

SYHA Customer Engagement and Voice Report – Quarter 4

Welcome to the Customer Engagement and Voice Report for Q4 25/26 – here is a summary of our key areas and activity this quarter.

Page 2 – Our Partnership Preparation Partnership information relating to customer engagement and voice.	Pages 3–5 – Customer Engagement Work & Activities Overview of our Q4 Customer Engagement activity.	Page 6 – Customer Scrutiny Panel Activity & Updates Highlights of scrutiny panel achievements and updates.	
Page 7-9 – Customer Engagement in LiveWell A new section to bring LiveWell services into this report.	Page 10-11 – Customer Voice Read the highlights from our satisfaction surveys and customer voice insights.	Page 12 – Customer Complaints Read the key highlights from our complaints performance this quarter.	Page 13 – Words from our Customers Read a small selection of customer feedback we have received this quarter.

Places for People (PfP) Partnership Preparation

Preparation for Potential Transfer

We are continuing preparations for a potential transfer of engagements to Places for People (PfP) next year. This work has included early engagement with new colleagues, including a discovery day session with PfP's Customer Hub teams. This session allowed us to share information about SYHA's Customer Experience Department and understand how our respective operating models compare. While processes are not identical or delivered at the same scale, there is strong alignment, with both organisations operating distinct contact centre, complaints and engagement functions. This alignment should help support a smoother transition should the transfer proceed.

Customer Communications and Consultation

From a customer perspective, our preparation is focused on communication and consultation. We will continue to work closely with PfP to determine what further consultation may be required later in the year in relation to the potential transfer, ensuring customers are kept informed and involved in a clear, timely and transparent way.

Preserving Customer Insight and Engagement

A further priority is ensuring that the valuable customer insight that is being gathered at SYHA, particularly through the new Engagement team, is effectively captured and transferred. This work has strengthened our understanding of customer experiences and service feedback. It is vital that this insight is carried forward so it continues to inform decision-making at both an organisational and local level within future teams and structures.

Customer Engagement Activities & Planning

These are activities that our customers can take part in to help shape and improve our services. Here are our recent achievements.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
TPAS	We make regular use of our TPAS membership to support engagement activities. In addition to staff, members of the Scrutiny Panel also benefit from access to training, courses, and an annual Scrutiny conference. More recently, the Engagement Team attended a conference in Nottingham.	The Nottingham conference was a positive experience, highlighting shared challenges that align with our interim engagement strategy and departmental plan. Going forward, we'll focus on better understanding customers, offering more accessible ways to get involved, demonstrating impact, and embedding engagement across the organisation
Involved Customers	We have recently invited our involved customers to attend our first online customer forum.	We wanted our involved customers to be the first to take part in this, as we saw it as a great opportunity to strengthen our relationship with them and gather helpful feedback on how we run future sessions. Our first session took place in May, where we asked for their views on the Annual Complaint Report for Customers. Their feedback has already helped shape the draft report which will be presented at the Customer Committee meeting in May.
Bidding for funding	Sadly our bid for the Social Housing Innovation Fund to create local youth peer support worker roles was unsuccessful.	Although our bid was unsuccessful, we strongly believe there is a need for this service in Maltby. We will continue to look at ways to increase youth engagement in the area and explore alternative funding opportunities. We will keep the committee updated on our progress.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Auckley Working Group	We worked with the Head of Landlord Services and his team to survey Auckley customers on where they want investment in their homes and community, and invited them to join a working group to stay involved	We will share the insight from this survey at the next meeting.
Skip Days	The Engagement Team attended 2 Neighbourhood skip days, which were arranged in direct response to customer feedback. We met with customers and spoke to them about engagement opportunities.	Monthly skip days are planned for this coming year and we will look at whether any planned engagement activities can work alongside the skip days, particularly on larger estates.
Digital ‘Tell Us More’ forms	We have created a digital ‘Tell Us More’ form so we can easily capture customer feedback when taking part in engagement activities.	Using a digital form speeds up responses to service requests, improving customer experience. It also helps identify recurring issues and engagement needs, with potential to roll out across the business. We will keep the panel updated on this.
Cuthbert Bank – Easter Egg Hunt	The Engagement Team joined planned activities held by Cuthbert Bank during the school holidays, including the lunch club and Easter egg hunt. We spent time with staff, customers, and their families and took the opportunity to talk about living at Cuthbert Bank and about engagement opportunities.	We recorded feedback using the digital ‘Tell Us More’ forms. 10 customers attend the event and we successfully added 8 of these customers to our involved customer list – a great start to improving Livewell representation. We will continue to visit planned activities at other Livewell schemes and work towards developing engagement in Livewell.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Extra Care Visits	During the winter, we received several complaints from two of our extra care schemes following a prolonged heating outage that affected four flats. We recognised how important reliable heating is in extra care settings, so we arranged to attend coffee mornings, with Larry present, to apologise in person, listen to residents' experiences, and learn lessons for the future	As well as concerns about heating, customers also raised issues relating to: • specific repairs or ongoing problems • building access • changes to our activity offer • parts of communal spaces • onsite catering facilities We will send a follow-up letter to customers clearly outlining the issues raised and what action we have taken in response to each one. Generally, there was a lot of positivity for the scheme and the team, and all said they were happy living there.

