

TENANT ANNUAL REVIEW 2023/24



Welcome to your Tenant Annual Review for 2023/24



My name is Ron, and I am an independent living tenant. As a Tenants' Voice – Improving Services group member, I am actively involved with Progress Housing Group and helping shape its services to you.

Your Tenant Annual Review tells you how well Progress has performed over the past 12 months in the areas that you have said are important to you.

It also reviews how satisfied you are with Progress Housing Group's services and how well it delivers its Customer Promises.

The review also shows how Progress is meeting the Government's new Consumer Standards, which the Regulator of Social Housing sets out.

We have also included real-life stories to show the positive impact of social housing and how it makes a difference in people's lives.

For example, we hear from Paul, who shares how his new home in an independent living scheme and our support has helped him turn things around in his life.

You will also hear from my fellow Tenants' Voice member Fiona about her role with the group.

As we look ahead to the next 12 months, our Tenants' Voice group members, our Tenant Committees, and other tenant groups will continue monitoring performance and looking to improve services.

If you would like to help improve or influence how Progress Housing Group delivers services, you can get involved in many different ways, whether in person or digitally; visit your tenant website or get in touch with your Customer Voice Team.

You can also read about Progress Housing Group's performance throughout the year on its website, social media, email, and printed newsletters.

We hope you enjoy reading your tenant review.

Ron

Click **here** or scan the QR code to watch a video version of Ron's introduction.



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Data

Unless indicated, all reporting is for our general needs, independent living, shared owners, and supported housing tenants for the period 1 April 2023 – 31 March 2024. We report on our supported living tenancies separately as RWP. Click **here** or scan the QR code using the camera on your smartphone to read our RWP Tenant Annual Review.



Our Customer Promises

We have worked with our tenants to agree on 3 Customer Promises.

Each promise has a measure and is aligned with the government's Consumer Standards.

Our Customer Promises make sure that you can hold us accountable for the things that matter most to you.

Homes

We promise to keep your homes well-maintained and safe.

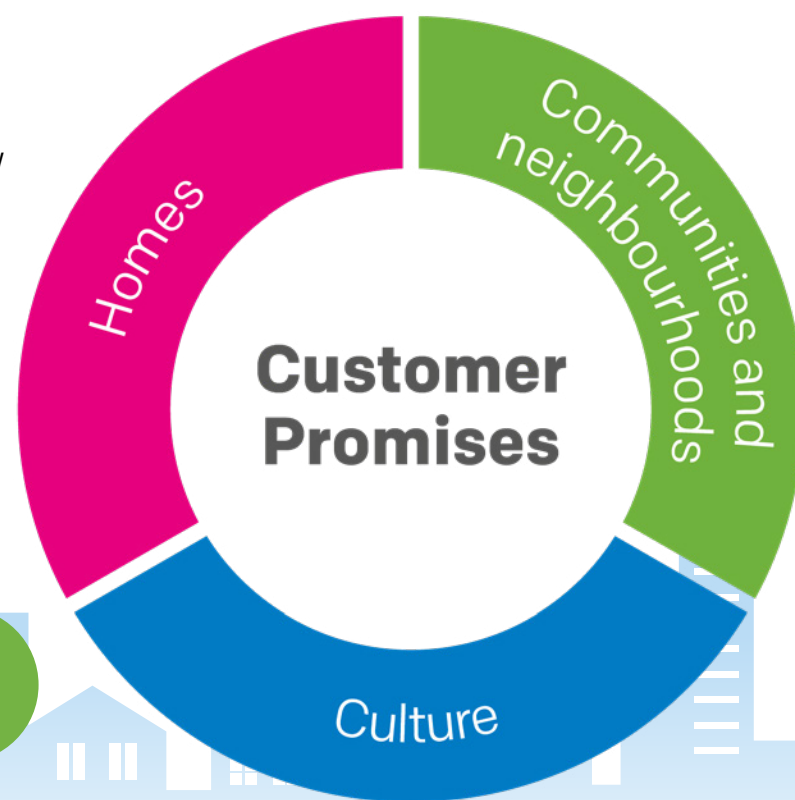
Communities and neighbourhoods

We promise to work with tenants and other agencies to keep communities and neighbourhoods safe and well-maintained.

