

2023-2024

Portsmouth Housing

# Your annual report

Inside this report is what we've been up to this year and how we spent your rent money.



View the full results at [Portsmouth.gov.uk/ResidentEngagement](https://Portsmouth.gov.uk/ResidentEngagement)

# Tenant Satisfaction Measures at a glance

The Regulator for Social Housing requires all social housing providers to provide them with figures against 22 indicators by June each year, and for us to publish them so that you can see them.

These are called Tenant Satisfaction Measures (TSMs). The TSMs are intended to help you to scrutinise our landlord performance and to hold us to account.


Our 23/24 TSM results are:	
Proportion of homes for which all required gas safety checks have been carried out.	98.6%
Proportion of homes for which all required fire risk assessments have been carried out.	99.8%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	*94.6%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%
Number of anti-social behaviour cases opened per 1,000 homes.	62.3
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.8
Proportion of homes that do not meet the Decent Homes Standard.	2.6%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	83.3%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.1%
Number of stage one complaints received per 1,000 homes.	12.7
Number of stage two complaints received per 1,000 homes.	1.9
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	76.3%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	**70%
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	82%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	85%
Proportion of respondents who report that they are satisfied that their home is well maintained.	79%
Proportion of respondents who report that they are satisfied that their home is safe.	79%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	75%

## Our 23/24 TSM results are:

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	80%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	90%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	53%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	80%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	69%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	58%

*\*BS03 asbestos surveys/inspections result is now 100% - short-term resource impact at year end.*

*\*\*CH02 complex complaints which require an investigation requiring interviews/legal advice being taken may take longer than the prescribed timescales set down by the ombudsman.*

 You can view the full results of the survey, plus more info on the regulatory standards that we must meet, by heading to [portsmouth.gov.uk/residentengagement](https://portsmouth.gov.uk/residentengagement)



## Responsible officers

Our named officer responsible for compliance with the regulatory standards is James Hill, Director of Housing, Neighbourhood and Building Services.

We (Portsmouth City Council) are the "responsible person" for compliance with building safety regulations and Amy Holmes, building safety manager, leads on this area of work.

Amy is responsible for health and safety and does this in partnership with our corporate health and safety team.

## Where to find

## more information

Head to [portsmouth.gov.uk/counciltenants](https://portsmouth.gov.uk/counciltenants) for policy documents, reports and information about all your housing services.

### Feedback


**What do you think of this annual report?**

**Is it interesting? Too many statistics?**

**Anything we missed?**

Let us know so we can improve it for next year. If you want to help us put it together next time, join our communication focus group. We know you've got some great ideas!

Tell us what you think:

 [housing.engagement@portsmouthcc.gov.uk](mailto:housing.engagement@portsmouthcc.gov.uk)

 023 9283 4835



**James Hill**, director of housing, neighbourhoods and building services



**Councillor Darren Sanders**, cabinet member for housing and tackling homelessness

## Introduction from

# James and Darren

**This annual report covers some of the things we have been doing in housing over the last year. It can't cover everything, there is too much, but I hope it is enough to give you a flavour of the work we do with you, and for you.**

Welcome all our new residents who have joined us this year. We are proud to have grown our housing stock, and secured our future financial position.

This is a time of change for social housing providers, with a strengthened housing regulator and building safety regulator, and new legislation and expectations to be met.

We are incredibly grateful to our engaged residents who have given up so much of their time, working with us to help shape our response to the changes.

Our first tenant satisfaction measures survey ran from July to December last year. We were so pleased to see that most tenants (85%) are satisfied with the service we provide you, with only 6% of respondents saying they are unhappy. 90% feel that they are treated fairly and with respect, with only 4% disagreeing.

We don't take this for granted and we know that some of you are not satisfied. We are committed to improving our services to you and learning from all the feedback you provide. We also know that there are many of you that chose not to use the survey method to give feedback and we will continue to listen to your feedback in every way we can.

In 2022/23 we consulted with you, and you said we needed to improve our communication. In this report you'll see that over the year we've worked hard to make changes and will continue to do so.

