

Tenant Annual Report Highlights 2022/23



Thank you for taking the time to read this Highlight Report, I hope that you will find the information useful. You can read my full article in the full Tenant Annual Report on our website, but here are just a few of my personal highlights:

- On 20th July 2023 the Social Housing Regulation Act became law. I am personally delighted at this change as it follows a long period of campaigning for better standards and regulation of housing services. This Act introduces many new responsibilities that all public landlords will have to meet, as a result of the views and experiences of tenants, which is a really important step forward and one we fully support.
- As promised, we have strengthened teams in your neighbourhood, I hope you have seen them walking and talking to you or your neighbours. Also, the Talk and Tidy Tuesdays have been started up again.
- You said it was hard to know who to contact within housing services, so we have brought most housing teams back together under one department to make getting in touch with us easier. There is more to do, and the work started last year on the digital repairs system is about to be tested with tenants to confirm they are happy that the system is easy, quick to do, and it does what is says on the tin.
- We are keen to hear from you in a variety of different ways, and this Autumn we are sending out a new annual 'Tenant Satisfaction Survey' - please fill it in if you receive one and share your views, your ideas and suggestions on the services you receive, warts and all. We take any feedback seriously as it helps us get things right for you.
- Additional resources have been allocated for repairs, both financial and workforce, to counteract the backlog, the cost of materials and the availability of the council's workforce and local companies to help us to carry out repairs and get empty homes back into use.
- The Welfare Team have continued to offer accessible support to help you with the challenge of growing costs. We are 'here for you' and have prioritised keeping our information pages up to date, so you get access to the right advice. Already thousands of our residents have got in touch - there is so much that we can help with.

Finally, it has been my privilege and pleasure this year to work with teams across housing and welfare, including members of our Housing Advisory Panel. This highlight report along with the full Annual Report, reflects feedback from the Panel, Tenants Voice Group, and

tenants who completed a text survey, on what they felt is of most interest to tenants. I want to say a big thank you to all who have been involved in this work, it is so important that your views shape the way services are delivered. I hope you enjoy reading this year's report and look forward to receiving your feedback.

Cllr Susan Gambles
Portfolio Holder for Housing and Welfare

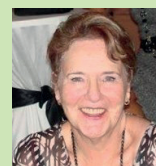
Update from your Tenant Scrutiny Panel



I'm Chris (Brady) the Tenant Scrutiny Panel member for Wigan Central and I have a specific interest in the high-rise flats in Scholes. Along with Tom I have been a member of the Housing Advisory Panel (HAP) since 2017. I regularly bring the concerns of the high-rise residents to the attention of housing officers and the Housing Advisory Panel. This year I have suggested we do a scrutiny around Service Charges, as this is an area I have wanted to investigate for quite a while.



Hi everyone, my name is Neil (O'Donnell) and I am a volunteer for Wigan Council as a member of the Housing Advisory Panel. My role is to represent our tenants and community. As part of my role, I am also a member of the Scrutiny Panel. One area we have been asked to scrutinise on behalf of our tenants is complaints. I feel the experience I have gained from my working life in dealing with difficult situations and conflict resolution lends itself to scrutinise the complaints procedure. I also recently attended a course on the structures and procedures involved in dealing with complaints, and I am looking forward to putting this into practice.



Hello everyone, my name is Ellen (Rhind) and I volunteer for Wigan Council as a member of a committee called the Housing Advisory Panel (HAP). Another part to my membership is that I act as an advocate for Sheltered Accommodation as I live in one of their schemes. The Council have introduced a newly formed Sheltered Voice Panel as it will make your collective voice heard and you should feel proud that you provided feedback that made this happen. Don't let others speak for you, speak for yourself, but ensure it's not a personal matter to be aired (not unique to you), it's something that matters to our whole community.



Hi, I'm Tom (Dalton). My membership of HAP enables me to participate in national training, workshops and conferences organised by TPAS (Tenants Participation Advisory Service), bringing together tenants and housing professionals to help shape policies to ensure that tenants' views are at the centre of decision making in housing. I have also been invited to join two national tenant panels, one working with the Housing Ombudsman service who gives independent decisions when tenants are unhappy with a landlord's handling of a complaint, and the other working with the Regulator of Social Housing who is responsible for the implementation of consumer regulation, in other words, tenant's rights. As a Wigan Council tenant, I want to see the best services possible being delivered for me and my fellow tenants. My involvement in these national panels, and work with TPAS, has helped me understand the wider social housing world and to bring that learning to HAP, to help improve services provided by Wigan Council.

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 years. We hope you find this interesting.

Measure	2020/21	2021/22	2022/23	Rating
Number of council homes	21,575	21,575	21,447	
Number of repairs completed	57,685	53,062	65,345	
% of repairs completed right first time	93%	90%	82%	
Satisfaction with repairs	95%	90%	85%	
Number of homes receiving planned works	8,760	8,448	6,920	
% of planned works done right first time	99.6%	99%	98%	
Satisfaction with planned works	99.8%	99.9%	98%	
Number of electrical checks completed	3,627	3,788	3,226	
Number of gas safety checks completed	19,251	18,196	20,004	
Number of applicants on housing register	10,365	13,278	14,176	
Average number of bids per property	94	110	136	
Number of new tenancies arranged	1,196	1,228	1,144	
% of tenancies sustained longer than 2 years	87%	88%	89%	
% of tenants who pay their rent by direct debit	4,981	5,683	5,657	
Number of referrals to our community resilience team	1473	1432	1412	
Affordable homes we have built	96	17	118	
Satisfaction with new build home	94%	91.6%	100%	
Number of Ethical Letting Agency properties	24	43	55	
Number of formal complaints received	181	547	913	



Key

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

Our Priorities for 2023/24

- Improve communication on repairs appointments, so we can access homes to complete required works.
- Complete fire safety work to the high-rise flats and implement a sheltered accommodation fire safety strategy.
- Review our sheltered homes to ensure they are safe and attractive, promoting this offer to our customers.
- Continue to trial different ways to make your homes greener and more energy efficient.
- Deliver affordable homes through our new build programme and by partnering with other social landlords and developers.
- Maximise community benefits when we develop new homes, providing opportunities for employment and training.
- Create new opportunities for tenants to shape services and to scrutinise how we are performing.
- Start to review our Allocations Policy to reflect changes in the housing market and residents' needs.
- Improve our digital offer to give easy access to information about our housing offer.
- Improve our offer to care leavers through delivery of an action plan informed by their voices.
- Ensure households continue to get advice and support with the impact of cost of living.