



Customer Annual Report

2023 - 24

Rykneld 
HOMES
at the heart of communities



*70 new homes are being built on the Whiteleas Avenue site at North Wingfield
Progress visit to site included Rykneld Homes staff, Countryside Partnership staff and Cllr Nigel Barker*

Welcome to Rykneld Homes Customer Annual Report for 2023/24

This has proved another busy and successful year for Rykneld Homes.

The new Tenant Satisfaction Measures were introduced with great results – 84.8% of customers reported they were satisfied or very satisfied with overall services provided by Rykneld Homes. Thank you to everyone who responded.

Our housing services were inspected against the new Consumer Standards. The Regulator of Social Housing (RSH) can award judgements of C1 (the highest) to C4 (the lowest) - the C stands for Consumer Standard. We were awarded C2 – the highest any Council landlord has received to date.

The judgement stated NEDDC/RHL:

- has appropriate systems in place to manage its health and safety responsibilities
- is managing the risks associated with damp and mould
- offers tenancies which are compatible with the needs of individual households and sustainability of the community
- adopts a respectful approach to tenants and understands their diverse needs
- delivers fair and equitable outcomes for tenants
- offers a range of meaningful opportunities for tenants to hold it to account
- regularly provides a range of relevant and accessible information to tenants
- handles complaints effectively and promptly.

“The RSH grade and inspection report reflect the determination and dedication of our teams to ensure all of our tenants live in safe decent homes and feel heard and supported. We’re working with the RSH on making the improvements suggested by inspectors - many of which we had already started prior to the inspection - to further demonstrate our commitment to customers and work towards a C1 judgement.”

Lorraine Shaw, Managing Director of Rykneld Homes

TENANT SATISFACTION

Tenant Satisfaction Measures 2023-24

Thank you for everyone who responded to the Tenant Satisfaction Survey 2023/24.

Your views and comments about the housing services we deliver for you are really important.

Your feedback helps us to identify what we are doing well and where we need to make improvements.

84.8%

To the question:

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rykneld Homes?

84.8% of customers reported they were satisfied / very satisfied

Some of the key results from the survey are included below. If you wish to view the full set of questions, the results and the approach taken to deliver the survey in compliance with the Regulator of Social Housing's requirements, please go to www.rykneldhomes.org.uk.

89.2%

Satisfaction with the repairs service

75.6%

Satisfaction that Rykneld Homes keeps you informed

71.1%

Satisfaction that Rykneld Homes listens to your views and acts on them

68.5%

Satisfaction that RHL makes a positive contribution to neighbourhoods

85.8%

Satisfaction that Rykneld Homes treats you fairly and with respect

72.9%

Satisfaction that Rykneld Homes keeps communal areas clean and well maintained



COMPLAINTS

In 2023/24, we received and investigated a total of 51 formal complaints, of which 100% of Stage 1 and 90.9% of Stage 2 complaints were responded to within the Housing Ombudsman Complaint Handling Code timescales. Below is a breakdown of the service areas where we have responded to complaints and the outcomes.

SERVICE AREA	UPHELD	NOT UPHELD	TOTALS
ASB	0	1	1
ASSET INVESTMENT	1	0	1
CHOICE MOVE	0	3	3
DAMP	7	1	8
HOUSING AND SUPPORT	2	4	6
MULTIPLE SERVICE AREAS	4	1	5
REGENERATION	9	0	9
RENTS	0	2	2
REPAIRS AND MAINTENANCE	11	2	13
VOIDS	1	2	3
TOTAL FORMAL COMPLAINTS	35	16	51

Learning from Complaints

Each complaint we receive is treated as an opportunity for us to learn and to improve our services. The actions that have taken place as a result of learning from complaints in 2023/24 include:

- Reviewing and improving the Equality, Inclusion and Diversity Policy and Delivering Services to Vulnerable Persons Policy
- Reviewing and improving The Equality Impact Assessment Process and undertaking staff training to ensure customers circumstances are effectively considered during service delivery
- Improved communication for customers by requiring specific service teams to put any agreed actions with customers in writing
- Improving the Adaptations Policy to ensure customers are given advice and support when referred for a Disabled Facilities Grant (DFG)
- Increased capacity in our Complaints Team by appointing a new member of staff to support customers during the complaints process
- TSM Satisfaction with complaints handling was 43%. This is inline with the claims not upheld at 45%. RHL's complaints service is compliant with the Housing Ombudsmans Complaint Handling Code, we will continue to seek ways to improve this service.