We learn so much from your responses to surveys. From looking at the way you use our services, to our consortium and panels, your voices will continue to influence what we do in the coming year. We would encourage all of you to get involved if you can. The TSM surveys are completed every year so look out for the next survey and have your say.

### Did you know?

We don't just collect rent – we also have a responsibility to support your emotional, environmental and economic well-being. Read more on page 42.

### Did you know?

We own and manage housing for people with learning disabilities in Portsmouth and Hampshire, and own and manage rough sleeping support in Portsmouth?

# Housing management year: in numbers

 **99%** of our housing was occupied  **98%** of rent was paid

 We moved **199** tenants into more suitable housing - **47** of those downsized!

 We let **641** homes  and took **43** days on average per let

 There were **334** exchanges completed  We did **2,400** tenancy update visits

 We evicted **7** tenants for rent arrears  and **4** for anti-social behaviour

 We sold **28** homes through 'Right to Buy'  This is **43%** less than last year

 We also repurchased **69** homes  and acquired **747** homes from Clarion Housing






 We investigated **68** fraud cases  recovering **15** homes

**In total, as of 31 March 2024, we have 17,503 properties**

 **15,622** are rented  **1,792** are leaseholder  **89** are shared ownership

## Out of hours

Our out of hours team are on hand overnight, weekends, and bank holidays to ensure that you receive services when you need them 24/7 365 days a year. Across 23/24 this is just some of what the team have responded to:

-  **3,480** out of hours phone calls answered on average each month
-  **7,733** out of hours repairs raised and responded to (lock outs/leaks/electric failures etc)
-  **629** responses to calls for help from sheltered tenants which resulted in 262 welfare visits to homes by our out of hours operatives e.g. responding to falls, medical needs etc
-  **140** out of hours communal area cleaning jobs (further jobs were attended to by Green and Clean staff)
-  **203** fire alarm visits for local authority owned buildings

### Did you know?

The out of hours team are contacted by emergency services to organise the housing response in crisis situations - last year this included responding to fires, floods, gas leaks and more!



**75% of you are happy with how we listen to and act on your feedback**

**You said:**

"I do attend resident meetings and know that views are listened to and actioned if possible."

**We could improve:**

"There needs to be anonymous feedback opportunities."

**It's so important that you know who to talk to and when, so your views are heard.**

**If you have an issue, the first port of call is usually your housing office, and if the issue is urgent, you can use our 24-hour service.**

Thanks to your feedback, we've got:

- ✓ direct phone numbers
- ✓ one number per housing office that can transfer you to the right service
- ✓ A personal and tailored service, delivered by local people who care.

**Every day we work to ensure you feel listened to and that services are what you need.**

We do this by:

- offering flexible tenancy start and rent payment dates
- responding to your requests for advice, support, communal cleaning and gardening ASAP
- giving you a repair appointment at a time that suits you.

**How you took part in formal meetings**

This past year was a busy time with lots of change, and your views were represented across our work.

Our resident's consortium met regularly, requesting presentations and information from services and asking many questions!

We held focus groups where we invited feedback on everything from repairs to communication to rent rises and other major decisions. Our new policy officer consulted on changes to policies and began work on creating new policies alongside residents.

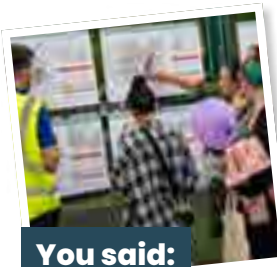
Decision and information reports were made publicly available for comment in advance of the Housing and Tackling Homelessness committee, and your views were represented at this committee by three elected members of the resident's consortium, alongside opposition members representing the views and experiences of residents that they are in contact with.

**Did you know?**

We offer you training so you have the knowledge to work with us and hold us to account. Last year's training included building safety and social housing regulation, scrutiny, and mental health.

# How we communicate and listen to you

80% of you are satisfied that we keep you informed when needed.