Culture

We promise always to be respectful and supportive and involve tenants in improving services.

Click **here** or scan the QR code to view a summary of our Customer Promise targets.



A revised set of standards for social housing

The government's revised Consumer Standards give tenants greater rights and protections and help improve the quality of social housing and the service they receive overall.

The Regulator of Social Housing (RSH) enforces these standards, which apply to all social landlords, including councils and housing associations.

There are 4 standards:

1. The Safety and Quality Standard
2. The Transparency, Influence and Accountability Standard plus the Tenant Satisfaction Measures (TSMs)

3. The Neighbourhood and Community Standard
4. The Tenancy Standard

Click **here** or scan the QR code to find out more about the standards.



How we performed in 2023/24

Overall, 3 out of 4 tenants
(75.2%) who completed our
Tenant Satisfaction Measures
survey told us they are satisfied
with their home and our service.





Nearly 3 out of 4 tenants (72.5%) who completed a survey told us that they are satisfied that their home is well-maintained.



Safe and sound homes

We promise to keep your homes well-maintained and safe.

Repairs and maintenance

Well-maintained and safe homes and neighbourhoods are our highest priority. Last year, we spent £2.8 million delivering our routine repairs service and carried out over 30,000 repairs, including 7,249 emergency repairs. We completed 96% of emergency repairs within 24 hours, exceeding our target of 9.5 out of 10 (95%). Routine maintenance repairs performance has also improved, with nearly 9 out of 10 (88%) of routine repairs completed on time.

Planned improvements

This year, we invested £7.48 million in planned works and maintenance, with 98.82% of our homes meeting the Decent Homes Standard. This included replacing 1,359 components, including fitting 124 new kitchens, 241 new bathrooms, 359 new doors, 114 roofs, 325 heating systems and new windows to 128 properties. We launched our Healthy Homes surveys so that we can deal with issues before they become a problem, with over 1,100 homes surveyed in 2023.

Safe and sound homes

We take our responsibility as a social housing provider very seriously, and our highest priority is providing high-quality homes in which our

tenants feel safe. We spent £2.4 million on 5,737 gas safety and 1,761 electrical tests, 71 fire safety checks, 42 asbestos and 42 water hygiene checks to make sure all our homes are safe and sound. Nearly 4 out of 5 tenants (78%) who completed a survey told us that they are satisfied that their home is safe.

Adaptations

Our aids and adaptations service provides valuable support for tenants with a physical disability to live well and comfortably in their own homes. We invested nearly £265,000 in providing 274 adaptations such as grab rails, bannister rails, key safes, lever taps, or half steps and larger adaptations like ramps and level access showers to 98 homes.

Carbon commitment

We are committed to reducing our overall environmental impact, cutting carbon emissions in homes. This involves improving the long-term viability of our homes and reducing energy bills for our tenants. Our homes' average energy performance certificate (EPC) rating is C (75% meet this efficiency target), and we are on target for all properties to have a minimum EPC rating of C by 2030. This year, we invested £2.4 million in energy improvements such as loft insulation, double glazing, LED lighting, and A-rated boilers.

New homes

We invested a total of £40 million across the Group in new homes, of which £4 million came from Homes England and £3 million from the NHS and other sources to support supported living delivery. We built 82 new homes for affordable rent, 59 for shared ownership and 35 for supported living. Work continues at our flagship scheme for older people in Lancaster. The scheme will provide 108 sustainable, low-rent apartments with Extra Care facilities and spaces.

You said, we did

You said:

Repairs are taking too long.

We did:

We re-procured our national repairs and maintenance service to address urgent issues with service delivery. This project has significantly improved our response times for emergency and non-emergency repairs from between 50-60% to consistently over 90%. In addition, customer satisfaction has improved to over 90% based on transactional satisfaction surveys completed since the new contractors began delivering the service.

You said:

Planned maintenance letters are too wordy and impersonal.

We did:

We reworked the letters to be more informal.

You said:

You wanted a more consistent approach with redecoration after a refurbishment.

We did:

As we offered kitchen redecoration after a refurbishment, we now offer bathroom redecoration after a new bathroom.

Looking forward

In the coming year, we will invest a total of £22.49 million in repairs and improvements, including £2.8 million in safety works, and £2.3 million in environmental works. For 2024/25 we will build 109 new homes for affordable rent, 24 for shared ownership and 57 for supported living, and complete our Extra Care scheme to help tackle the housing shortage in the coming year.