Customer Scrutiny Panel Activity

SYHA's Customer Scrutiny Panel is a group of customers who challenge and influence SYHA's performance and decisions.

Scrutiny Activity	What did the panel do?	Panel findings & Next Steps
Retrofit Scrutiny Exercise Update	The Energy Efficiency Improvement Report exercise is now complete. The report is being shared with Customer Committee and will be presented at Board in June.	Work has already started on the action plan and we will share regular updates at future meetings. Phase 1 of the Energy Efficiency Improvement program is complete and the panel have asked to view Customer feedback from this and will monitor areas to see if there are any areas of concern.
Update from ASB Exercise	The ASB exercise update is being shared with Customer Committee and will be presented at Board in June.	The Scrutiny Panel are pleased to see an increase in scores across all areas in our ASB satisfaction survey in Q4 and they will continue to monitor this going forward.
Next exercise – The Customer Service Standards	The panel has chosen to scrutinise SYHA's Customer Service Standards, as they feel these are essential to delivering a good customer experience and should be consistently delivered.	The panel will now begin to scope the exercise and decide which scrutiny methods will be most effective. They are particularly keen to trial 'mystery shopping' as a new approach to help understand the real customer experience. We will keep you updated as the exercise progresses.

LiveWell Services – A **new** section to bring LiveWell services into this report and give a more joined up view of customer engagement across SYHA.

Live Well Extra Care Customer Satisfaction Survey Findings

During 25/25, LiveWell Quality and Impact Managers, visited all SYHA Extra Care services to introduce the new LiveWell Quality Assurance Framework. This framework brings together five key areas against which Extra Care services are reviewed, helping to ensure that SYHA continues to deliver high-quality services to customers.

The visits included **Whindale (Normanton)**, **Newsome Vale (Barnsley)**, **West Meads (Barnsley)**, **Stonelow Court (Dronfield)**, **Whitfield House (Glossop)**, **The Meadows (Sheffield)** and **White Willows (Sheffield)**.

One key finding from the first round of reviews was that, although services were actively gathering feedback and responding to customer needs, there was no consistent approach across Extra Care schemes. In response, project leads from all Extra Care services worked together to develop a shared customer satisfaction survey.

This survey is now used by all services and issued annually. It provides a consistent and balanced understanding of customer satisfaction, while also helping to identify opportunities for learning and service improvement across the organisation.

The survey was sent to over 360 **tenants**, with an overall **51% response rate**. The highest number of responses came from **Whindale**, where **57 of 69 tenants** took the time to share their feedback. As this was the first time the survey was issued, we are encouraged by this level of engagement. Looking ahead, we will explore ways to increase response rates further in future surveys.

Each service has now completed the first round of issuing the customer satisfaction survey, and we are pleased to share some key findings with you.