## You said:







"Portsmouth City Council continually invites its tenants to share their views and the council provides contact details through its publications and website."

## We could improve:

"I don't always understand the letters."

**Our resident engagement team is out and about all year round talking to you.**

**This past year they've attended:**

-  Party for The Warren
-  Party for Hilsea
-  PO6 Super Summer Party
-  Summer Fun Day in West Leigh
-  Live Well events
-  Community Cuppa events
-  Plus many more

Over the past year the resident engagement team has supported over 30 major projects, and 2,305 tenants. They've also supported Amy Holmes, our Building Safety Manager, to consult with residents across our 22 high-rise buildings on how they want to be kept informed and involved in decision making, developing our building safety engagement strategy. We've also reached out to every single one of you through our magazine, House talk.



## You made real change to rents this year

We usually just use House Talk to ask what you think of the new rent proposals. But this year we also sent a letter to every one of you, giving us lots of responses which we passed onto Cllr Sanders for review.

Thanks to this (plus your feedback from some busy resident consortium meetings), the proposed increase to your service charges was reduced by half.

**In a 2022–2023 survey, you asked us to improve how we communicate.**

**So we:**

- ✓ made a new communications strategy
- ✓ changed House Talk and social media posts
- ✓ set up a communications focus group
- ✓ gave you the chance to feedback on our phone system
- ✓ started offering you estate walkabouts so you could meet people in charge and talk about your area

## Did you know?

We've created video content for all of you. It's on our website and social media channels and shows what we do as a landlord, and how we put you at the heart of everything we do.

## You said:

"House Talk was difficult to read and the content wasn't hitting the mark."

## So we:

"Changed the look of House Talk alongside those of you who give us feedback and ideas."

# Repairs, maintenance, and keeping you safe

## You said:

"Always on time, quick responses on jobs... always very friendly."

## We could improve:

"Some of the repair service is great, some isn't."

## Investing in our homes and maintenance

This year we purchased **747** properties from Clarion Housing Association, with **818** properties due to be purchased in total. These will help secure the long term financial future of our housing service.

This year we've been moving calls for repairs to a specialist repairs support team to try to improve the service you receive. Average call waiting times are less than one minute.

## We had £28.6m allocated to maintenance works including:

- day-to-day response repairs
- servicing and compliance - including gas safety, electrical testing and fire risk assessments
- planning revenue works - external repairs and decoration to properties

## We've completed:

- **94,322** repairs and services undertaken of which **41,816** were called in by you
- **768** properties made ready for new tenants

## We have

 **13,554** gas safety checks in date

 **7,999** fire risk assessments in date

## And we've installed







 **346** kitchens

 **380** bathrooms

 **550** boilers

 **193** disabled facilities

## The right repair at the right time

-  **41,816** response repairs completed.
-  **83%** of repairs fixed first time.
-  **9.55/10** customer satisfaction recorded by contractors' own tenant satisfaction survey.
-  **82%** of you are happy with your repairs.
-  **82%** of you are happy with how long they took.
-  **79%** of you feel your home is well maintained.

## Of the formal complaints that were received about the repairs service the reason for the complaint being made was:

- **44** quality of workmanship
- **6** condensation/mould
- **7** damage caused by contractor
- **4** staff behaviour
- **2** leaks

We work with our repairs contractors to resolve and learn from all complaints.

## Up next...

**We'll soon be choosing our new gas and compliance suppliers, and our repairs and maintenance company. We'll be asking for your feedback, so get involved!**

**Resident voice:** We said goodbye to Meredydd Hughes as Assistant Director for Buildings and welcomed Adam Hardwick into the role. Resident representatives joined the recruitment panel, making sure that Adam was the right person for the role and ensuring that he had residents' interests at heart.

## Did you know?

Our contractors, such as Comserv, Liberty Mountjoy and Corrigenda give back to our local communities by donating goods and services for free! Plus, most of our contractors live in the communities they work in!