Case studies: aids and adaptations

Safe access

Tenants at one of our independent living schemes in Penwortham, Lancashire, struggled to access the rear of the building, especially when using their scooters.

We engaged with a supplier to lay a new path to provide safe access which made a big difference to the tenants.

Improving accessibility

Lancashire County Council sent us a recommendation from an occupational therapist following an assessment for a tenant at one of our independent living schemes to have a level-access shower fitted.

A Disabled Facilities Grant application was made to help fund the work.

Our contract surveyor and the contractor met with the tenant to measure up and discuss the work involved. The work was scheduled and completed, and a post-inspection was carried out, allowing the tenant time to use the adaptation.

The tenant said all the operatives respected her home and is extremely happy with the work.

In numbers:

Repairs and maintenance



74%

satisfaction with repairs



67%

satisfaction with the time taken to complete the most recent repair



72%

satisfaction that the home is well maintained



98.78%

meet Decent Homes Standard



88%

repairs completed within the target timescale



96%

emergency repairs completed within the target timescale

Safe homes



78%

satisfaction that the home is safe



100%

gas safety checks



100%

fire safety checks



100%

lift safety checks



100%

asbestos safety checks



98.6%

water hygiene checks



Nearly 4 out of 5 tenants (79%) who completed a survey told us that we treat tenants fairly and with respect.



Putting tenants at the heart

We promise always to be respectful and supportive and involve tenants in improving services.

Tenant voice

We have increased how you can get involved in influencing decisions and ensuring you have a say in the services we provide.

Over 2,300 tenants participated in our recent surveys and forums. In our Tenant Satisfaction Measures survey, over 3 out of 5 tenants (63%) surveyed said that they were satisfied that we listened to their views and acted upon them.

Our Tenants' Voice - Improving Services group scrutinises our services and monitors tenant experience. Last year, the group reviewed our planned works and aids and adaptations services. They also conducted a review of how we communicate both internally and externally to recommend how we can improve things.

Our community tenant volunteers carry out a monthly check of their area to let us know how it looks, what is good, and what could be improved. This year, they conducted 38 community checks in their neighbourhoods, an increase from the 26 checks performed last year. These checks proved to be valuable as they resulted in the removal of fly-tipped items, unblocking of drains, tidying of gardens, relaying of uneven paving flags, repairing of fencing, and clearing of pathways.

Our Community Chats are a chance for us to find out what tenants and residents think about the area they live in. We do this by visiting homes in our neighbourhoods and asking tenants and residents to share their thoughts on our services and communities. During the year, we conducted 8 rounds of Community Chats. The feedback has been collated and shared with tenants to create improvement plans for the 8 neighbourhoods.

This year, we have established 2 new tenant committees, enabling us to hear tenant voices and provide opportunities to shape, influence and review service delivery and performance based on lived tenant experiences. The committees will both recommend and report to the board how the tenants' voices can be heard via insight and engagement activity to influence future plans.

Click here or scan the QR code to read more about our tenant voice activities and how to get involved.



Complaints

Last year, we received 1,198 complaints and 190 compliments across the whole Group. We resolved 90.7% of stage 1 complaints within our target of 10 days, improving response times and tenant satisfaction. We resolved 81.1% of stage 2 complaints within our target of 20 days. Most complaints were about how quickly we complete a repair, the time taken to resolve a complaint, and how we keep you updated on service requests and reports. Around 2 out of 5 tenants (43.1%) surveyed said they were satisfied with our approach to handling complaints.

We have learnt from your feedback and have made changes and improvements to our processes and services. This has included reviewing our repairs service, introducing 2 new complaint resolution officers, improving complaints reporting, reviewing our Complaints, Feedback and Redress Policy and introducing 'learning from complaints' forums. We are committed to meeting the requirements of the Housing Ombudsman's Complaint Handling Code, and we carry out an annual self-assessment to make sure that we comply with the code. Click [here](#) or scan the QR code to read our annual self-assessment and complaints performance.



Customer satisfaction

7 out of 10 tenants (70%) surveyed said they were satisfied that we kept them informed about things that matter to them. Overall, 3 out of 4 tenants (75%) who completed a survey told us they are satisfied with their home and the service we provide.

