

# Annual Report

for Residents 2022/23







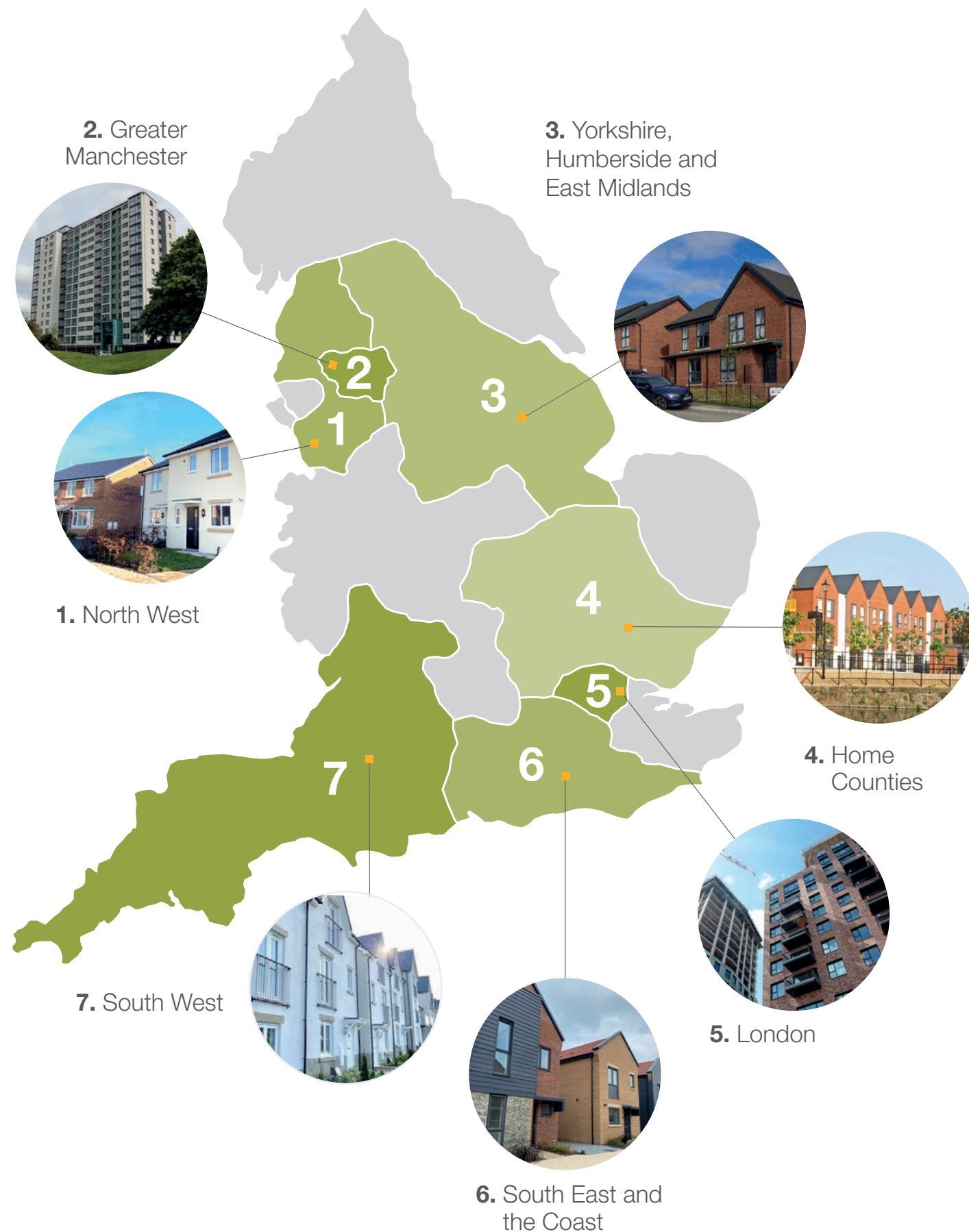
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## Our regions



## Message from Trafford Wilson, Executive Director of Customer Services



Our focus at Guinness is to provide great homes and a great service to all our residents. We use your views and opinions to help us shape the way we deliver services.

At Guinness, we're committed to delivering great services for all our residents and listening to your views helps shape and improve how we deliver them.

We find out what's important to you from our Resident Scrutiny Panel, and we also gather your feedback using surveys and telephone interviews, as well as from focus groups and local events. We also learn from the feedback you give us day to day, including what you tell us if you need to complain about something we've done or not done.

This insight is helping us deliver a safer, more sustainable, community-focussed service. This year, we have also created a new Customer Committee of residents and Board Members to ensure we continue to hear resident voice and use your feedback to meet both your needs, and the needs of your community.