## Future developments

Whilst we have plans for new build development the current financial climate means that building is challenging as we have seen an increase in labour and material costs. This impact is also felt in our repairs and buildings maintenance service.

Nevertheless we have continued to look for opportunities and have designs and plans submitted to planning in Havant, Waterlooville and Portsmouth so that when the economy recovers we will be in a position to progress schemes.

We have held engagement events in Somerstown, Hilsea and Leigh Park to understand what you want to see from new developments and what your priorities are for the area.

## Large projects

We completed 30 larger projects last year, including window and door replacement, refurbishment, larger scale maintenance and improvements. We worked with the resident engagement team to support residents and complete satisfaction surveys.

### You said:

We need to improve our communication during planned works: "Wish there were more updates on current building work"

### So we:

Introduced regular newsletter updates during planned works, which included the contact details of key people who could respond to queries or concerns.

## Keeping You Safe

### 79% of you are satisfied your home is safe.

There have been lots of changes to laws and regulations around Building Safety and Fire Safety and we have been responding to the changes as they come in, along with working on all the things we normally do to keep you safe in your home.

- **97.6%** of relevant properties now have a carbon monoxide monitor.
- **98%** of dwelling and communal electrical safety certificates are up to date.
- **98.6%** of homes have had all the required gas safety checks.
- **99.8%** of homes have had all required fire risk assessments.
- **100%** of homes have had legionella risk assessments.
- **100%** of homes have had communal passenger lift safety checks completed.

Our 22 tall buildings have been registered with the building safety regulator and we have undertaken structural surveys and tests across all of them. We have engaged with residents in our tall buildings and have developed a building safety engagement strategy. With the help of residents in our communications focus group we have designed new leaflets with safety messaging.

### You said:

"We can go leaflet and poster blind, so use bold colours, fewer words - pictures help"

### So we:

Have bright colours and pictures in our designs, with bullet points where possible.

### Did you know?

The Estate Wardens regularly visit our buildings to complete safety checks. Across 2023/24 they completed **9,440** block checks.

Fire safety Hampshire and Isle of Wight Fire and Rescue Service have held two successful training days on tall buildings this year. These are excellent opportunities for the team to test their response to a simulated fire in a realistic setting, and demonstrate the team's readiness to handle emergencies in high-rise buildings.

### We could improve:

"The communal door is broken most of the time. It does get fixed but gets broken quickly again by other residents."

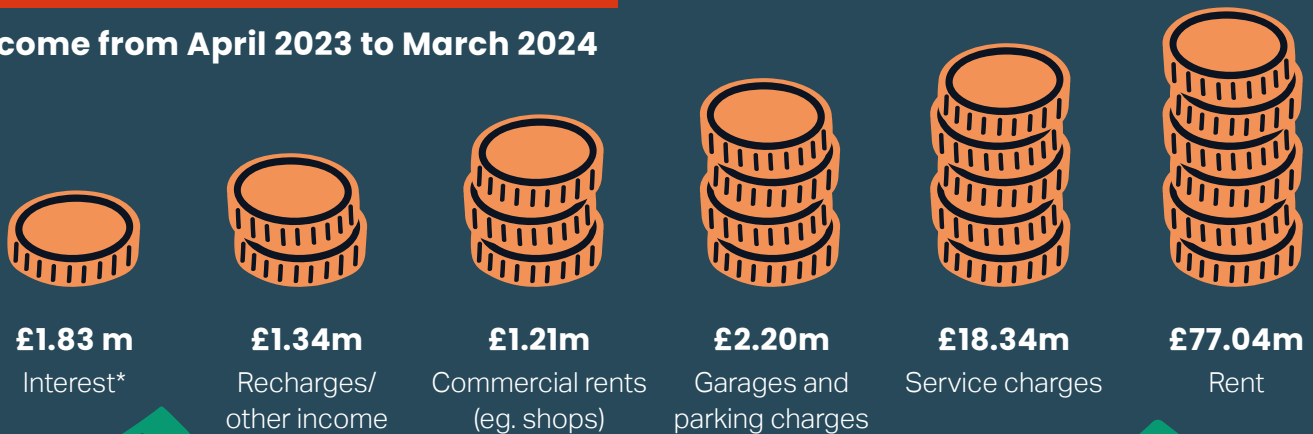
# How we spend your rent and service charges (money)

In the Winter 2023 edition of House Talk, we forecast our spend for the year. Here's what we ended up spending.