Finding One: Overall customer satisfaction with living arrangements is high

- Overall feedback from the survey was very positive. **91%** of respondents said they were satisfied or very satisfied with their current living arrangements, and no respondents selected 'dissatisfied'. This highlights high levels of satisfaction across services and provides a strong foundation as we continue to listen to and learn from our customers.
•“It is my home and I love it – the best thing I’ve ever done coming to stay here. Everyone is superb”

Finding Two: Satisfaction with cleanliness and maintenance is strong

- Feedback on the cleanliness and maintenance of buildings was also very positive. **87%** rated this area as Excellent or Good, with 58% selecting Excellent. Only a small number of customers rated this area as Poor or Very Poor, providing helpful insight into where further improvements can be made. Overall, the results reflect a high standard of cleanliness and maintenance across services.
•“I like how lovely and clean the building is, and staff help with organising repairs.” – Stonelow Court customer

Finding Three: Customers feel safe in their homes and surroundings

- Feedback about safety was extremely reassuring. Nearly **95%** of respondents said they feel safe 'always' or 'often', with over 80% selecting 'always'. No respondents reported never feeling safe, highlighting a strong sense of security across all services.
•“I feel safe and secure, and I feel there is always someone to go to if I’m in need.” – Newsome Vale customer

Finding Four: Communication is viewed very positively

- Most customers reported positive experiences of communication with management and staff. 163 respondents (almost 89%) said they were very satisfied or satisfied, with over half selecting very satisfied. A further 10% felt neutral, while only 3 respondents (around 2%) reported any dissatisfaction. This shows that communication is a real strength across services
•“I have lived at West Meads since day one. I enjoy living here. I have plenty of friends and if I ever need any help, the terrific staff are always here.” – West Meads customer

Finding Five: Customers feel their feedback is listened to and acted upon

- Responses indicate a strong level of confidence that customer feedback is taken seriously. 146 respondents (around 78%) said their feedback is always or often listened to and addressed, with the majority selecting always. A further 20% said this happens sometimes, while only 5 respondents (less than 3%) felt their feedback is rarely or never addressed.
•“My key worker is excellent, and I know I can go to other key workers if I need help.” – White Willows customer

What happens next

Overall, feedback has been very positive. Customers welcomed having a formal way to share their views and were pleased to hear about the findings. The survey has also highlighted many ideas for further improvement.

Common themes raised include:

- Faster turnaround on repairs and maintenance
- More activities for residents
- Additional facilities (for example, a launderette)
- Staff availability at weekends
- Improvements to on-site catering (where relevant)

Engagement in Livewell

We're working to improve how we engage with LiveWell customers, recognising that some people may face additional barriers to getting involved, such as health needs, digital exclusion, or already having strong relationships with scheme staff. As part of this project, we're creating a clear and practical resource that brings together key information about each scheme. This will help us better understand customers, plan engagement more effectively, and build stronger relationships across LiveWell services.

This work will help us:

- Offer a wider range of ways for customers to get involved, both in person and digitally
- Make it easier for customers to share their views and influence decisions
- Ensure we hear from a diverse range of voices
- Identify where engagement is working well and where more support is needed

By improving our understanding and approach, we can create more consistent, accessible opportunities for customers to have their say and shape the services they receive. This project is the first step toward strengthening engagement across all LiveWell schemes.

Customer Voice Information

We hear the SYHA 'Customer Voice' through a range of way - Surveys, Complaints Data, Tenant Satisfaction Measures, and any other engagement work that brings customer feedback to us. We use all this data to ensure our customer voice shapes our services.

Each quarter, we share a high-level overview of customer insights. If you'd like a deeper dive into any topic, just let us know.



Anti-Social Behaviour (ASB) Handling Satisfaction Survey:

55% response rate (Target 40%)

Satisfaction at 95% (Target 80%)

Whats going well? The action plan from the Scrutiny ASB exercise is now complete and Q4 shows significant increases in customer satisfaction with **complaint outcome** and **handling of the complaint** compared to Q3 with both now above target.

What could we do better? There is still work to be done around communication throughout ASB cases, "Only received one email saying it was being dealt with."
"More interaction is needed."