Over the last couple of years, housing has been in the news. An investigation into the tragic death of Awaab Ishak concluded that his housing provider, Rochdale Boroughwide Housing, had not addressed mould in his home and that this contributed to his death. We remain committed to making sure we're doing everything we can to keep residents safe in your homes. We do this by keeping in regular contact with people to understand where more support is needed, as well as prioritising treating all homes affected by damp,

mould or condensation. This might result in some other more routine repairs taking longer, but you can help by booking your repairs online using the Guinness website, and by reading our guide to damp, mould and condensation. It's available on our website, including in translation, or in hard copy from your Customer Liaison Officer and our Repairs engineers.

We are also aware that the Cost of Living Crisis is having an impact on many residents. To help address this, we provide people with advice on budgeting and claiming the right level of benefits. We have also increased our emergency funding for food, fuel and furniture. And our regional teams continue to work with local government and support agencies to ensure that residents' needs are met. You can find out more on our Cost of Living pages on our website.

I'd like to thank everyone who has taken the time to share their views and opinions – it's already making a difference. You'll find out more about how we've used your feedback to shape our services in this report.



*T. F. Wilson*

**Trafford Wilson**  
Executive Director of Customer Services

# Delivering and improving services for residents

Delivering good service is important to us. We want you to find our services responsive, reliable and easy to access when you need them. We aim to continually improve the way we do things and use your feedback to inform what we do and how we do it.

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

Listening to what you tell us helps shape the improvements we make to how we deliver our services. Your feedback lets us know where we're doing things well and where we need to do things better, as well as what matters most to you from the services you receive.

Our Customer Engagement and Experience team works closely with residents throughout the year to make sure there are lots of opportunities to get involved in a range of different ways – so there should be something that's convenient and interesting and relevant for everyone who wants to be involved. Understanding residents' concerns and expectations helps us prioritise where we need to make improvements, so you receive a good level of service from Guinness at all times.

Over the last few years we have introduced even more ways for residents' voices to be heard and your views have directly impacted the decisions we make – for example the replacement of our repairs contractor in the South West of the country following resident feedback about the level of service.

The Social Housing (Regulation) Act 2023, makes it clear that resident involvement should be a priority for all housing associations. It also sets out expectations that landlords should be transparent about how they are performing and that residents should be involved in checking landlords deliver on their promises.

This report provides more information for you on our performance, as well as how residents have been and continue to be involved.


We will continue to listen to what you are telling us and continue to provide regular opportunities for you to get involved in influencing our services.

# Ways to get involved

The Social Housing Regulation Bill 2023 is clear that tenant involvement should be at the heart of our business. To help us improve our services there are a number of ways you can get involved.

Choose from the following, and sign up today at [www.guinnesspartnership.com/get-involved/](http://www.guinnesspartnership.com/get-involved/)


## Feedback: tell us how we're doing



Online /  
telephone /  
post

Complete a  
survey

**5-10  
minutes**



## Influence: help shape the information and services we provide



Online /  
telephone /  
in person


Review documents	Join a focus group	Join a procurement panel	Telephone interviews
<b>30 mins - 3 hours</b>	<b>1-3 hours</b>	<b>10-20 hours</b>	<b>10-30 mins</b>

## Scrutinise: our performance and services


Online /  
face-to-face

Resident  
**Panels**

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



circa  
**30  
hours**







# Tenant Scrutiny Panel

The purpose of the Panel has been to scrutinise our performance and make recommendations about how services might be improved. This year the Panel decided to focus on reviewing how we manage Anti-Social Behaviour (ASB) and Emergency Repairs. Following each review, the Panel made recommendations and agreed action plans with Guinness management. These plans have been approved by the Board and delivery of them has been monitored by the Tenant Scrutiny Panel as well as the Board.

Following consultation earlier this year, the Tenant Scrutiny Panel will be succeeded by a Customer Committee consisting of four Board Members and our Scrutiny Panel members. This will give residents direct access to Board Members and increase their influence. The Customer Committee will continue to commission reviews of services.

## Emergency repairs

### The Review

The Tenant Scrutiny Panel:

- Commissioned an independent review of our Emergency Repairs Service.
- Reviewed the performance and response timescales of the service.
- Reviewed the support we offer for more vulnerable residents.
- Reviewed the Customer Journey and process.
- Reviewed the website for ease of use.

### What we've done and are doing

- Held workshops to review both our processes and communications to create an improvement plan.
- Provided more training to staff to better support vulnerable residents.
- Updated communications to ensure that residents understand what will happen during emergency repairs.
- Trained contractors to ensure a consistent customer service for our residents.
- Continued to follow up issues identified in resident surveys.

