

## For JRHT, 2021 was dominated by the continuation of the global pandemic.

In our care services day-to-day operations were often influenced by a rolling response to increases in infections, outbreaks, restrictions, and mandatory testing and vaccination. Despite this, we made progress in other key areas of activity such as housing and development. Teams across Housing and Community Services worked hard to adapt the way they worked to ensure that residents with the greatest need were prioritised, and as far as possible, people were provided with a good service, with 2021 seeing overall improvements in several key performance areas when compared to 2020. Our development team also oversaw the completion of the New Lodge complex in York with the delivery of the final tranche of 48 apartments.

## A year in numbers



The repairs service had a challenging year. Service suspensions due to Covid were followed by a significant increase in demand when the service reopened. The final quarter of 2021 proved more stable with upward trends for most indicators, except for the time taken to complete a repair due to vacancies among our multi-skilled operatives.

### Repairs service

**99%**  
of routine repairs were completed within 31 days

**94%**  
of emergency repairs were completed within 24 hours

**89%**  
of urgent repairs were completed within 7 days  
9.8 days the average amount of time it took to complete a repair, compared to 6 days in 2020

### Planned improvements to homes

In 2021 we replaced

**51** kitchens.

**49** bathrooms

**79** boilers

**3** home heating systems

**77** listed doors

We also carried out 89 external redecorations and 100 properties had windows replaced. In total we completed 85% of the improvements planned for the year. A strong result given the suspension of the programme early in the year because of Covid restrictions and later labour shortages.

### Customer Access Team performance

	Q1 2021	Q2 2021	Q3 2021	End 2021
Customer calls answered	90%	91%	89%	93%
Average call answering time (seconds)	29 seconds	21 seconds	22 seconds	22 seconds

As the first point of contact for residents accessing JRHT services, the Customer Access Team are here to ensure residents are listened to and any issues they have are acted upon. Discussions held with residents throughout the year have underlined how critical the service provided by the team is and how much many residents value the opportunity to speak directly with someone from JRHT when they needed it. During 2021 we had some issues with our phone provider which meant some calls were wrongly diverted and lost in the system. We are working hard to put this right.

### Money and benefits service



The Money and Benefit Advisors work with residents to ensure they can access benefits for which they are entitled. During 2021, the Money and Benefit Team made a big difference to residents, securing an incredible **£773,641** in annualised benefits for JRHT residents, and an additional **£113,000** in backdated benefits.



**In 2021 we delivered several key pieces of work, designed to help us understand our residents better and to provide them with an opportunity to tell us what is important to them.**

The Residents' Census provided up-to-date information about resident demographics and preferences, such as household mix and whether or not they had access to the internet.

The Residents' Satisfaction Survey provided further insights into the areas in which residents wish us to focus improvements. Finally, the Housing Discovery element of the Housing System replacement project, was used to engage with residents and ask their views around how they wish to access services in future.

All these pieces of work used a mixture of engagement methods, with initial data gathered through surveys followed by focus group discussions. They have created a wealth of evidence to support key strands of work.

We are committed to working with residents to place you at the heart of what we do. We do this to reflect the priorities in the recent Social Housing White Paper but also because it is the right thing to do and is in line with our values and the Rowntree legacy. We haven't had to start from a standing position on this – rather we are building on our established place-based work in JRHT communities and as part of our newly formed Resident Assembly we have brought together people from many of the neighbourhoods in which we have homes.

# Understanding and building closer links with residents

## Tenant and resident satisfaction

In early 2021, JRHT undertook a Resident Satisfaction (STAR) Survey. The survey was carried out between March and April 2021 and was the first comprehensive survey of tenants and residents of its type by JRHT in three years. The table below provides a sample of some of the areas tested through the survey and the proportion of residents who indicated they were satisfied (the remaining respondents selected either dissatisfied or neither), based on 20% of all residents completing the survey.

Indicator	People who rent their home	People who have a leasehold or shared ownership home	Combined
Satisfied with the quality of their home	72%	75%	73%
Satisfied with repairs	79%	77%	78%
Satisfied with their neighbourhood	84%	85%	84%
Satisfied with value for money for rent	77%	57%	70%
Satisfied with customer enquiries	75%	63%	70%
Satisfied with the way problems or complaints are dealt with	53%	48%	51%
Satisfaction overall	73%	69%	71%

## Complaints and compliments

Feedback, whether good or bad, is one of the most important tools for JRHT in understanding where our services are performing well, and when we may need to make changes to make them even better.

Department	Opened	Closed	Escalated to stage 2	Housing Ombudsman
Housing and Community Services	74	74	13	0
Care	8	8	0	0
Development and Asset Management	13	13	3	0
Total	95	95	16	0

Department	Housing	Care	Development	Total
Number of compliments received in 2021	40	170	5	215

## Residents' census results

In early 2021 we contacted **2,778** residents and obtained a 30% response rate. The information they provided led to valuable insights about who our residents are. The updated data showed a mix of household types, including single people, couples, one-parent families and two-parent families.

People who rent their homes **68.5%**

People who own leases **31.5%**

Residents with a disability **49.3%**

BAME residents: fewer than **2%**

Residents aged over 65 **44.6%**

Female residents **63.9%**

Male residents **36.1%**

LGBT+ residents **2.3%**

