

Tenant Annual report 2021/22 Highlights



As Portfolio Holder for Housing and Welfare, it is my privilege to present to you the Wigan Council Tenant Annual Report for 2021/22.

The last twelve months has seen some enormous changes including the sad death of Queen Elizabeth II, who devoted her life and her 70-year

reign to this country and the commonwealth. Her Majesty gave us unwavering and devoted service and many of us will mourn her passing.

There have also been many happy occasions for us to celebrate including the spectacular events for the Platinum Jubilee and a fantastic summer of sporting events. Leigh Sports Village hosted four of the Women's Euros games and gave the teams and visitors a very warm welcome. I am sure LSV hosting of Rugby League World Cup matches this Autumn will be equally successful. Not only do these events show how proud we are of our borough and residents, it also builds on our longstanding sporting tradition and encourages more people to take part in local sport and activities.

This year the cost-of-living crisis is very real for many of us, and it is a really worrying time as our energy, fuel and food prices increase. Our Welfare Team can provide help, support and advice, and have provided a useful summary within this report of helpful information and contacts.

As a landlord, we have longer term plans to improve the energy efficiency of your homes to help reduce bills, by retrofitting properties. We are currently testing this out in some of our empty homes to get an idea of costs and the time it takes to do the work, so we can minimise disruption to tenants. These positive improvements to homes should make a real difference, but I know some of you are concerned about paying your bills now. Within this report you will find some handy tips for saving energy.

Listening to, and acting on, your ideas and concerns is a key priority for us this year. We have listened to your feedback on accessing housing services online and work is underway to improve the digital offer. Thank you to all who have been involved in this work. It is so important that your views shape the way services are delivered. This partnership working has also resulted in changes to the estate caretaker service to increase visibility on our estates - read the update from your Tenant Scrutiny Panel to learn more.

After listening to Housing Advisory Panel and Tenants Voice Group, on what they would like to read about, this 2021/22 report includes the areas they felt to be of most interest, outlines how we have been performing and includes some of the work we have planned, as well as including some tenant stories in their own words. I hope you enjoy reading it.

**Cllr Susan Gambles -
Portfolio Holder for Housing and Welfare**

Update from your Tenant Scrutiny Panel



Hi, we are the Tenant Scrutiny Panel, we are all volunteers, and we review the services that all tenants receive. We do this by carrying out scrutiny to see what is working well and where we want to make recommendations for improvement. We want to affect change and make a difference to our local community and make services better for everyone who lives here. We find the work satisfying and love the challenge and the opportunity to socialise. We have all got different skills but are so together in our thinking!

We believe tenant scrutiny of council services is important as we are an external eye looking in, and most importantly, we have lived it and have experience of receiving these services. This year we are recruiting a young panel member as it is so important to have a range of voices on our group.

Sometimes we are asked to look at specific services and sometimes we identify areas we want to

scrutinise, but it is our choice what we look at and how we approach it. A recent review of the estate caretaker service is such a great example of the difference our work can make. We began by looking online to see what we could find out about the service, then spoke to senior managers to learn more about the work the caretakers did and who we needed to speak to. As well as speaking to caretakers and other officers, we spoke to tenants across different neighbourhoods, as well as to our Tenants Voice Group. What we love is that you start the review with no agenda, just start it off and see where it takes you.

Once we had finished and discussed all our findings, as a group we set out our recommendations and presented to the Housing Advisory Panel, answering their questions. Wigan Council has responded so well to our review, really supporting us from beginning to end, and everything we highlighted they agreed would happen. One recommendation was that caretakers should be more visible on our estates. In response the Council reviewed their housing model and now caretakers will be part of an enhanced estates team, so you will see them more. This just shows what a difference we can make as tenants!

So, what would we say to anyone else who wanted to get involved in tenant scrutiny? We would definitely recommend it, so talk to us and learn more about it! You can email us at THAP@wigan.gov.uk

Chris, Ellen, Lucas, Neil, and Tom – Wigan's Tenant Scrutiny Panel

How are we doing?

We review how we are performing throughout the year, so that we can see where we are performing well and where we need to improve. You have told us the kind of information you want to see and that this should be compared to how we have performed in previous year. We hope you find this interesting.

Measure	2019/20	2020/21	2021/22	
Number of council homes	21,676	21,575	21,447	Blue
Number of repairs completed	75,401	57,685	53,062	Blue
% of repairs completed right first time	92%	93%	90%	Orange
Tenant satisfaction with repairs	93%	95%	90%	Orange
Number of homes receiving planned works	6,204	8,760	8,448	Blue
% of planned works done right first time	98.6%	99.6%	99%	Orange
Tenant satisfaction with planned works	99.6%	99.8%	99.9%	Green
Number of electrical checks completed	1,506	3,627	3,788	Green
Number of gas safety checks completed	21,448	19,251	18,196	Orange
Number of applicants on housing register	8,634	10,365	13,278	Blue
Average number of bids per property	111	94	110	Blue
Number of new tenancies arranged	1,688	1,196	1,228	Green
% of tenancies sustained longer than 2 years	86%	87%	88%	Green
Number of tenants who pay their rent by direct debit	4,819	4,981	5,683	Green
Funding for projects that work with tenants	-	£232,280	£305,090	Green
Number of tenants on our Tenants Voice Group	58	53	28	Orange
Number of referrals to our Community Resilience Team	960	2,122	1,826	Blue
New council homes we have built	60	96	17	Blue
Tenant satisfaction with new build home	83%	94%	91.6%	Orange
Number of tenants signed up to our Ethical Lettings Agency	-	24	43	Green
Number of formal complaints received	299	181	547	Red

Key

Green	Our performance improved compared to last year
Orange	Our performance dipped this year, but we are already working to improve it.
Red	Our performance dipped this year, and we will take action to address this.
Blue	This figure is for information only

Our Priorities for 2022/23

1. Review the customer journey from application to getting the keys to a new home.
2. Review the information we provide to new tenants, including new tenant visits.
3. Start the construction of new homes at Priory Road, Ashton, former St Mary's Ince and Shevington Extra Care.
4. Work with care providers to have more accommodation available to allow people to live independently.
5. Agree a new strategy for our housing to ensure we provide quality, safe, and energy efficient homes
6. Continue to upskill our inhouse maintenance operatives on emerging technology and new ways of working.
7. Improve information to guide residents on a range of housing options which will suit their circumstances.
8. Look at the housing offer for care leavers to give access to quality homes and good housing services.
9. Review our aids and adaptations policy to ensure support reaches the people that need it most.
10. Develop a new Engagement Strategy to embed the tenant voice across our frontline services