## Anti-social behaviour (ASB)

### The Review

The Tenant Scrutiny Panel:

- Commissioned an independent review of the management of ASB.
- Reviewed the ASB policy and procedures.
- Looked at the ASB data to identify trends.
- Engaged with residents about their experience of reporting ASB.
- Reviewed the website for ease of use.

### What we've done and are doing

- Reviewed our policy to make it clearer.
- Updated our procedure and systems.
- Updated our website to make it easier to report ASB to ensure clearer guidance and advice on the process and possible outcomes.
- Developed a noise nuisance pack making it easier for our residents to report noise complaints and provide evidence.
- Developed proactive measures to prevent ASB through consultation with residents and colleagues.
- Provided additional specialist training for staff.

# Resident engagement

The ways in which we engage with you includes involvement in surveys, focus groups, telephone interviews and local events.

We make sure that we speak to as many residents as possible in the way you have said you prefer, be it telephone, online, face to face, or by post.

In 2022/23 we engaged with over 1,700 residents through focus groups, online webinars and local events. These are some of the things you have influenced and shaped in the past year.

## Estate and Neighbourhood Management Policy Review

### Why

We wanted to understand what neighbourhood means to our residents. We also wanted to know what is most important to residents in terms of estate management

to help inform where money is best spent on our estates and neighbourhoods.

### What we did

- We gave residents the opportunity to help shape and inform our revised Estate and Neighbourhood Management policy principles. We carried out three different engagement activities as part of this:
- We sent an initial survey to residents across the country, to understand how they felt about where they live and the services we provide. We also worked with our Customer Liaison Service to complete the survey in-person with residents who aren't online, so they also had the opportunity to be involved.
  - We held four follow-on focus groups (two in-person & two online) to explore some of the themes from the survey in more detail.
  - We consulted residents on the draft policy principles and gathered additional feedback on other linked policies.

**What's next?** The new Estate and Neighbourhood Management policy is now live and available to view on our website. This year we will be looking at our Neighbourhood Strategy using resident insight to develop our approach.



## Appointment Communications

### Why

We wanted to increase the rate of first time access when we visit to carry out gas and electrical checks, and responsive repairs. This will help reduce the

cost of abortive visits and makes best of your time and ours.

### What we did

- We conducted focus groups and discussed the issues around appointments and what was needed to ensure a successful visit. Residents attended focus groups in Manchester, Milton Keynes and London to review and co-design the appointment process and communication.

**What's next?** Letters and envelopes have been designed using resident feedback. These will be trialled to see if they help increase the rate of access at first visits.

## Resident Welcome Pack

### Why

We created a new welcome pack in 2021 and wanted to understand how helpful residents found this, as the pack has been sent out to new residents for around a year now.

We wanted to check whether it was fit for purpose and included all the information residents needed.

### What we did

- We conducted an online survey and completed an online focus group with residents who had received the new pack.

**What's next?** Residents told us that it was useful and well presented. We have updated the pack to include building safety information.

## Compensation Policy

### Why

We wanted to make sure that our Compensation Policy was fair, and clear and transparent for residents.

### What we did

- We completed an online survey about the general principles within the policy and the framework supporting compensation offers.

**What's next?** We have updated our Compensation Policy using resident feedback.





## Blue Plaque – Holbein House

We were approached by the Secret WW2 Learning Network (a charity which aims to create greater awareness of the people who were part of allied special operations during the Second World War) to honour one of our former residents, Yvonne Cormeau, who lived in Holbein House from 1957 to 1988.

Yvonne Cormeau, codename Annette, was an agent of the F (French) section, Special Operations Executive. Yvonne returned home from the war in August 1944, having sent over 400 coded messages to help the Allied war effort. Yvonne lived to the age of 88 and was awarded an MBE, as well as the French honours, the Légion d'Honneur and the Croix de Guerre.

We consulted with the residents at Holbein House who were happy to support recognition of Yvonne.

The event took place on Saturday 17 September and was attended by over 60 people including representation from the Services, Yvonne's Family and residents who live in Holbein House.



# Resident contact

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



# Learning from complaints 2022-2023

We understand that when things go wrong it's important to resolve them as quickly as possible. As importantly we use complaints as an opportunity to learn and to improve our services and to create a positive complaint handling culture.

