Join a focus group	Join a procurement panel	Telephone interviews
2-3 hours	1-3 hours	10-20 hours	30-60 mins

Scrutinise: our performance and services

Online / face-to-face

Scrutiny panel
participate in 2-4 reviews per year involving formal meetings and engagement between meetings

circa 30 hours



Resident engagement

Our engagement with you includes involvement in surveys, focus groups, telephone interviews and local events.

We are now happily able to meet face to face, and this coming year we will be increasing our local engagement activities. In 2021/22 we engaged with over 1,400 of our residents through focus groups and local events. These are some of the things you have influenced and shaped in the past year.

Resident Consultation Policy

Why

We wanted resident feedback to update our Consultation policy and to ensure that it was clear and easy to read.

What we did

- We held focus groups in Sheffield, Milton Keynes and London to hear residents' views on the current Consultation policy.
- We sent an online survey to consult with our panel of engaged residents. The aim of the survey was to determine whether residents felt that the policy principles were right and to identify if there was anything missing. We also sought views on how clear the policy is and if the language used in the policy was clear and transparent.

What's next? We have reviewed the language to make sure that it is easy to read and understand. The policy will be updated on our website.



Damp and Mould

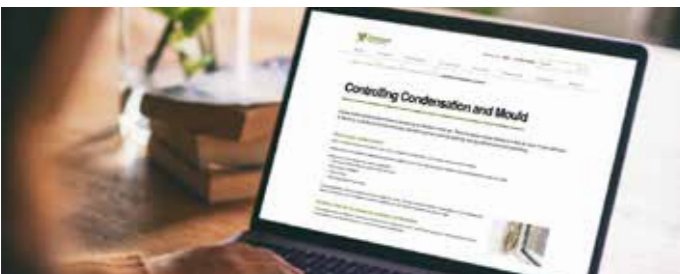
Why

We wanted resident feedback on a new damp and mould policy, including the advice we provide to residents on how to prevent and treat damp and mould, and our respective landlord and tenant responsibilities.

What we did

- We ran focus groups with our residents focusing on the support and information we provide to help prevent and deal with damp and mould. We asked them to look at the suitability of the current advice and how we respond. We asked what improvements we could make to the information we provide.
- We also sent an online survey to our residents to ask for their feedback on the new policy, and whether it was clear.

What's next? The policy was updated based on resident feedback and has been published. We are now updating the information that we provide for our residents. We are also training our staff to better support our residents more when discussing damp and mould.



Arrears Policy & Rental Exchange

Why

We wanted to make sure our arrears policy was clear and easy to read and understand. In addition we asked our residents whether they agreed that joining the Experian Rental Exchange Scheme would benefit Guinness residents. The Rental Exchange Scheme incorporates a tenant's rent payment history in their credit file to build a credit history. It's a free service to residents that can help with access to credit.

What we did

- Residents were asked to read the policy and consider the details of the Rental Exchange Scheme. Residents shared their feedback through an accompanying survey.

What's next? The responses to the survey confirmed the arrears policy is easy to read and understand. 87% of respondents agreed that joining Experian's Rental Exchange Scheme would benefit Guinness residents and we have now subscribed to it.

Service standards

Why

We wanted to make sure that the things we measure and publish our performance against, are the things that matter most to tenants and homeowners.

What we did

- We invited tenants and homeowners to attend online focus groups to discuss our service standards including whether we are measuring the right things, and how we present our performance standards with our residents.

What's next? We updated the format based on feedback including making the graphics easier to read, and adding in performance from previous quarters so that comparisons can be made.

Building Safety Framework procurement

Why

We wanted to ensure our tenders reflected residents' requirements based on their experience of contractors working in their homes and on their estates.

What we did

- Residents were asked to read the specification included in our tender documents and their feedback was shared with our Building Safety and Procurement teams, and included in the final documents issued to contractors.

What's next? Residents will be invited back to score tenders and help us select our new building safety contractors.





Learning from our complaints review

We understand that when things go wrong it's important to resolve them as quickly as possible. We see every complaint as an opportunity to learn. Our Tenant Scrutiny Panel reviewed how we handle complaints and the improvements that we have made following the review can be seen below.



A thorough review of our complaints process with our Tenant Scrutiny Panel has driven a number of improvements.