Damp, Mould & Condensation (DMC) Satisfaction Survey:

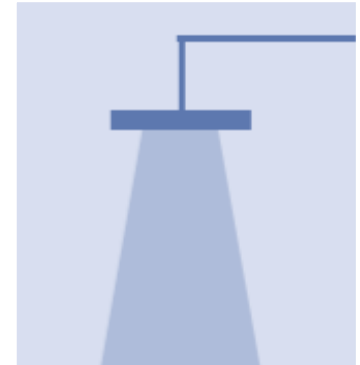
69% response rate

Satisfaction at 78%

Whats going well? Customers being 'kept informed throughout the DMC Repair' scored equal highest with 89% which is higher than Q3.

What could we do better? A small number of respondents raised concerns about the DMC returning after works had been done.

'Not resolved, didn't find the source, just re plastered an area so now its damp again'



Repairs Satisfaction Survey:

6% response rate (Target 10-20%)

Satisfaction at 86% (Target 90%)

What's going well? Customer feedback continues to show that operatives are a key strength, with frequent positive comments about professionalism, respect shown in the home, cleanliness, and clear explanations during visits. *"The workman was very polite and very well mannered... used shoe covers which was very kind."*

What could we do better? Where customers were dissatisfied, this was largely due to communication issues, delays, missed or incomplete repairs, and repeat visits, rather than concerns about operative conduct.





New Tenancy Satisfaction Surveys:

73% response rate (Target 50%)

Satisfaction at 93% (Target 90%)

What's going well? Survey response rate continues to increase. Overall satisfaction remains high and all customers surveyed would recommend SYHA to family and friends.

What could we do better?

The theme of dissatisfaction stemming from repairs related issues continued into Q4. *"Lots of problems with the property, work after work. These should have been done before I moved in."*

End of Tenancy Satisfaction Surveys:

32% response rate (Target 50%)

Satisfaction at 88% (Target 80%)

What's going well? A significant improvement in customer satisfaction of those eligible for survey compared to Q3 and now reaching our target.

What could we do better? One customer felt that repairs and condition of their home were unsatisfactory: *"Repairs weren't adequate and the house could have been better maintained."*



Tenant Satisfaction Measures*:

84% Overall Satisfaction

75% Satisfaction that SYHA provides a home that is well maintained.

65% Satisfied that SYHA listens to their views and acts upon them - this has decreased from Q3.

46% were satisfied with Complaints Handling

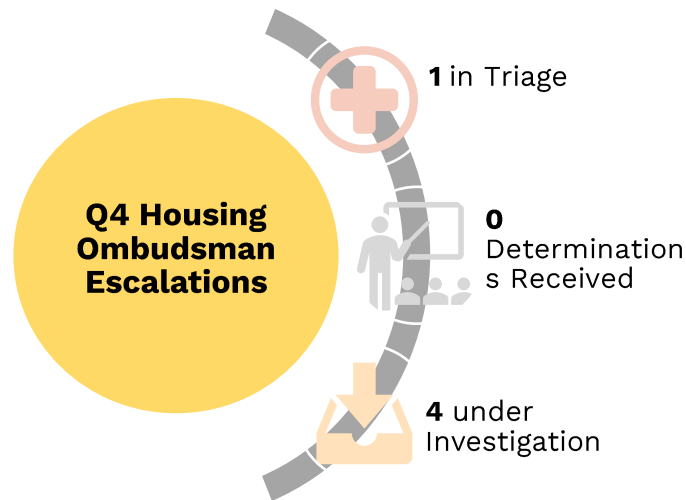
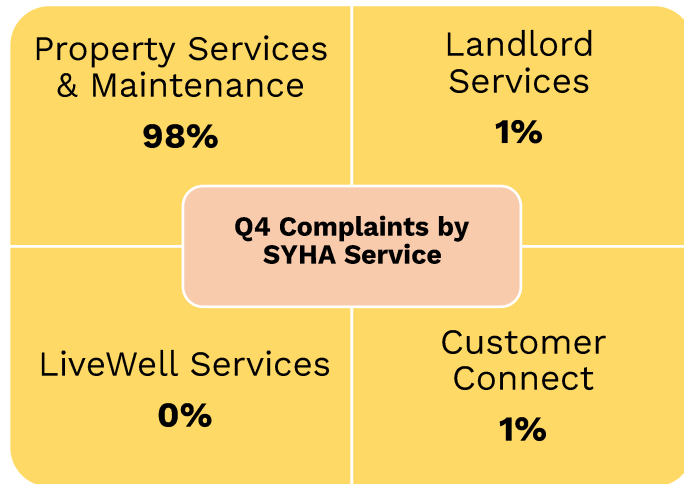
Whats going well? Some customers highly value us as their landlord. One long-standing customer told us, 'I have lived in my SYHA home for 18 years and have always loved living here.'