## The top three reasons for complaints this year were:

- Delays to completing our repairs
- Lack of consistent communication / updates
- Missed appointments (missed by us or our contractors)

## Complaints received

- What we found**
- A need for quicker resolutions of complaints.
  - Promised actions are not always completed on time.
  - Repair appointments being delayed and appointments missed.
  - A need for greater accountability when things go wrong.
  - A need to take into account the needs of vulnerable residents when responding to service requests.
  - Remedies for complaints need to be fair and proportionate.



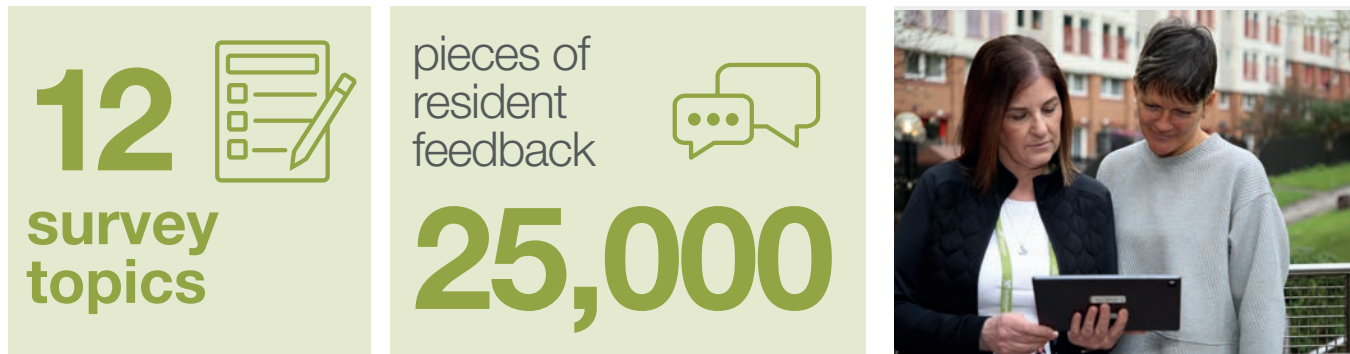
- What we've done and are doing**
- Improved our record keeping for Anti-Social Behaviour case handling
  - Improved our compensation matrix in line with the Housing Ombudsman's remedies guidance which ensures fairer and more consistent remedies to residents, taking into consideration the personal impact caused by a failure.
  - Rolled out additional training equipping our people to deliver a great service and to take ownership in every situation.
  - Created dedicated service improvement roles to help drive continuous improvement across the organisation. Their work is informed by the learning from complaints, new legislation and regulation, evolving good practice and most of all, feedback from residents and other key stakeholders.
  - Completed a thorough review of the management of contractors with increased services now delivered in house. Where we do use contractors to deliver services, we have robust reporting in place to ensure timely monitoring of all contractor performance.





# The feedback you give us on our services

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



## Resident satisfaction with our services



### Asking your views

We survey residents in two ways:

#### Transactional Surveys

We send surveys to our residents when we deliver a service to them. The feedback helps us identify any specific issues which we aim to resolve quickly and we 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, and with specific services such as building maintenance, repairs, communal cleaning, and grounds maintenance. These surveys also help gather residents' views on the value for money of rent and service charges.

# Tenant Satisfaction Measures

The Tenant Satisfaction Measures are new a Regulatory requirement on all social landlords. They are designed to see how well landlords are performing in a number of areas. As of 1 April 2023, all landlords are required to report against these measures - we've been using them since September 2022.

Measure	2022/23
Overall satisfaction	71
Satisfaction with repairs	73
Time taken to complete last repair	70
Home is well maintained	72
Home is safe	81
Listens to views and acts upon them	63
Treated fairly and with respect	78
Keeps tenants informed	73
Approach to handling complaints	32
Communal areas clean and well maintained	75
Positive contribution to neighbourhood	66
Approach to handling ASB	65







# Supporting our residents

Last year we helped residents claim over £14 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	2,884	£9,870,084
Personal income	2,301	£4,240,146
Hardship awards	2,442	£750,000
Food provision	1745	£221,000
Fuel provision	1251	£65,000
External grants	700	£133,000

## Cost of living

The cost of living crisis has affected many residents. To help with the challenges people are facing, we have increased the support we provide on budgeting and benefits, and significantly increased our emergency funding. Our regional teams will continue to work with local government and other providers of support to ensure we do all we can to help.

Costs have gone up for most things and this includes the costs of the services we deliver to you. Where we use contractors to deliver services their prices have typically increased by inflation and in some cases have increased by more than inflation. To limit the impact for our residents we limited the service charge increase to a maximum of £10 a week this year (excluding energy costs) and Guinness funded the difference.