PERFORMANCE DASHBOARD 2023/24

Proportion of homes for which all required gas safety checks have been carried out = 99.9%



Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out = 100%



Proportion of homes for which all required legionella risk assessments have been carried out = 100%



Proportion of homes for which all required communal passenger lift safety checks have been carried out = 100%



% of emergency repairs carried out within target timescale = 98.2%



% of non-emergency repairs carried out within target timescale = 98.1%



Proportion of homes that do not meet the Decent Homes Standard = 8.7%



Proportion of homes for which all required Fire Risk Assessments have been carried out = 99.2%



Richard Garlick (Rykneld Homes Joiner)

Rykneld Homes Website

The Rykneld Homes website is a key communication tool, allowing our customers to access a range of information about our services 24 hours a day, 7 days a week.

It also allows us to post important messages, publish press releases and news stories and provide information about our services, policies and procedures.

**For more information, visit our website
www.rykneldhomes.org.uk**

Along with providing information, there is so much our customers can do on our website including:

- Report a Repair
- Pay their rent using our secure online payment system
- Access our Choice Move system to search for and bid on available properties
- Report Anti Social Behaviour
- Make a complaint or compliment
- View our current vacancies
- Find the details of your Neighbourhood Team
- Get Involved with Rykneld Homes
- and much more...

BUSINESS PLAN KEY PRIORITY: Improve Existing Housing

In 2023/24 we delivered the Council's £21.2 million Major Works programme.

The program has proved successful with customer satisfaction at 97%.

The following key component upgrades to homes were complete:

Element of Works	Number of Homes
New Heating Systems	289
Bathroom and Shower Replacements	92
New Kitchens	105
Rewires	57
External Wall Insulation and External Works	295
New Windows	218
New Roofs	116
Adaptations	89
Voids Works to Decent Homes Standards	346
Total Number of Elements	1,607

BUSINESS PLAN KEY PRIORITY: Increase Housing Growth



(l-r) Nigel Barker (Leader of the Council - NEDDC) and Niall Clark (Director of Customer and Strategic Partnerships (Deputy MD) - RHL)

Whiteleas Avenue, North Wingfield

The Whiteleas started on site in September 2023.

The first new properties will be handed over by the developers in July 2024. 70 new homes 48 for affordable rent and 22 will be sold on the open market.

Rykneld Homes works with NEDDC to increase the number of affordable and social homes in the district. In the last year we have purchased homes in the following areas:

Higham fields – 5 new 2-bedroomed houses for affordable rent

Shirland – 4 new 1-bedroomed houses for affordable rent

Calow - 9 new houses - 8 x 1-bedroomed houses and 1 x 2-bedroomed house.



Stonebroom - 77 new two-bedroom bungalows

Subject to planning permission, 77 new two bedroom bungalows will replace the old pre-fabricated bungalows at Stonebroom.

We have taken on board the views and needs of people who live in the bungalows to shape the options we are proposing for redevelopment.

Following consultation with the tenants we have undertaken short term works until the redevelopment works can commence. This has included works to defective windows, mastic seals and improved security.

The redevelopment works is scheduled to start in 2024/25.

EQUALITY OBJECTIVE DELIVERY

EQUALITY OBJECTIVE 1: IMPROVE ACCESSIBILITY OF SERVICES (EQUALITY)

- We have delivered training to staff and contractors that need to undertake equality impact assessments to ensure that customers vulnerabilities are fully considered when delivering services
- The Tenant Scrutiny Panel commenced their review of the new website including accessibility checks in December 2023. They will report their findings in 2024.

EQUALITY OBJECTIVE 2: SUPPORT PEOPLE TO LIVE INDEPENDENTLY AND SUSTAIN THEIR TENANCY (EQUALITY)

- Our Business Plan 23/27 sets a target to deliver 400 new homes. We are on course to deliver against this target - to date the total number of approved homes through new build and buy backs is 276
- We have supported NEDDC to review its Adaptation Policy. The updated policy will ensure consistency of service delivery and provide more support and advocacy to help applicants consider different routes to secure adaptations.