What could we do better? Repairs responsiveness continues to be an area of concern: *"Take too long to do repairs some of the work men spend half to long dragging the job out or don't do the job correctly to begin with."*

**Q4 snapshot; figures may change as percentages fluctuate and are finalized at year-end.*

Customer Complaints Performance Q4

We received **94 Complaints in Q4**, and **17 Stage 2 complaints**, where customers remained unhappy with our response. We continue to respond to complaints quickly and have dealt with **97% of all stage 1 complaints** within the complaint handling code timescales and **100% of stage 2 complaints**.



The **Member Responsible for Complaints** (MRC), Pam, who also sits on the Customer Committee, receives regular oversight of complaints as part of this role.

Pam meets routinely with the Customer Complaints Lead to review:

- Complaints data
- Emerging themes
- Updates to complaints handling.

She provides assurance and insight to the Board and may request further information on specific areas where deeper understanding is needed.

For example, Pam has recently listened to incoming customer calls, including complaint calls, to gain first-hand insight into customer experience and complaints handling in practice.

Annual Reports

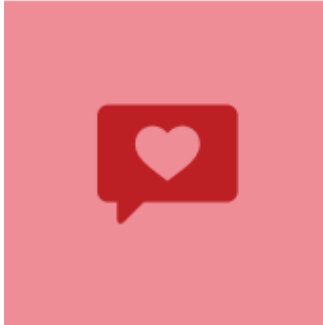
As the year has closed, we are now completing our annual complaints reporting. This provides a full-year view of complaints data, helping us understand trends, assess performance and identify learning and improvement actions.

As part of this annual cycle, the following items are being brought to Committee:

- **Annual Complaints Report**, including a customer-friendly version updated in direct response to customer feedback.
- **Annual Self-Assessment** against the Housing Ombudsman Complaint Handling Code.
- **Revised Complaints Policy**, reflecting specific Housing Ombudsman recommendations.
- **New Compensation Policy**, aligned with the latest Housing Ombudsman guidance.

Together, these activities support transparency, assurance and continuous improvement in how complaints are handled across the organisation.

Q4 Words from our Customers



Here is a selection of feedback that our customers have given us this quarter. We take these direct words from our surveys, TSMs, other engagement work and Customer 'Shout-outs'.

Praise for our operatives...

"The plumber who carried out work on the toilet, has done a truly excellent and marvellous job. He is a highly skilled worker, very polite, and a genuinely pleasant person to deal with. I would strongly recommend that management continue to look after him, as he is a valuable and dedicated employee."

"I must admit they are professional workers no cutting corners they are all so polite and clean after finish clearing their mess up to hovering and wiping down so really happy with their work so really was worth the wait."

Feedback about what their home has meant to them...

"I owe a lot to this house as it's allowed me to have a safe space to be productive, build a business within the confines of these walls and still be a full functioning part of society, which surpassed any hope I had for myself 9 years ago by a country mile. I happily take good care of it. Thank you for everything you do and have done so far!"

"Thank you for providing me with such a lovely space to call home over the past four years!"

A customer from The Cuthbert Bank told us about the support they receive from their Key Workers, Kay and Jo.

"Absolutely love living here, been here a couple of years and will be time to move soon which is sad. My little boy goes to school here and loves it. Shout out to the staff here, everybody is so friendly and I can always speak to them. Kay reads to my son after school and does phonic work which is a big help and Jo even comes and kills spiders for me. Well located for university, where the I am studying."