Our long term fixed price arrangements for energy costs have protected residents from much of the recent volatility in energy prices for communal supply. These arrangements come to an end in October this year, which is why you are now seeing communal energy costs increasing – as included in your Service Charge Estimate this year. We’re working to bulk procure energy from October at the best possible prices to enable us to limit the impact to you.

To find more information on the support available to you please visit [www.guinnesspartnership.com/cost-of-living-hub/](http://www.guinnesspartnership.com/cost-of-living-hub/)



# Some of what we do

## 1. North West

- Funded The Together Intergenerational Project to tackle social isolation in five older-persons independent living schemes, which saw 263 children involved over 217 sessions.
- Supported Wishing Well in Crewe, reaching over 1,200 people across generations.
- Co-funded Springboard Cheshire, to deliver employment support and training to 1,285 people across Cheshire, with a third progressing into employment.
- Continued to support a Sal's Shoes hub in Crewe, which distributed recycled shoes to over 350 children in the area.
- Supported the Crewe Food Pantry which supplied 389 members with affordable food through the year.
- Continued our partnership with Motherwell in Crewe, who mentor young people aged 13 - 18.
- Supported Crewe YMCA to offer family-based support to 300 young people and parents.
- Supported Crewe Alexandra Football in the Community to provide football sessions to around 500 local children.



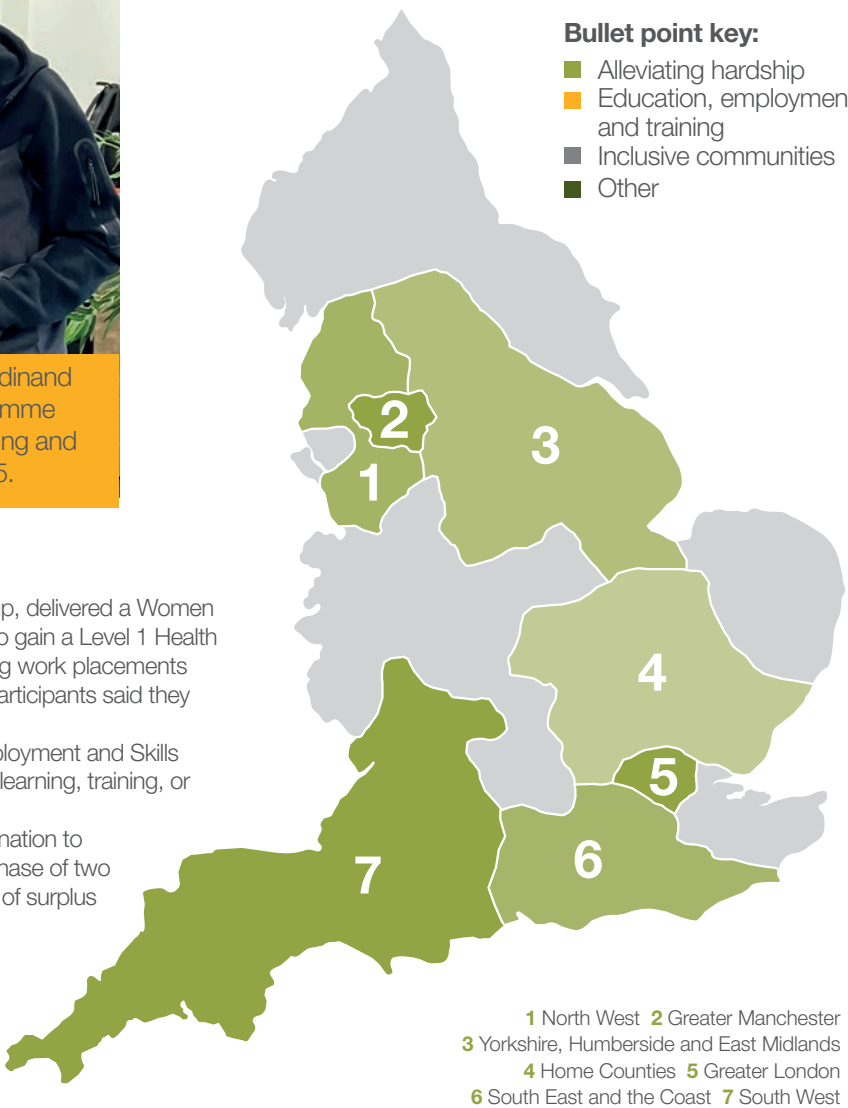
**Greater Manchester:** Working with the Rio Ferdinand Foundation, we funded a pre-employment programme in Oldham and Salford to provide training, mentoring and employment support to young people aged 16-25.