Reasonable adjustments

We reviewed our processes and policies to improve how we can best support our tenants to access additional services. These include services to help tenants sustain their tenancy, adapting how we communicate, making reasonable adjustments to service delivery and making appropriate referrals.

Safeguarding

We are committed to keeping adults with care and support needs and all children safe and well. This year, we received 71 safeguarding concerns across the Group, 52 fewer than last year. Our Safeguarding Review Group meets quarterly to oversee all safeguarding matters and we have reviewed our safeguarding process.



In numbers:

Tenant voice



63%

satisfaction that we listen to tenant views and act upon them



70%

satisfaction that we keep tenants informed about things that matter to them

Complaints



38%

satisfaction with the landlord's approach to handling complaints (TSM)



86.7%

of stage 1 complaints responded to within Complaint Handling Code timescales (TSM)



75.5%

of stage 2 complaints responded to within Complaint Handling Code timescales (TSM)



8

Community Chats



38

community checks



79%

agreement we treat tenants fairly and with respect



746

stage 1 complaints (104 per 1,000 homes)



46

stage 2 complaints (6 per 1,000 homes)

You said, we did

You said:

You were disappointed when your independent living trips were cancelled last minute due to a shortage of minibus drivers.

We did:

We organised a recruitment drive for volunteers. We part-funded MIDAS (Minibus Drivers Awareness Scheme) courses in partnership with Preston Community Transport. This resulted in 3 new volunteers.

Looking forward

Our Tenants' Voice – Improving Services group will be reviewing tenant engagement around the rent review and complaints and compliments. We will continue to gather valuable insight from our tenants through our local Community Chat events and develop our area improvement plans based on your feedback. Our 2 new tenant committees will put tenants at the heart of driving positive change and decision-making. We are working to create a new engagement framework to reach out to tenants within their community.

This year, our key areas of focus around complaints will include:

- continuing to embed our positive complaints culture through training, briefings and regular check-ins
- improving communications relating to complaints, including processes, policy, accessibility and transparency, and better reporting.

Case study: Tenant voice

Click [here](#) or scan the QR code to watch how Fiona is influencing change.



Creating great places to live

We promise to work with tenants and other agencies to keep communities and neighbourhoods safe and well-maintained.

Clean and green neighbourhoods

In the past year, we completed 109 estate walkabouts and 9 community clean-up days, enabling us to identify communal repairs and vandalism and have a presence on our estates. 7 out of 10 (71%) tenants who completed a survey said they are satisfied that we contribute positively to neighbourhoods, and 7 out of 10 (71%) tenants told us that communal areas are kept clean and well-maintained.

Anti-social behaviour

We addressed 688 anti-social behaviour (ASB) reports, creating safer and more peaceful neighbourhoods. We continued to work closely with partner agencies to help prevent and tackle ASB. For example, 19 ASB cases were referred to mediation services, with 15 successfully resolved. 7 out of 10 (71%) tenants surveyed said they were satisfied with our approach to handling ASB. The number of ASB cases was 57 per 1,000 homes compared to a sector average of 35.7. This is due to the way cases are recorded on our system. Where multiple complainants relate to the same case, each complainant is counted as a separate case - which inflates the case numbers.

Domestic abuse

Our charity, Key Unlocking Futures, manages the women's refuges in South Ribble and Chorley. This year, Key provided safe accommodation to 52 women and 63 children at our refuges and achieved Women's Aid Accreditation for its domestic abuse services. Key continues to provide vital support through its 'Safe at Home' programme, which supports people who want to stay at home or cannot access a refuge, a 24-hour helpline, and a school outreach to teach children about healthy relationships.

Community initiatives

We invested a total of £276,535, up from £197,376 last year, to support 47 local groups and community-led projects. This included community gardens, youth activities, arts and crafts groups, food banks, and social activities for older people. 12 residents' groups also received funding after pitching their ideas through our award-winning Soup Dragon's Den initiative.

We hosted 349 events with 3,662 attendees, including 1,587 independent living tenants, including training, consultation and scrutiny events. Other events included our annual Progress in Bloom gardening competitions and Progress Community Champion Awards, which recognise our valuable tenant volunteers.

