

Relationships

Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty, and transparency.

How we meet this commitment	Group sense check	Comments	Future aims
The 'Saffron Standards' sets out the standards of service our tenants can expect from us.	Yes.	Issues were picked up around the last review of the Saffron Standards and it was agreed they didn't have a very joined up approach.	<p>How will Saffron measure itself against the Standards?</p> <p>What happens if Saffron doesn't meet these?</p> <p>Improve the standards to be more tenant centred.</p> <p>Saffron Standards are to be reviewed in 6 months' time (November).</p>
The Tenant Engagement Structure has been implemented resulting in tenants having more say and better accountability of Saffron.	Yes.	We are evolving and building a good base.	To have two quorate groups.
The Community Membership Charter builds trust through tenant and resident involvement.	Yes.		

Relationships (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
Community Triangles have been established for Saffron to build relationships with Tenants and Community Leaders.	Yes.	We don't feel that people attending the triangles receive feedback. As the groups we don't get feedback from the triangles.	Regular feedback should be shared on FB, website and direct to attendees. Tenant groups should be advertised at Community Triangles. Group members should be invited to attend all.
Tenant based key measures shared quarterly on the website.	Yes.		Can these be scheduled to be shared quarterly on social media.
Tenant Support and Wellbeing Service – 24/7 phone and online support for all tenants.	Yes.	Sessions were held with staff to ensure they understand the service.	Tenant Groups would like a session.
Tenancy and Independent Living Skills workshops available to help tenants with all aspects of life.	Yes.		
Community Skip days are conducted throughout the year. These give tenants the opportunity to dispose of unwanted items and talk with us about any concerns within the area.	Yes.		

Communication

Residents will receive clear, accessible, and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run and information about performance on key issues.

How we meet this commitment	Group sense check	Comments	Future aims
Annual Report and Value for Money statement available online and hard copies available on request.	Yes.		
Regular posts on social media such as Facebook, twitter and Instagram.	Yes.	There has been more proactive posting but not always relevant.	Consideration into who the FB page audience is.
Tenants can use the Facebook page to make service requests.	Yes.		
STFG – Tenants can access tenant to tenant support and tenant admins can report service failures direct to Saffron.	Yes.		
A new website has been created.	Yes.		
Tenant based key measures are published quarterly on the website.	Yes.		

Communication (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
TSG – quarterly Reports to SQC shared on the website.	Yes.		
TSG - reviewed the electrical and heating letters.	Yes.		
E-News is emailed out three times a year and a hard copy bumper addition is sent out once a year.			To look at the content and make it more tenant focused rather than good news stories.
TCSG – liaise directly with Communications to improve help sheets and the website content.	Yes.		
The Saffron Standards sets out the standards of service our tenants can expect from us.	Yes.	Issues around the last review of the Saffron Standards and didn't have a very joined up approach.	<p>How will Saffron measure itself against the Standards?</p> <p>What happens if Saffron doesn't meet these?</p> <p>To improve the standards to be more tenant centred.</p> <p>Saffron Standards to be reviewed in 6 months' time (November)</p>

Communication (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
Our Q4 contact right first time was 82.63% our goal is 80%. 22/23 82.03% – target 80%.	Yes.		Why was the target not increased for the year? Will it increase for the next year?

Voice & Influence

Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty, and transparency.

How we meet this commitment	Group sense check	Comments	Future aims
Monthly Customer satisfaction surveys sent out to tenants for all operational depts.	Yes.		
Results of monthly surveys used to identify service areas in need of improvement.	Yes.		
Applications to become a Saffron Community Member opened to all tenants and residents.	Yes.		
SCMs, TSG and TCSG are consulted regularly. TSG and TCSG meet quarterly to scrutinise performance and identify service improvements/changes.	Yes.		
Task & Finish sessions or workshops to consult on specific services.	Yes.		Would like to do more in the future.