Tenant Scrutiny Panel

The Guinness Tenant Scrutiny Panel consists of 10 residents from across the country.

The purpose of the Panel is to scrutinise our performance and make recommendations about how services might be improved.

This year the Panel decided to focus on reviewing our Complaint Handling and Emergency Repairs service. Following the reviews, the Panel made recommendations and agreed action plans with Guinness management. These plans have been approved by the Board and delivery of them is monitored by the Tenant Scrutiny Panel.

What we did during our review

- Reviewed the complaints policy and procedure.
- Commissioned an independent review of the complaints service.
- Reviewed resident feedback.
- Held resident workshops.
- Looked at complaints data.
- Reviewed call waiting times.
- Reviewed and tested our website for ease of use.

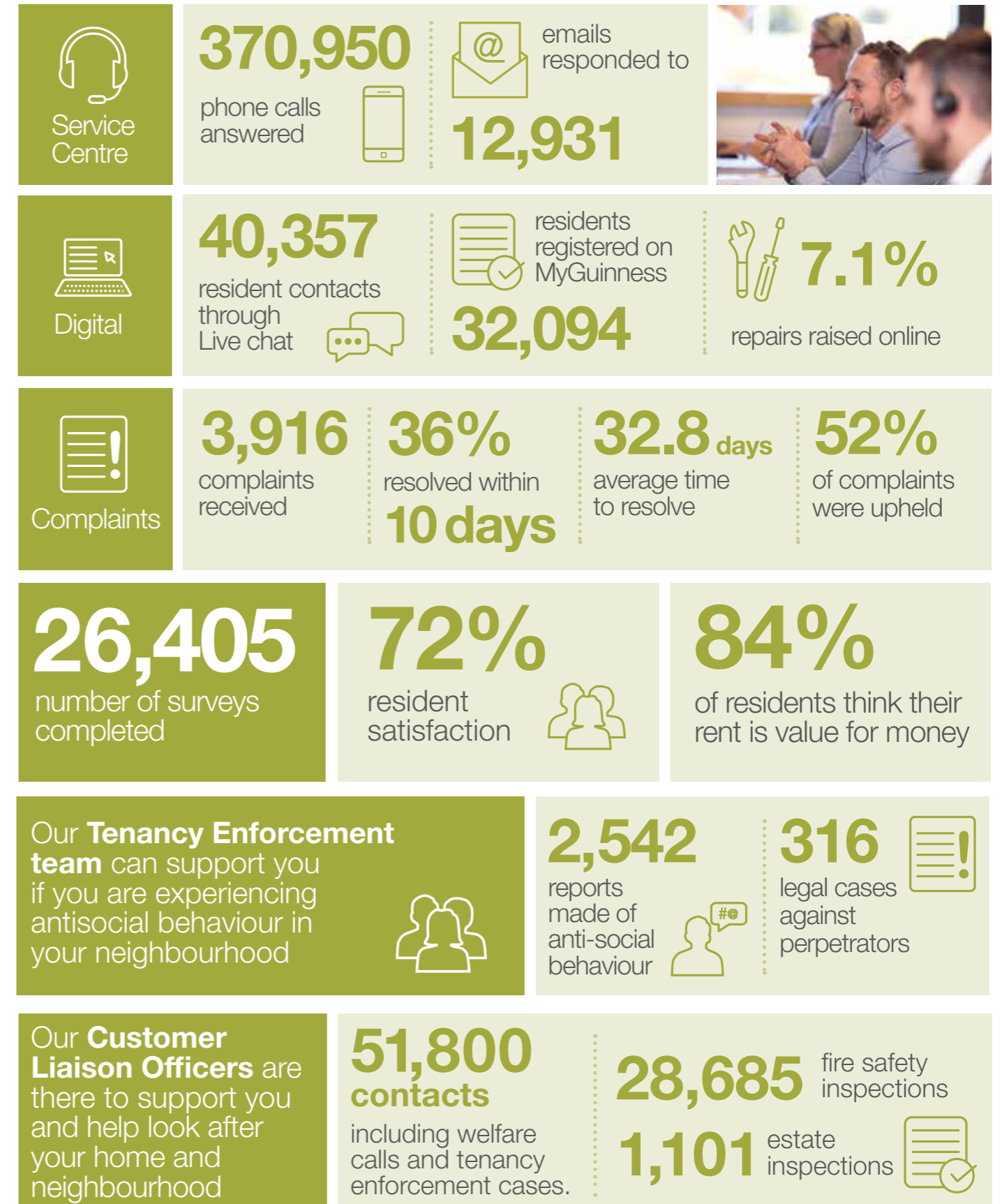
What we're doing

- Improving our complaints policy so it's clearer.
- Improving the quality and timeliness of our complaint responses.
- Reviewing our compensation policy.
- Investing in additional customer service training.
- Improving our out of hours call waiting times.
- Extending customer feedback surveys to all complaints.



