

Tenants Satisfaction Measures - 2023 Action Plan

TSM Question

Satisfaction

What are we doing about this?

Timescale



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lancaster City Council's Housing Service?

72%

1. All actions below (and more) contribute to improving the overall experience of the service
2. We are working with residents to create a new set of service standards - these will be clear and agree standards you can expect from us. We will publish these in summer 2024.

Ongoing
Summer 2024



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service provides a home that is well maintained?

68%

1. We will improve the information we provide to tenants about our repairs service, being clear on what you can expect from us in looking after your home and what will happen if you report a repair that needs doing.
2. We expect to complete a stock condition survey of all council homes by early summer 2024 - we will use this information to help plan future programmes of repair work
3. A tenant-led scrutiny panel has reviewed our Repairs and Maintenance service at the end of 2023 / early 2024, the outcome report will be published online in Spring 2024, and tenant recommendations will drive repairs service improvements.
4. We will provide residents with details of all planned maintenance programmes, including communal areas, windows, kitchens, bathrooms, roof replacements, fencing, front doors, etc

Summer -
Autumn 2024
Summer 2024
Published
Spring 2024
Autumn 2024



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lancaster City Council's Housing Service provides a home that is safe?

71%

1. We will improve the information available to you about the range of safety related work carried out by the council in your home regarding gas, electricity, water, asbestos, fire safety, lifts, and damp and mould - this will include dedicated pages on the council website
2. We have developed a building safety group: this is a forum for residents living in flats with shared communal areas to come and chat to us about any issues and hear more about how we are promoting building safety - new members to this group are welcome, and we will seek to widely promote this to all current and new tenants in these properties.
3. We will publish more information on safety related performance and what we are doing to improve building / home safety so tenants can hold us to account.

Summer -
Autumn 2024
Group in place
April 2024
Summer 2024



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service keeps these communal areas clean and well maintained?

54%

1. A building cleaning supervisor has joined the team. Their role is to monitor standards of cleanliness, and respond to reports of dissatisfaction swiftly.
2. We will publish a communal block cleaning calendar so residents can see when cleaning has been/will be carried out. We will ask for your feedback on the service and use this to make positive changes where needed.
3. We will provide residents with details of planned maintenance programmes, providing information on work due in their communal areas.

In place as of
2023
Spring 2024
Autumn 2024

Tenants Satisfaction Measures - 2023 Action Plan

TSM Question

Satisfaction

What are we doing about this?

Timescale



How satisfied or dissatisfied are you with the overall repairs service from Lancaster City Council's Housing Service over the last 12 months?

76%

1. We expect to complete a stock condition survey of all council homes by early summer 2024 - we will use this information to help plan future programmes of repair work.
2. A tenant-led scrutiny panel has reviewed our Repairs and Maintenance service at the end of 2023 / early 2024, the outcome report will be published online in Spring 2024, and tenant recommendations will drive repairs service improvements.
3. We will improve our communication with residents about our repairs service, particularly around keeping you informed around your repair and when there are delays and reminders about repair appointments.

Spring 2024
Published
Spring 2024
Multiple
improvements
from Spring
2024



How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

69%

1. We are developing a new Repairs Policy (in consultation with residents), this will involve reviewing and being clearer about our repairs timescales.
2. We will improve our communication with residents about our repairs service, particularly around keeping you informed around your repair and when there are delays and reminders about repair appointments.

Completion &
Publication -
Spring 2024
Multiple
improvements
in Spring 2024
onwards



Generally, how satisfied or dissatisfied are you with the way Lancaster City Council's Housing Service deals with repairs and maintenance?

66%

1. We are developing a new Repairs Policy (in consultation with residents), this will involve reviewing and being clearer about our repairs timescales.
2. A tenant-led scrutiny panel has reviewed our Repairs and Maintenance service at the end of 2023 / early 2024, the outcome report will be published online in Spring 2024, and tenant recommendations will drive repairs service improvements.
3. We will improve our communication with residents about our repairs service, particularly around keeping you informed around your repair and when there are delays and reminders about repair appointments.
4. We will develop satisfaction surveys throughout 2024 to better understand how we are performing and what you think about the repairs service we deliver when you report a repair. We will use this information to improve the service we offer to you.

Completion &
Publication -
Spring 2024
Published
Spring 2024
Multiple
improvements
in Spring 2024
onwards
Summer 2024
onwards

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Timescale



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service listens to your views and acts upon them?