Voice & Influence (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
Specific surveys emailed out regarding services.	Yes.		
SCMs are invited to attend meetings with members of the Executive Team and Board.	Yes.		
Community Triangles have been established for Saffron to build relationships with tenants, residents and Community Leaders. These give tenants and residents the opportunity voice concerns about their community.	Yes.	We don't feel that people attending the triangles receive feedback. As the groups we don't get feedback from the triangles.	Regular feedback should be shared on FB, website and direct to attendees. Tenant groups should be advertised at Community Triangles. Group members should be invited to attend all.

Accountability

Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.

How we meet this commitment	Group sense check	Comments	Future aims
The Saffron Community Members Charter builds trust through tenant and resident involvement.	Yes.		
Community Triangles have been established for Saffron to build relationships with Tenants and Community Leaders.	Yes.	We don't feel that people attending the triangles receive feedback. As the groups we don't get feedback from the triangles.	Regular feedback should be shared on FB, website and direct to attendees. Tenant groups should be advertised at Community Triangles. Group members should be invited to attend all.
Applications to become a Saffron Community Members opened to all tenants and residents.	Yes.		
SCMs are invited to attend meetings with members of the executive team and Board.	Yes.		

Accountability (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
TCSG and TSG meet quarterly to monitor our performance and scrutinise our services.	Yes.		It will be challenging where these are not being met and no valid explanation. Financial constraints are not always a sufficient explanation.
STFG – Tenants can access tenant to tenant support and tenant admins can report service failures direct to Saffron.	Yes.		
Task & Finish sessions or workshops to consult on specific services.	Yes.		
Chairs of TCSG and TSG have seats on the Service Quality Committee giving a direct tenant link to the Board.	Yes.		
Tenant based key measures published quarterly on the website.	Yes.		

Quality

Residents can expect their homes to be good quality, well maintained, safe and well managed.

How we meet this commitment	Group sense check	Comments	Future aims
Reviewing feedback from the repairs customer satisfaction surveys.	Yes.		
Using STAR survey feedback to monitor feedback of “overall quality of home”, “a home that is well maintained and safe” and “communal areas are clean, safe and well maintained”.	Yes.		This will change to TSMs in the new financial year.
Ensuring compliance for the safety of homes e.g. gas servicing, electrical testing, fire safety and legionella testing.	Yes.		
The assisted gardening scheme helped 47 tenants.	Yes.		
The assisted decorating scheme helped to decorate 3 properties. The decorating scheme was also offered to tenants who had heating upgrades.	Yes.		

Quality (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
Saffron Community Foundation awarded 11 Community Improvement Grants.	Yes.		It will be challenging where these are not being met and no valid explanation. Financial constraints are not always a sufficient explanation.
Saffron Community Foundation awarded 67 Access & Support Grants. These grants purchase essential household items such as white goods, flooring and essential furniture.	Yes.		
Saffron Community Foundation funded Domestic Violence safety kits which included door braces and window alarms.	Yes.		
Decarbonisation government funding awarded to allow us to improve the sap rating on our properties.	Yes.		
Repairs Q4 right first time was 92.29% our goal 95% 22/23 92.7% our goal 94%.	Yes.	Is 95% an achievable figure?	

Quality (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
In 2021/22 we built 93 new homes. In 22/23 we built 124 homes.	Yes.		

When things go wrong

Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress.
Residents will receive timely advice and support when things go wrong.

How we meet this commitment	Group sense check	Comments	Future aims
Complaints statistics are shared with the Service Quality Committees to review.	Yes.		
Complaints statistics are shared with the TSG to review and scrutinise. Monitoring satisfaction with our complaints.	Yes.		
Complaints satisfaction for the year was 55.96% since the complaints review this has increased to 63.16% Complaints satisfaction for 22/23 71.63%.	Yes.		We would like to see the satisfaction figures continue to increase.
The average number of days to respond to complaints was 12.7, for 22/23 7.3 calendar days.	Yes.		
In 21/22 we received 201 compliments (last year we received 89) In 22/23 we received 299 compliments.	Yes.		

When things go wrong (cont.)

How we meet this commitment	Group sense check	Comments	Future aims
Complaints and compliments can be submitted in person, by letter, email, phone or by the website.	Yes.		