EQUALITY OBJECTIVE 3: SUPPORT ALL CUSTOMERS TO SHAPE SERVICE DELIVERY (INCLUSION)

- We have promoted the complaints service on the website and through Your Rykneld to ensure that everyone can make a formal complaint. We have confirmed compliance with the Housing Ombudsman Services Complaint Handling Code to ensure the service provided meets best practice
- Your Scrutiny Team continue to undertake reviews of service areas and make recommendations to the Board to improve services. 2023/24's projects included customer satisfaction with the Contact Centre and the Lettable Standard.

EQUALITY OBJECTIVE 4 – SUPPORT AND PROMOTE THE DIVERSITY OF COMMUNITIES AND RYKNELD HOMES (DIVERSITY)

- The Community Involvement Team have delivered events including summer holiday projects for children and young people, funded by the Government's Holiday Activity Fund.
- These included:
 - Eckington
 - Stonebroom
 - Mickley
 - Renishaw
 - North Wingfield
 - Holmgate.

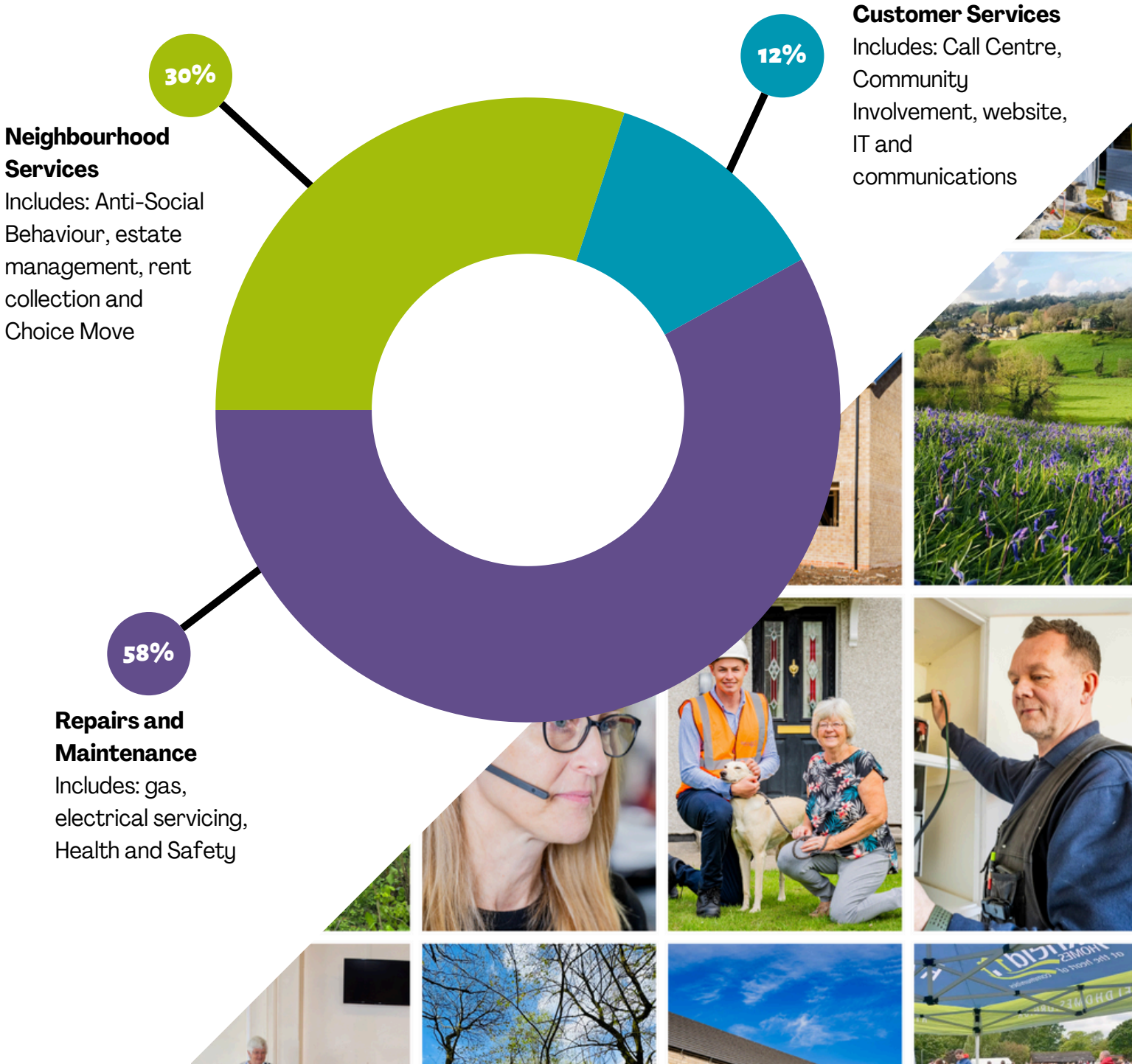
We delivered a Kurling tournament in Eckington suitable for customers with limited mobility, tea dances aimed at elderly customers and two 'Share the Warmth' events aimed at giving out donated winter clothing to families. We've also attended community market days and galas, run cooking sessions and clean ups.