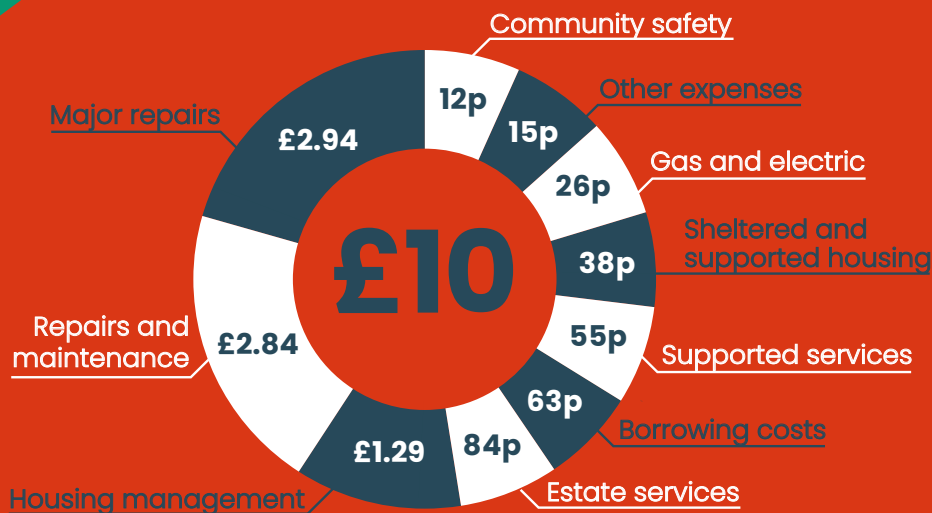
- 👍 Our estimated income was **£98.75m**. We actually got **£101.96m**
- 👍 This meant we could put **£1.91m** into our council housing reserves, funding services in current and future years
- 👍 And we didn't have to make a **£1.55m** withdrawal.

## How much we got from you

Income from April 2023 to March 2024



## How every £10 of that was spent\*\*



\*Interest is the money we earn on our cash balances (the money we have in our bank at any given time).

\*\*Approximate figures.

It costs £7.58 per rented unit per year for our director, and £38.92 for our executive team. You can like-for-like compare this info with other social housing providers, but note that we get involved with other services that private social housing providers do not.

### You said

Our planned service charge increase was too high, so we reviewed the service charges again and reduced the level of increase.

# Complaints and compliments

## You said:

"They tried very hard but I understand they can't always resolve the issue."

## We could improve:

"My complaint got listened to, but the issues remain."

### For the financial year 2023/24, there were 204 complaints made about our landlord services:

- **31** were progressed to stage 2 of the complaints process.
- **2** complaints went directly to the ombudsman.
- **1** came back to us to respond to with further detail, and one was closed after initial enquiries.

The typical complaints we received related to the service that had been provided, for example the quality of a repair or the response to a request; the conduct of staff/contractors or querying a policy or process that we follow.

### Of the 204 complaints, in:

- 🗨️ Every case we apologised that the person felt like they needed to make a formal complaint
- 🔧 **159** cases we acknowledged that we had not dealt with something correctly
- 🔧 **61** cases we raised a repair/additional works order
- 💰 **21** cases we made a financial payment

76% of stage 1 complaints received a response within 20 working days. Some complaints will take longer than 15 days to investigate and reply to, particularly if the matter is complex, there is a need to interview staff or further responses or meetings are required to resolve the complaint. Of the 31 Stage 2 complaints progressed 68% were completed on time.

These numbers are different to our TSM reporting as here we have included leaseholder complaints in our annual reporting to you and the TSMs relate to tenants only.