We provide funding for 4 community centres in Lancashire where tenants and residents run activities to benefit everyone in the community.



Nearly 7 out of 10 (66%) tenants who completed a survey told us that we make a positive contribution to neighbourhoods.



Case study: ASB

A tenant had been involved in long-standing ASB issues related to alcohol use, including assaulting a neighbour, playing loud music, and causing disturbances late at night and in the early hours of the morning. We rehoused the assaulted neighbour and served a notice seeking possession on the tenant, followed by an application for possession.

After proceedings began, the tenant sought help from Inspire, a drug and alcohol support service, and subsequently, the ASB ceased. The tenant also took steps to make amends with other neighbours affected by their behaviour. We referred all parties to mediation to help rebuild the previously positive neighbourly relationships.

As the issues were resolved, a two-year Suspended Possession Order was agreed upon in court. This order allows the tenant to remain in their home while reinforcing the tenancy conditions. To date, there have been no breaches of the Suspended Possession Order.

You said, we did:

- Use one consistent log for recording nuisance
- Carry out a plain language review of all letters
- Include the link to Community Triggers on our website
- Ensure independent living co-ordinators are kept up to date on cases within the scheme to enable them to provide support to tenants.

Looking forward

- We will be reviewing our Community Safety Strategy this year
- We will be collating data from tenants of all our independent living schemes to feed into the review of our independent living service.

In numbers:

**Community investment
(combined general needs
and supported living)**



£276,535
invested in 59 resident
groups and community-
led projects

Neighbourhoods



109
estate walkabouts



71%
satisfaction that we keep
communal areas clean and
well-maintained

Anti-social behaviour



71%
satisfaction with our
approach to handling ASB



349
community events
with 3,662 attendees



9
community
clean-up days



66%
satisfaction that the landlord
makes a positive contribution
to neighbourhoods



688
ASB reports



Click [here](#) or scan the QR code to watch how Progress Futures made a difference to Alex.



Responsible housing management

Allocations and lettings

We maintained void loss (money lost due to our properties being empty) of 0.9%. However, it did take us slightly longer to relet our empty homes. The average time to relet was 21.5 days. This is due to the condition of some of the properties returned to us from tenants and some delays in the repair process. We supported 32 tenants in finding a more suitable home through mutual exchange or downsizing.

Tenancy sustainability

We supported 238 tenants to help them manage their tenancies and avoid arrears, resulting in a 69% reduction in eviction rates.

We continued to help with the cost of living. Our Tenant Support Fund helped 415 people buy food, fuel, white goods, and furniture, and we partnered with South Ribble Borough Council to help 34 tenants access £29,604.82 from the government's Household Support Fund.

We continued our partnership with Life & Progress, a specialist wellbeing and mental health provider, to offer our tenants free and confidential support, and we launched the Housing Perks app to offer discounts on groceries and other household costs.

Our specialist team helped 163 tenants with income and benefits advice, securing over £498,825 of additional income. We also provided critical tenancy support to 238 tenants at risk of losing their homes and introduced counselling services at our homeless schemes.

You said, we did

You said:

We understood tenants were struggling with the rising cost of living.

We did:

We launched the Housing Perks app, which offers discounts on a variety of supermarkets, eateries, and retailers.

.....

You said:

We understood people were feeling anxious and overwhelmed and struggling with their mental health.

We did:

We launched a 24/7 tenant support and wellbeing service through independent provider Life & Progress.

Looking forward

We continue to develop our Tenant Sustainability Service, to provide more support to our tenants when needed through the ongoing cost of living challenge.

Case study: Tenancy support

When an electrical inspection could not be carried out at one of our properties due to hoarding, a case was opened by our area housing officer. Both tenants had severe health issues. The fridge, freezer, and oven were also not working.

We secured funding for a new oven and fridge freezer and property clearance. The electrical testing was then completed.

In numbers:

Tenancy sustainability



163
tenants helped with
income and benefits,
securing £498,825 of
additional income



154
tenants supported
by the Tenancy
Sustainability Service



238
tenants received
critical tenancy
support

Progress Futures

Our employability service supported 393 people, with 75 gaining employment or apprenticeships or going on to education, training and work experience. This helped them improve their prospects through employment and learning. As well as providing dedicated one-to-one support, we saw 455 attendances through community-based job clubs.