## 2. Greater Manchester

- Partnered with Foundation 92 to provide youth and family support to residents in West Gorton, working with 615 young people.
- Working with the Rio Ferdinand Foundation, funded training, mentoring and employment support to young people in Oldham and Salford.
- Led a DIY skills and employment programme for unemployed women in Salford, securing over £5,500 worth of products and tools from partners to help every participant reduce their home energy costs and use their DIY skills at home.
- In partnership with Wates social value support, funded two schools in Manchester to help 40 teachers and 348 students improve essential skills through the Accelerator programme. 82% of teachers reported that they felt more confident in teaching essential skills.
- Supported the Sal's Shoes outlet in Salford to distribute recycled shoes to over 437 children in the area.
- In partnership with Emmaus, supported the Salford Food Pantry to supply 380 local members with affordable food and their school uniform hub to help over 400 children access clothing.
- Funded Oldham Athletic Charitable Trust for a second year to provide sport activities during school holidays.
- Worked with Rochdale Borough Council and community groups to sustain the food pantry in Darnhill.

### Bullet point key:

- Alleviating hardship
- Education, employment and training
- Inclusive communities
- Other



## 7. South West

- Working with Women in Construction and the Hill Group, delivered a Women in Construction programme that enabled participants to gain a Level 1 Health and Safety certificate, CSCS cards, with some securing work placements and progressing into paid employment. 100% of the participants said they would recommend the course to other women.
- Launched a new partnership with Gloucestershire Employment and Skills Hub to support unemployed people in Gloucester into learning, training, or employment opportunities.
- Worked with our contractor Novus to match fund a donation to Devon and Cornwall Food Action to support their purchase of two food distribution vehicles to improve the transportation of surplus and donated food in the area.
- Partnered with Gleaning Cornwall which harvests and distributes surplus fruit and vegetables to food banks, community larders, and community kitchens across Devon, Cornwall, and Plymouth.
- Continued to work with Caring for Communities and People by supporting the Cheltenham Food Pantry which has helped over 900 people over the last 12 months.

## Nationwide

- Supported 12,511 households to claim £14m in welfare benefits they were entitled to through our in-house Customer Support Team. Of this, 70% (£9.8m) supported payment of rent, with the remaining 30% (£4.2m) enabling households to buy food, pay bills and better sustain their tenancies.
- Awarded £43k to 19 Aspire Awards recipients to raise career aspirations and benefit local communities and businesses.
- Working with Speakers for Schools, delivered 3 discovery workshops for secondary level students from schools about careers in housing to inspire the next generation.
- Launched new partnerships with Stay Nimble and Hatch to provide specialist employment, employability and self-employment advice and support to our residents.
- Launched a new partnership with Read Easy to support adults with literacy challenges by providing confidential, one-to-one reading coaching for adults from trained volunteers.
- Continued our partnership with charity Talk, Listen, Change, who helped support 60 residents with emotional wellbeing support.
- Enabled 461 volunteering roles which together delivered over 18,000 volunteering hours.

## 3. Yorkshire, Humberside & East Midlands

- Supported 57 young people at our Sheffield Foyer to successfully move on to independent homes, and 47 into paid work or an apprenticeship.
- Partnered with 5 housing associations in Sheffield to promote employment programmes for residents.
- Our contractor Wates engaged 7 schools across Sheffield and Barnsley and delivered face to face workshops to promote housing and construction careers to secondary level students.
- Supported Park Community Action's Food Pantry in Sheffield, which supplied 63 local members with affordable food through the year.
- Formed a new partnership with Zarach, helping them provide beds and other essential items to children and families in Leeds and partnered with St Vincent's in Sheffield to train local residents to upcycle and refurbish furniture.

## 4. Home Counties

- Continued our partnership with Milton Keynes Food Bank and Feeding Britain by supporting their mobile affordable food van which 440 households have signed up to.
- With Sal's Shoes, opened a shoe hub at Glebe School in Milton Keynes where residents have access to free, high quality age-appropriate footwear.



**London:** With Boilerhouse N16, Little Village Baby Bank and other third sector partners launched a two-year baby bank pilot and Sal's Shoes distribution in Hackney. During its first year the centre has supported 360 families including 568 children under the age of 5.

**Yorkshire, Humberside and East Midlands:** Through Kier, we delivered an employment event at the Sheffield Foyer for residents which was supported by local councillor Denise Fox.