Complaints are so valuable, helping us to understand and improve the services we provide. This could include changes in working practices, amendments to policy, changes to service and staff training.

### Learning from complaints last year we:

- reviewed policy/processes
- provided additional training for individual staff or teams
- reminded the relevant team of the appropriate process to follow
- met with our contractors to review concerns and plan improvements

## Did you know?

This year we created a complaints team just for housing, separate from the main council process.



## Our response to emergencies

In September we supported SGN's response to a significant gas leak to Sarah Robinson House in Portsea. The evacuation required a rest centre to provide emergency relief for 120 flats.

The incident lasted 10 days and included a support hub, accommodation and food provision. Resident engagement door knocked after the event to learn if our response could have been improved.

We received 42 responses, mostly positive with some feedback to bear in mind for future incidents.

“Thanks to all the employees of PCC for all their efficiency, kindness and compassion, you were all amazing. Not forgetting SGN and Liberty Gas for fixing everything for us so we able to return to our homes”

# Spotlight on dealing with anti-social behaviour

We want you to live in a safe and peaceful environment without fear, intimidation, threats of harm, nuisance, or unreasonable behaviour from others.



“If there's any sort of anti-social behaviour in the area, we're made aware and feel like it's dealt with”

Anti-social behaviour (ASB) takes many forms, including excessive noise or aggressive and intimidating behaviour. We know it impacts residents in different ways and we've been working hard with partners to prevent and resolve incidents in your neighbourhoods.

This year we've restructured our ASB team. We also reviewed our ASB policy for 2024 onwards.

Learning from complaints, this year we gave our frontline teams further training on ASB and hate crime meaning that officers have up to date knowledge. The resident engagement team (pictured above) will be conducting follow-up surveys to residents who have been impacted by ASB to understand how well the issue was understood and dealt with.

**58% of you are satisfied with our approach to handling ASB.**

- We responded to **979** cases of ASB, of which **29** were hate crimes
- We served **19** notices of seeking possession for ASB
- We referred **128** cases to Portsmouth Assessment Service for mediation
- We evicted **4** residents on ASB grounds.

Alongside this the estates services team responded to **1,596** requests for support with

ASB for example dealing with people sleeping in stairwells, graffiti, drug paraphernalia, or evidencing anti-social behaviour events, such as noise nuisance and drug use.

## You said, we did:

Our resident policy focus group helped with the review of our ASB policy. They said we needed to consider our response in mixed tenure blocks and the new policy now covers this.

## You said, we did:

At our Landport Courts playground project you said you wanted the big wall removing to design out anti-social behaviour. The wall has been demolished!

## What you don't like:

“Kids still hang around shops and clubs and in gangs in parks”

## Did you know?

We chair multi-agency meetings with a whole host of agencies such as housing providers, the police, probation, the coastguard, community wardens, youth teams to coordinate responses to anti-social behaviour and work together to identify problem areas and issues and target resources.



## Supporting you

When you visit your housing office you can access all kinds of help, including money advice, help with benefits, help with anti-social behaviour, repairs support and help with relationships.

### You said:

"Any problems I've had, my housing officer has always been more than happy to support."  
"They normally do what they can to help."

### Did you know?

Our housing office teams support residents impacted by domestic abuse and attend multi-agency meetings to try to find a way to support those most at risk. We are also on the strategic boards ensuring your experiences are represented when high level decisions are made.

## Helping you into employment

This year we have supported **132** people with advice, support and training requests.

### Money advice

Our money advice team has supported tenants **2,890** times this year. Key topics include:

- support with benefit applications
- advice around disability benefits and pensions
- applying for grants, and supporting with debt advice and intervention

### Contents Insurance

We can help you find contents insurance. **5%** of tenants took up our contents insurance offer in 2023, but there are plenty of options out there - just ask!

## Help with energy bills

Our Switched on Portsmouth team can help you save money on energy bills by accessing energy schemes.