58%

1. We are finalising a new tenant engagement strategy, this has been developed with residents, and sets out the Council's commitment to listening to your views and how we will act on them
2. We will become TPAS accredited: the Tenant Participation Advisory Service are the experts in assessing landlords and ensuring residents voice is heard in service delivery
3. We will improve complaint learning: from April 2024 we will renew our focus on identifying learning and service improvements from customer complaints and report this through - 'you said, we're doing' which we will publish regularly in newsletters and online

To be published
Spring 2024

Spring 2024

Spring 2024 onwards



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service keeps you informed about things that matter to you?

63%

1. In 2024 the housing service is developing an improved text messaging service, and increased use of email where convenient, to ensure residents receive key information in a way that is convenient .
2. From the start of 2024 our council housing newsletter is now produced every other month (rather than twice a year) to ensure up to date and useful information is more readily available. This is digital, but is available as a printed copy for residents who request this.

Spring 2024 onwards

In place from February 2024



To what extent do you agree or disagree with the following 'Lancaster City Council's Housing Service treats me fairly and with respect'?

69%

1. The Housing Service has developed a 'staff charter' and 'manager charter' which all staff are trained on to agree a consistent fair and respectful approach to customer service
2. We are developing a cross service training plan covering vulnerability, mental health, customer care, safeguarding, equality and diversity, and more, to ensure all staff are trained to meet the needs of residents and customers better.

In place from Summer 2023

Spring 2024 Onwards - Refreshed Annually

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Timescale



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service is easy to deal with?

70%

1. For customers seeking rehousing, in April 2024 we launched a new online lettings system: offering a more modern and accessible system for applicants to manage their housing applications
2. Council Housing is embarking on a big project to replace all council housing IT systems: for customers and residents we plan to significantly improve online services and all our internal communication. This is a big piece of work and changes will be delivered from 2025/26 onwards. We will keep residents updated on progress.
3. Both Lancaster and Morecambe Town Halls are, from April 2024, moving to full face to face opening hours of 9am-4.30pm Monday to Friday to improve customer accessibility for our services.
4. Our customer services teams are developing a case 'triage' system during 2024, to ensure enquiries reach the relevant staff and teams with the minimum of delay and improve customer experience

Launched April 2024

2025/2026 onwards

From April 2024

Spring 2024



How satisfied or dissatisfied are you that Lancaster City Council's Housing Service makes a positive contribution to your neighbourhood?

54%

1. The housing team are developing clear grounds maintenance plans to be published: ensuring that residents have access to up to date information about what grounds maintenance they can expect to see in their local neighbourhood
2. The Community Project Fund is available to residents and groups of residents to access funds to deliver projects in their community: the housing team will promote this widely and actively support individuals and groups to access this money
3. Support for the many residents groups across the district is ongoing: the housing team continues to seek opportunities to support new and existing resident groups to make a difference in their community
4. Starting in summer 2024 we will be working with residents in independent living schemes to create specific scheme plans for every scheme - to ensure we are delivering the services that matter to residents.

Spring 2024

Spring 2024 onwards

Ongoing

Summer 2024 onwards

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How satisfied or dissatisfied are you with Lancaster City Council's Housing Service's approach to handling anti-social behaviour?

48%

1. In 2023 a new specialist Community Safety Team was created within the housing service to improve the way anti-social behaviour is handled: improvements in training, communication, case management, risk assessments, and the overall delivery of a harm centred approach to anti-social behaviour continues to be developed.
2. We will publish information on how we are performing regularly.

Launched in 2023 with improvements still being developed

Spring 2024 onwards



How satisfied or dissatisfied are you with Lancaster City Council's Housing Services' approach to complaints handling?

36%

1. We are delivering annual complaints refresher training for housing staff this will ensure complaints are logged and responded to effectively regardless of how you choose to tell us about problems you may have with our service.
2. We have self-assessed against the new Housing Ombudsman complaint code to help us make sure we are handling complaints effectively and we are welcoming complaints as an opportunity to learn.
3. In April 2024 we launched our new complaints handling system, this helps us record information about complaints more accurately and track their progress.
4. We are reviewing how we learn from complaints and will be regularly publishing information on this from Spring 2024
5. We will ensure staff within the housing team receive regular updates on learning from complaints across the sector from the Housing Ombudsman so that we can learn from these and update our practice where needed.

Delivered each year

Spring 2024

Spring 2024

Spring 2024

Ongoing