WHERE YOUR MONEY IS SPENT

Service Delivery Expenditure 2023/24

The expenditure to provide all services was £11,943,962. This includes Repairs and Maintenance, Housing Management and Customer Services.

The chart below gives more detail about the service areas that the (Revenue Budget) covers and the breakdown between the main service areas. You can find more information including the Final Accounts and Financial Statements on the key documents page of the Rykneld Homes website.



COMMUNITY INVOLVEMENT

Operational Group Board - A Customer Perspective

Our Operational Group Board (OGB) is made up of Rykneld Homes (RH) customers, who come together throughout the year. They meet with RH members of staff to learn about how the organisation is performing and give their input on proposed service improvements.

Service Standards

Our biggest consultation this year was all about RH's Service Standards. It asked customers to tell us which services were most important to them. We received 644 responses to the survey and this information is being used to help us create a new set of standards, so they match up to what our customers care about the most.

The new service standards that come out of this process will be promoted to customers in 2024/25.

Key Themes and Achievements

This year the group have focussed on a range of key areas and have helped RH departments across the organisation develop and instil a number of policies and working documents. These have included:

Policies

- Repairs Policy
- Delivering Services to Vulnerable People Policy

- Equality, Diversity and Inclusion Policy
- Business Plan
- Customer Annual Report
- Damp Mould and Condensation Policy.

Consultations

- Service Standards
- Consultation Website and Home Contents Insurance
- Performance Workshop
- Permanent and Temporary Moves.

The OGB works closely with other involvement groups, including the Your Scrutiny Panel and the Digital Involvement Group (DIG).

The DIG is made up of over 300 customers, who receive regular online surveys from RH. These surveys help RH to canvas customer views so we can continuously improve our services.

Your Scrutiny Team

The Your Scrutiny Team (YST) is a group made up of customer volunteers who come together regularly to investigate how RH is performing in specific areas of the business. They conduct detailed research and write up a report with recommendations for service improvements. This report is then provided to the Board, who provide feedback on the recommendations and ensure those that are accepted are enacted.



Your Scrutiny Team member



COMMUNITY INVOLVEMENT



Key Themes and Achievements

Lettable Standard

The Scrutiny Panel investigated if RH's current Lettable Standard is still suitable and relevant for customers.

It was identified that the Lettable Standard should be considered a good example of best practice countrywide but there is always room for improvement.

The Panel made 11 recommendations to RH Board with nine of these being accepted.

These included :

- Transfer inspections will now be carried out by the Housing Officers and Surveyors so it can be agreed at the inspection if the floor coverings can be left in the property. This training is now being delivered to RH staff
- Satisfaction Surveys will be revisited between 3-6 months after the customer has moved into the property so the customer has more time to reflect on their experience and condition of their new home
- Specifications for individual works will be made available to customers upon request

- More advice about damp and mould will be included in the revised version of the Lettable Standard.

Contact Centre Satisfaction

The Panel reviewed how Contact Centre performance compared to other similar organisations. The always high performing Customer Advice Support Team delivered an excellent service to customers and the methodology of how it captures its satisfaction data is well executed. The Panel made three recommendations to Board and all were accepted:

- Implementation of new ways of gathering satisfaction data from calls, such as an automated survey at the end of the customer's call and a text message survey to a sample of customers who called that day
- A new Customer Satisfaction Policy to be implemented
- Rykneld Homes will consider a recognised accreditation for the Contact Centre.

The Work Plan 2024/25 will include revisiting reporting a repair, Health and Safety in properties and Estate Standards.



www.rykneldhomes.org.uk

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