## Tackling Poverty

### Did you know?

Our tackling poverty coordinator and money advice team chair monthly multi-agency meeting with agencies including DWP, utility companies and local food banks, in a bid to ensure that the schemes they develop meet your needs, and we're the first to know what's available for you to access.

We deliver the household support fund for Portsmouth (paid for by government grants). Whilst everyone in Portsmouth benefits, we make sure that these schemes benefit you, our tenants, and Leaseholders.

- The scheme gave out over **100,000** awards to people in need, totalling **£3.6m**, including emergency food parcels, supermarket vouchers distributed by schools, payments for people who missed out on the government's cost of living payments, cooking equipment and other essentials.
- Around **1,800** calls were answered by the council's cost of living helpline last year.
- The top five reasons for calling the helpline were food; energy costs; welfare benefit entitlements; housing costs; debt.
- Our online cost of living information hub had **94,000** views, from a total of over **44,000** users.
- We've provided **3,812** residents with face-to-face energy saving advice and access to schemes.



# Building your community and improving your neighbourhoods

**69%** of you feel we make positive contributions to your neighbourhood.

**80%** of you feel we keep communal areas clean and well maintained.

### You said:

"If I call to report littering they come straight away."

### We could improve:

"The council needs to address those tenants who keep their properties in an unacceptable state."












## Estate services: Helping keep your neighbourhoods safe, clean and tidy

Our estates services team has been busy planting across your neighbourhoods. Greening our spaces has many benefits including contributing to biodiversity and tree canopy (grass and trees) and reducing hard surfaces to improve drainage.

### Did you know?

The gardening team carried out 6,983 gardening tasks across 2023/24.

### They've also planted:

 <b>323</b> Shrubs	 <b>20</b> Trees
 <b>250</b> Hedge whips	 <b>7</b> Roses
 <b>164</b> Perennials	 <b>6</b> Sedums
 <b>65</b> Hedges	 <b>4</b> Ferns
 <b>40</b> Sedges	 <b>852m<sup>2</sup></b> of wildflower meadows
 <b>22</b> Grass areas	

In addition, in Buckland, £80,000 was invested in landscaping sites including Linklater Path, Duke Crescent and Northbrook. Funding was sought and obtained via the Greening the City Fund.

The ambition is to help increase the tree canopy and reduce the amount of concrete used on estates by setting areas back to grass and shrubs. This in turn helps with drainage, as well as looking more appealing for everyone.

**We recognise that to live comfortably, side by side with neighbours, we need to help tackle day-to-day challenges.**

**For example, our estate services teams have:**

- responded to **366** calls to deal with and investigate dog fouling
- investigated and responded to **11,182** instances of fly tipping across our estates
- returned **1,900** shopping trolleys
- sorted out **9,643** contaminated bins so that rubbish could be collected
- carried out **70,529** cleaning jobs

### Did you know?

We piloted a bin replacement scheme in Portsea, looking at how we can support you to recycle.



## Community groups

We wanted to help our tenants start their own community groups, which is why we started Community Funds4U - a project where we can help people get the right equipment, meeting spaces and promotion for their group or club idea. We now have a new coffee morning group in Paulsgrove, a Muslim men's group in Paulsgrove and a games club in Wecock Farm. This is alongside all our other activity in the community which saw the resident engagement team out and about. They also hosted a summer fun day at the participation centre in Leigh Park and joined in with Leigh Park summer play days.

### Did you know?

As part of our resident training offer, we provided first aid training for residents. The training was especially important for Michelle who volunteers at the Food Bank in Havant.

## Play and youth services

Within PO1-PO6 we manage the play and youth service which have spaces at the heart of local communities. This is part funded by the general fund and we also pull in grant funding where we can.

In 2023 there were around **91,778** visits to our adventure playgrounds and **22,018** visits to our youth clubs. We run fun activities, have workshops on serious topics, and create opportunities for young people and their families to explore and get involved in what's on offer in the city and beyond.