## 5. London

- With our partner Boilerhouse N16, provided Hackney residents access to a range of community and youth services from our Northwold community centre, including a food pantry, youth activities, a baby bank and a Sal's Shoes outlet.
- Continued to support the Stamford Hill and South Kensington Food Pantries which supplied 267 households with affordable food through the year.
- Through our partnership with Rio Ferdinand foundation, helped 29 young people complete accredited leadership training and 37 children to build creative skills, develop friendships and improve well-being.
- Launched a new partnership with The Kids Network who deliver mentoring services to children aged 8 to 11 working in partnership with Lambeth schools and the local authority.
- Supported an InCommon intergenerational project in two Guinness independent living schemes, which connected 20 older residents with young people.
- Working with Women in Construction, supported 15 women to complete a Level 1 Award in Construction with Carpentry and secured CSCS cards. Seven progressed into work placements including 4 at Guinness.

## 6. South East and South Coast

- Working with Park Community School continued to support the Havant Food Pantry which supplied 1,145 members with affordable food through the year.
- Partnered with mental health charity Off The Record to help with employing, supervising and training volunteers to provide a free specialist family counselling service in Hampshire.
- Worked with Motiv8 South to deliver a range of activities for 128 young people.
- With Havant Climate Alliance and Motiv8 supported Havant Big Green Week with various activities focused on climate change and biodiversity, engaging 275 people.
- Entered into a new partnership working with Havant Borough Council to create a sustainable multi-use site in Springwood, Havant.





## Building safety

Your safety is our priority. We do all we can to make sure you are safe and feel safe in your home.

We’ve introduced Building Safety Managers to inspect and manage our taller buildings (over 18 metres tall or seven or more storeys). They visit each taller building monthly to complete safety inspections and meet with residents and give building safety advice. They follow a check list on their inspections which covers all the items within the new Fire Safety Regulations such as bulk waste, issues with fire safety kit and inspecting fire doors and front doors to flats. Our Customer Liaison Officers continue to complete visits and checks on our other buildings and estates.

You’re welcome to join them on the inspection – you can find out the next inspection date for your building on our website.

We’ve also trialled different ways of improving how we communicate with residents to raise awareness of building safety. In 2022 we trialled a kiosk and digital screens in some of our estates with the aim of improving how we deliver key messages to our residents. We also hosted an open day at one of our estates for residents to find out about what we were doing to improve building safety.

We are currently recruiting a Building Safety Resident Panel that will represent residents living in high rise buildings nationally and work closely with the Building Safety Team to develop our strategy and inform further improvements.

## Sustainability and the environment

During the year we made significant progress delivering our Environmental and Sustainability Strategy, which sets out how we will ensure all our homes are at least EPC-C by 2030 and net zero carbon by 2050, as well as a comprehensive range of actions under our five themes (decarbonisation; water efficiency; circular economy; biodiversity; and climate change)

### Energy performance and decarbonisation.

During the year we:

- Gathered energy data for approximately 17,000 more homes as part of our stock condition survey programme, to inform our future retrofit programme. We’re aiming to bring all our homes to EPC-C by 2030 through measures that make them warmer and more affordable to heat.
- Substantially enhanced our design requirements for new homes with respect to sustainability, adding more detail on strategic sustainability objectives, green construction, embodied energy, waste reduction, energy hierarchy and energy efficiency.
- Completed works to over 50 hard-to-insulate properties in Crewe, part funded by the government’s Social Housing Decarbonisation Fund, and secured £3m of government funding through Wave 2 of the Social Housing Decarbonisation Fund, to improve the energy performance of a further 750 homes.

In terms of numbers, Guinness delivered the following last year:

We also supported customers through the energy price increase, by:

- Including access through the Guinness website to further support, including a self-referral process for receiving 1-1 customised energy advice from our Energy Advice Officers.
- Provided small measures to households including radiator reflectors.
- Arranged for new EPCs to be carried out where required for residents claiming the Warm Home Discount, after recent changes to eligibility requirements.

Measure	Count
Loft insulation	271
Cavity insulation	179
Underfloor insulation	23
Air source heat pumps	27
Retrofit Assessments	71





## Looking after your home

In 2022/23 we spent £177.5m on repairing and maintaining our homes.

