

Introduction Summary

Annual Report to Residents 2020/2021

Welcome to our 2020-2021 Annual Report, which details progress in our commitments to our residents; and how we responded to the unprecedented challenges through the Covid-19 pandemic.

This past year has affected us all like no other. We worked very hard to maintain our vital services for residents, including emergency repairs and gas servicing. Recognising we could not provide all services as normal, amongst other initiatives we implemented a wellbeing and food parcel service when residents needed them most. Our feedback confirms these were greatly appreciated by our residents. The next 12 months will continue to be challenging as we recover, and our teams are already focused on restoring all our services to normal as quickly as possible. We thank you for your patience as we are committed to continue improving our services in the coming year and beyond.

Engaging with our residents and understanding what matters most has never been more important. Investing in new and more mobile technology has enabled us to transform our services allowing us to have more conversations with our residents than ever before. We piloted a new programme of resident engagement, '**A Conversation with Sanctuary**', and this will be expanded in the year ahead.

Experience tells us we achieve most when we all work as one. By working together we can continue to help communities fulfil their potential while ensuring our services remain fit for purpose. There are many great examples in this report where we have supported our communities in showing great resilience through the pandemic. We encourage residents to engage and make your views known so as to inform how we serve you in future. The more diverse and inclusive the views we receive, the more we learn and improve. You can read in this document how we continue to transform our approach to how we engage. You can read in this document how we continue to transform our approach to how we engage with our residents and will provide even more opportunities to get involved.

Graham Jones
Chair, National Resident Scrutiny Panel

Craig Moule
Group Chief Executive



Performance 2020/2021 at a glance



As we have previously said, the unprecedented challenges of the Covid-19 pandemic have made this year tough for all of us. We have maintained our essential services and have plans in place to improve performance in the year ahead as we all emerge into the new 'normal'.



Local Offers - Customer Service

Local Offers Indicators	2019/2020	2020/2021
Residents who found it easy to contact us	86%	83%
Residents who said we provide staff who are knowledgeable and treat you as a valued customer	96%	96%
Residents who said we told them if we cannot resolve their query immediately, we will explain the process and the timescale for resolution	75%	77%
Residents who agreed we keep you informed regularly of how we are dealing with your repair	67%	81%
Number of complaints received*	2,294	2,262
Number of complaints per 1000 properties	33	31
Percentage of complaints upheld	64%	62%
Percentage of complaints responded to on target	92%	66%

*Includes housing, supported living and retirement living complaints



Local Offers - Neighbourhood

Local Offers Indicators	2019/2020	2020/2021
Number of anti-social behaviour cases reported	5,758	5,546
Average number of days to resolve cases of anti-social behaviour	89	88

Local Offers - Moving Home



Local Offers Indicators	2019/2020	2020/2021
Number of days to re-let a home	24	42
Number of residents registered with Homeswapper	5,855	5,311
Number of swaps on Homeswapper	403	416

Local Offers - Home



Local Offers Indicators	2019/2020	2020/2021
Residents who said they were satisfied with the quality of their home	70%	69%
Emergency repairs completed within 24 hours	92%	91%
Residents who said they were satisfied with the repairs service overall	94%	95%

Local Offers - Value for Money and Governance



Local Offers Indicators	2019/2020	2020/2021
Average cost of managing each home/£	4,499	4,218
Average cost per responsive repair/£	122	139
Credit rating (Standard and Poor's)*	A+	A+
Credit rating (Moody's)*	A2	A2

*Standard and Poor's/Moody's assess the credit worthiness of an organisation that takes on debt.

Getting Involved



We believe our residents should play an active part in driving our improvement.

We thank every resident who has given up time and engaged with us. It's an exciting time to get involved and help shape and scrutinise our services, and we have developed opportunities for residents to engage in scrutiny virtually without leaving their home and at a time convenient to them.

To get involved in any of this work, or suggest ideas about how we should engage, residents can email: scrutiny@sanctuary-housing.co.uk or call us on 0800 131 3348 (0300 123 3511 from a mobile).

Sanctuary

This document can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details. If you need to speak to a Sanctuary member of staff in your own language, please contact your local office and they will arrange an interpreter for you.

0800 131 3348 (landline) 0300 123 3511 (mobile)

contactus@sanctuary-housing.co.uk

www.sanctuary-housing.co.uk

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