### Within the youth service alone we:

- fed children **5,181** times
- had **6,857** conversations about education and training opportunities
- had **7,034** conversations about healthy relationships
- had **8,670** conversations about healthy lifestyles
- had **3,642** conversations about mental health
- had **8,349** conversations about drugs, alcohol, smoking, vaping and gambling

### Did you know?

We also coordinate the Department for Education's Holiday Activity and Food programme on behalf of the council, making sure there's plenty of fun and free activities in the heart of our PO1 to PO6 communities. We also supported the HAF offer in Leigh Park through our play offer last year.

## Community hubs

Our community centres across PO1 and PO6 and our resident participation centre serve as community hubs, and have provided space for you to come together for activities, social events, cups of tea, and to access IT.

We've hosted partner well-being services to make sure they're accessible no matter where you live.

Our Landport Playce project in partnership with the University of Portsmouth should complete in Summer 2024 and work should get underway on building our new Stamshaw youth building.

### Did you know?

We secured **£500,000** from BAE to build a new youth and careers space in Stamshaw. We're due to start building after the summer!

## Contractor social value

All of our large contracts set out that anyone that we contract to deliver services on our behalf have to give back to the community, support apprenticeships and take responsibility for the environment issues (which is why they have loads of electric vehicles and do their best to recycle).

This year our repairs and maintenance contractors have done a huge amount within your communities.

### Here's just some of what they have done:

- Supported careers fairs and mock interview days at schools and colleges across Portsmouth, Havant and Waterlooville.
- Offered work experience, apprenticeships and also supported internships for young people with learning disabilities or who are care experienced, as well as leading on the Shaping Portsmouth apprenticeship bus initiative.
- Donated materials and essential items to local charities, schools and organisations and food banks such as Beacon View, the Roberts Centre and many more.
- Repaired and decorated community facilities, such as the Participation Centre and more.

# Response plan

## Tenant Satisfaction Measures Action Plan

Based on your feedback throughout the year and from the survey, we've made an action plan for improvement, based around the five themes in the survey. Here's a summary:

### Safe and well-maintained homes

#### To improve our maintenance services, next year we'll:

- Employ a new head of asset management post who will complete a full stock condition survey and plan for long-term improvement and investment
- Continue to complete regular stock condition surveys to better inform us of works required
- Let you know what work we're doing and how we're investing in your homes

#### To improve our cleaning of communal areas and grounds maintenance, next year we'll:

- Make sure our cleaning and gardening services are responsive to need
- Continue to educate tenants about respecting communal areas and what it means to be a good neighbour
- Seek to increase the visibility of our estate inspections

#### To improve our repairs service, next year we'll:

- Use survey findings and complaint info to help our contractors improve
- Review our repairs performance and how we communicate this with you
- Get more of you involved in scrutiny of repairs performance and changes

#### To improve our communication and involvement, next year we'll:

- Meet with you as part of our annual tenancy update visits
- Review our web content and accessibility of information, and make sure House Talk is reaching every home
- Create a tenant handbook
- Find more ways for you to get involved, including scrutinies led by you

## To improve our neighbourhoods and communities, next year we'll:

- Continue reviewing our anti-social behaviour cases so we can learn and improve
- Introduce a feedback survey for those of you who contact us about anti-social behaviour
- Let you know what we're doing to improve your neighbourhoods
- Find opportunities to support you in making improvements to your neighbourhoods and in building your communities

## Complaints

- Our new complaints lead will seek to better understand and ensure learning from complaints leads to improvements

## Our pledge to you

Over the next three years we'll:

- Improve communications
- Engage with more of you
- Ensure you're able to scrutinize
- Get to know our communities

## Anything else planned?

We've spent the last year looking at how you use our services and considering whether we could deliver things differently. We'll continue this work, and will consult you if we consider any big changes.

## Our plans include:

- Looking at digital communications
- Looking at our service charge model for tenants and leaseholders
- Reviewing results from the building surveys of our tall buildings
- Exploring grants and schemes available in Hampshire to support greening projects across your neighbourhoods
- Looking at how we can better support recycling across areas.