# 71%

resident satisfaction 



Repairs

### 6.6

satisfaction with our responsive repairs service

### 74%

satisfaction with communal repairs

### 95.4%

of emergency repairs completed within 24 hours

### 74%

of repairs completed on first visit



Planned works

### 1,134

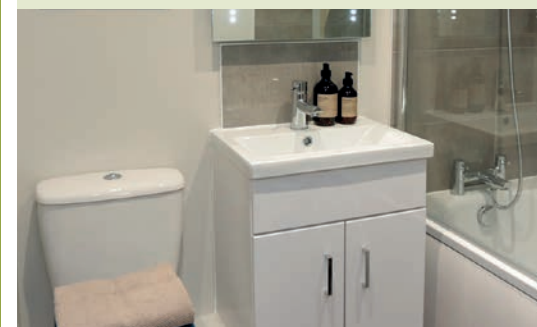
boilers replaced

### 1,204

fire doors replaced

### 1,041

kitchens replaced



### 532

bathrooms replaced



### 72%

building maintenance satisfaction



Our estates

### 2,936

homes let to new tenants  
satisfaction with property condition **8.9**

### 75%

satisfied with communal cleaning

### 99.9%

gas compliance



### 75%

grounds maintenance satisfaction

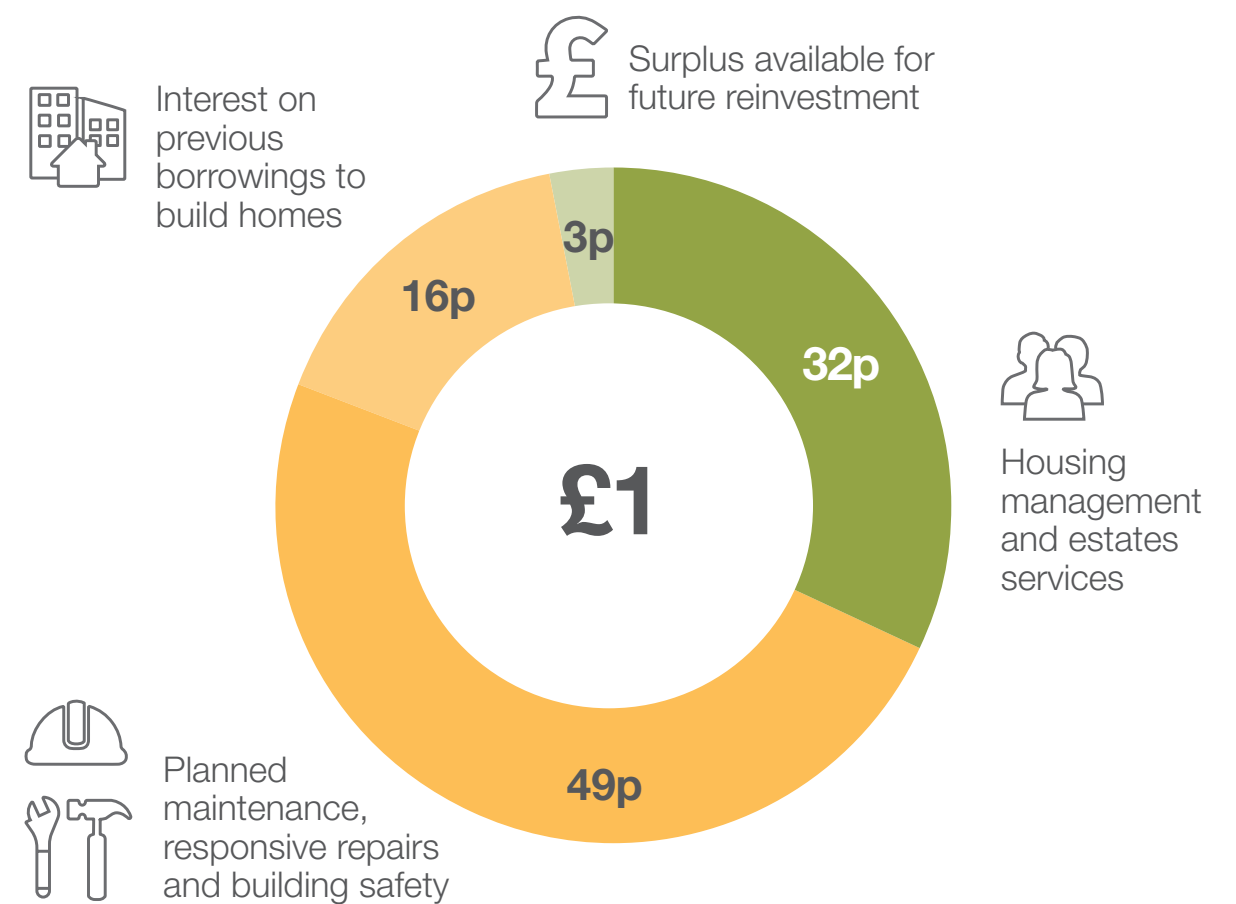




## How we spend our income

The income we receive 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:



**£2.8m**

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/\*\*](http://www.guinnesspartnership.com/about-us/company-publications/)

**INVESTORS IN PEOPLE™**  
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