Resident contact

Here are the ways you've contacted us this year, and some of what you've contacted us about.





The feedback you give us on our services

We send surveys to our residents to ask how you feel about the services we provide. Here's what you've told us over the last year.

12

survey topics

pieces of resident feedback

26,405

Average score out of 10 for satisfaction

Resident satisfaction with our services



Issues resolved



Asking your views

We ask a sample of residents for feedback every time we deliver a service. We survey residents in two ways:

Transactional Surveys

We send surveys to our residents every time we deliver a service to them. The feedback helps us identify any specific issues which we aim to resolve quickly and follow up with the resident to ensure they are satisfied with the outcome.

Perception surveys

Our independent survey provider calls a sample of residents to ask them about their overall satisfaction with us as a landlord, as well as with specific services such as building maintenance, repairs, communal cleaning, and grounds maintenance, as well as gathering their views on their rent and service charges.



Supporting our residents

Last year we helped residents claim over £13.9 million additional income in benefits. Our Customer Support team helps with advice on benefits and budgeting - we treat contacts confidentially and deal appropriately with sensitive information.

Support	Residents	Amount
Housing related income	3,660	£9,372,488
Personal income	1,940	£3,536,597
Council Tax Support	1,281	£140,051
Food provision	1,233	£828,399
External grants	654	£7,915
Fuel provision	504	£2,386
Hardship awards	495	£124,182

Some of what we've done

- Worked with a network of more than 50 local and national partners to provide support and opportunities to over 9,500 people.
- Created 135 roles for volunteers who together delivered over 15,000 volunteering hours.
- Supported a national network of eight food pantries and two mobile food vans to support over 3,000 households to access affordable and healthy food.
- Worked with 17 national and local partners to provide education, employment and training opportunities to Guinness residents.
- Provided 53 apprenticeships across a range of roles, and 23 "Kickstart" placements, with the vast majority moving into employment after their placement.
- Delivered events and activities for hundreds of younger people helping them develop vital life skills and stay active.
- Supported intergenerational activities in housing for older people, bringing local school children and toddlers together with our residents for learning, fun and companionship.
- Supported 56 of our Sheffield Foyer residents to successfully move into longer-term accommodation, and helped 64 Foyer residents to find employment.
- Helped over 20 local community organisations by providing space free of charge.
- Linked 70 residents through our dedicated Community Connectors, with the right local services to help with their health and wellbeing.



Looking after your home

In 2021/22 we spent £143m on repairing and maintaining our homes.

The pandemic and labour shortages has prevented us from carrying out our repairs, maintenance and planned works for some parts of 2021/22.