The DFN Project SEARCH initiative, in partnership with Runshaw College, supported a further 7 interns with an Education, Health and Care plan and additional needs through their internship this year.

Rents and service charges

The government regulates how we set our rents, and we follow strict guidelines. In consultation with tenants, we increased our general needs rents by an average of £6.71 per week, and weekly service charges by 15p.

Our independent living rents increased by an average of £7.87 per week with weekly service charges increasing by £3.30. The increases help us to make sure our homes are safe and well-maintained and that we can continue to deliver high standards of service and service improvements.

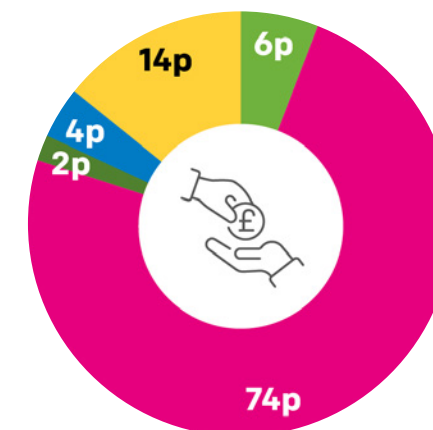
Management costs

Click [here](#) or scan the QR code to view the directors' remuneration and management costs.



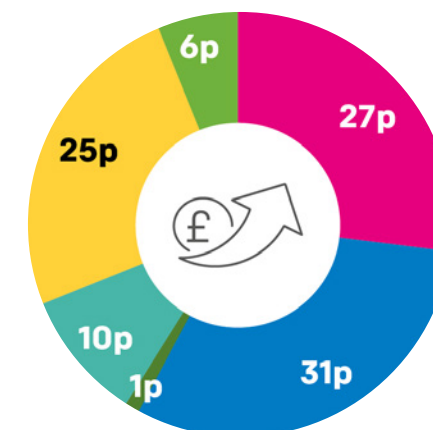
Where every pound came from

- Government grants to build new homes
- Rent and service charge income from tenants
- Cash from our other activities
- Property sales
- Money borrowed from others (e.g. banks)



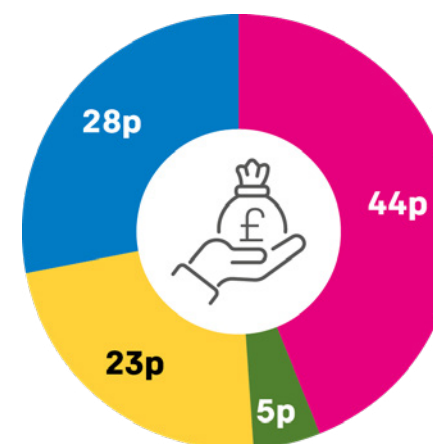
How we spent every pound

- Maintaining, repairing and improving our existing homes
- Building new homes
- Purchase of other assets
- Rent paid on homes we do not own
- Cost of delivering services to our tenants
- Interest paid on our loans



How we are funded

- Money borrowed from others (e.g. banks)
- Government grants to build new homes
- Increase in the value of our homes
- Surplus built up from historic performance



Case study: Tenancy support

Click [here](#) or scan the QR code to watch how our team helped Paul find his forever home.



Thanks for reading your review

To find out more, please visit our website
www.progressgroup.org.uk

 **ProgressStreetTalk**

 **@progress_hg**

Register for your online tenant account?

To report and track repairs or check your rent account 24/7, go to **my.progressgroup.org.uk** or scan here



Click here or scan the QR code to register for your online tenant account.

Sign up for news and more

To sign up for email alerts and updates about your home, community, and other services, go to **www.progressgroup.org.uk/sign-up**

Feedback

To make a complaint, suggestion or compliment, please visit
www.progressgroup.org.uk/feedback

Get in touch

The quickest way to get in touch is online at **www.progressgroup.org.uk** by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

Please let us know if you want information in a different language or format.

Where possible and practical to do so, we can provide the following formats on request:

- Easy Read or pictorial
- Large print
- Audio
- Captioned video
- Braille
- High contrast
- Other languages

We also offer British Sign Language signing and interpretation services.

Please note that time-sensitive communications may need to be provided in the standard format.