72%

resident satisfaction

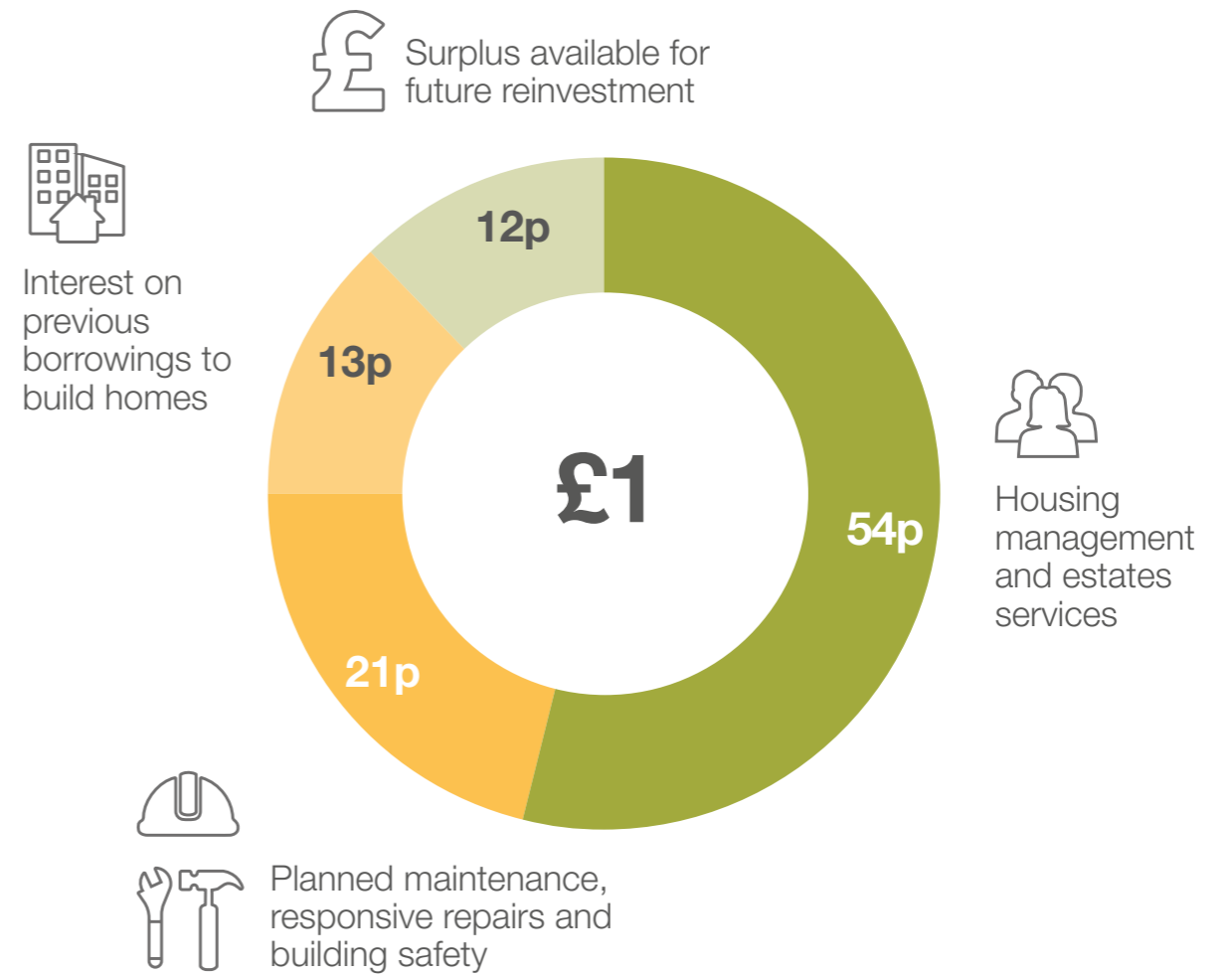
 <p>Repairs</p>	<p>82% satisfaction with our responsive repairs service</p>	<p>75% satisfaction with communal repairs</p>	<p>97.6% of emergency repairs completed within 24 hours</p>	<p>73% of repairs completed on first visit</p>
 <p>Planned works</p>	<p>3,739 boilers replaced</p>	<p>2,066 fire doors replaced</p>	<p>1,251 kitchens replaced</p>  	<p>672 bathrooms replaced</p>  <p>74% building maintenance satisfaction</p>  
 <p>Our estates</p>	<p>3,139 homes let to new tenants satisfaction with property condition 83%</p>	<p>78% satisfied with communal cleaning</p>	<p>100% gas compliance</p> 	<p>79% grounds maintenance satisfaction</p>



How we spend our income

Rental income is used to pay for the management and maintenance of our homes and estates, investing in existing homes and developing new homes for the future.

For every £1 of income we receive, we spend:



£2.3m
Total community investment

**great service
great homes
a great place to work
and a great business**

Our Annual Reviews and Company reports can be found at:

🖱 www.guinnesspartnership.com/about-us/company-publications/

INVESTORS IN PEOPLE™
We invest in people Gold

30 Brock Street, London NW1 3FG
www.guinnesspartnership.com

The Guinness Partnership Ltd is a charitable
Community Benefit Society No. 31693R
Registered in England and is Registered
Provider of Social Housing No. 4729.