

Customer Connect Issue 4

Annual Report 2021-2022



Contents

Welcome

At a time when life continues to be difficult it is important to look back and acknowledge the work done to stay connected both with you and with your wider community.

The continued work of our Wellbeing Fund is showing us every day that times remain hard for many and we are committed to being here to support wherever we can.

The need for safe, secure and affordable homes remains our priority, alongside work to reduce fuel poverty as well as our impact on the environment. This year we have done a huge amount of work to improve the energy standards of our existing and new homes and have a plan over the coming years to keep doing this.

We have put a lot of work into keeping all of our teams connected to what you are telling us. From being out and about knocking doors and taking part in Communities Connected activities, to the development of our new customer survey system which allows us to hear in your own words what we are doing well and what needs to be improved. Almost 17,000 surveys were captured last year and we aim for even more over the coming year. We know that turning up the volume on your voice helps us to improve and better deliver what you need.

I hope you enjoy the review of our year and can see the strides we are making as we work to build trust and to be a good landlord across all the areas we work in.

Maybe we will see some of you at our Communities Connected activities over the coming year as well.

Elizabeth
Group Chief Executive





Getting out there with our Customers and Communities

Over the past year with the lifting of Covid restrictions, we have been able to increase our level of face-to-face engagement in our communities.

In addition to our regular community engagement activities we were also able to get out and make a difference through our Communities Connected month in October 2021.

We arranged a variety of community activities across the whole of our geography and delivered activities ranging from neighbourhood clear-ups, bird-box making sessions, re-wilding activities to digital inclusion activities amongst many more. All Platform staff were encouraged to get involved and re-connect with our customers and communities.

Across the month we:-

- Delivered **126** events and activities.
- Delivered events in **28** local authority areas.
- Saw **350** Platform colleagues get involved.
- Worked with **50** community partners and local businesses.
- Knocked on **1,084** doors.
- Spoke to **560** customers face-to-face.
- Collected a huge **384** bags of rubbish and garden waste, along with bulky items.
- Produced **13** skills videos for our customers to help with their learning and development.

We found different ways to engage with you, including virtually through digital channels and offered a range of activities for you to be involved with such as governance and scrutiny investigations, policy reviews by the Customer Experience Panel, to local community consultations for regeneration and development projects.

The following provides a snap-shot of the range of activities that you got involved with over the year:

- An in-depth scrutiny investigation.
- Sixty six customer consultations.
- Three policies and strategies reviewed by the Customer Experience Panel.
- Eight individual Mystery Shops.
- Two hundred and twenty five responses from the Customer Sounding Board in seven separate reviews.

If you wish to be part of our journey going forward and get involved, please do see our menu of involvement opportunities. It tells you about all the different ways you can get involved that suits you and works around your other commitments.

[Click here](#) to find out more.



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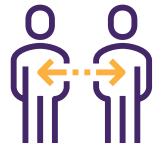
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**Platform
Communities
Connected**



Investing in our Communities



This is the second year of our Community Chest Fund. The Fund provides support for projects that bring direct benefits to our customers and communities under one of the following themes:

- Health & wellbeing
- Community cohesion
- Skills and employability
- Community safety
- Digital inclusion
- Environmental sustainability

All applications are assessed by members of our Customer Experience Panel.

As you can see from the table below, there has been a huge increase in requests for funding this year compared to last year:-



	2020-21	2021-22
Number of applications received	43	115
Total amount applied for	£149,208.85	£266,819.58
Total amount awarded	£111,374.13	£149,979.65

Of the **115** applications received this year, the panel:

- Approved **12** for a **higher amount** than requested.
- Approved **73** for the amount requested.
- Approved **17** for a lower amount than requested.
- Referred **6** of the larger applications to the Wellbeing Fund as Special Projects (these were all approved in full).
- Rejected **5** because they didn't fall under any of the criteria.
- Deferred **2** asking for more supporting information.

In total we granted a huge **£149,975.65** supporting **102** Community Projects across the whole of our geographical area.

Making a difference

It's great to hear that our support is making a real difference – Here's some feedback from some of our funded projects.

Malvern Town FC – Women's Team:

Kit, registration and other costs

"The team is creating a buzz which will ensure that it motivates all the young girls in the area that they have something special they can join, right on their doorstep."

Brian C.



Ledbury Carnival:

Contribution towards costs

"We are very pleased to have been able to hold a Fun Day and to have promoted the activities Ledbury has to offer. Platform's generous donation has contributed to this successful event."

Janet M.



Chelmsford Court, Worcester

"This funding has helped to improve wellbeing of tenants by bringing them back together. Extra seats mean we can sit and chat and eat in hot weather and families can visit in a Covid-safe way"

Bryn R.



Westlands Community Pantry, Droitwich

"This funding has helped the pantry to continue to supply fresh food to families that need it."

Chris C.



MacGregor-Tithe, Tamworth

"Residents have really enjoyed getting the courtyard ready for the new garden furniture."

Tracey A.



Hurst Farm Community Pantry, Matlock

"Hurst Farm residents join the scheme for a few pounds per week and can choose about £35 worth of food from what's on offer at the pantry. Community Chest funding helped to set up this service, which will make a big difference for local residents."

Tracey S.



13 Plus Gardening Project, Louth

"Friendships are formed in the garden and are strengthening bonds in the community."

"It gets me out, I can meet other people and can have conversation. It's really good - my bit of therapy 100/100!"

Garden Club Report 2021.



Broughton Alive Family Fund

"The project brought the Broughton Astley community Alive again after Covid-19."

Julie W.



Investing in our Homes

In 2021/22 we invested

£30 Million

carrying out planned improvements to your homes. This included:

439	homes had new kitchens
272	homes had a new bathroom
1,331	homes had new boilers
246	homes had a whole new central heating system
903	homes had new external doors
54	homes had all the windows replaced
197	homes had a new roof
1	lift was installed
183	homes had either Solar PV or Solar Thermal installations

We spent over **£2.7m** on Fire Safety works to ensure we keep everyone safe

We installed a new heating system and bathroom upgrades to benefit all our customers living in our tower block at De Montfort House, Leicester, investing over **£3.8m** in these much needed improvements.

We are not stopping here!

We have big plans for 2022-23 and have committed even more money this year on planned improvements to our homes - another

£39 Million!

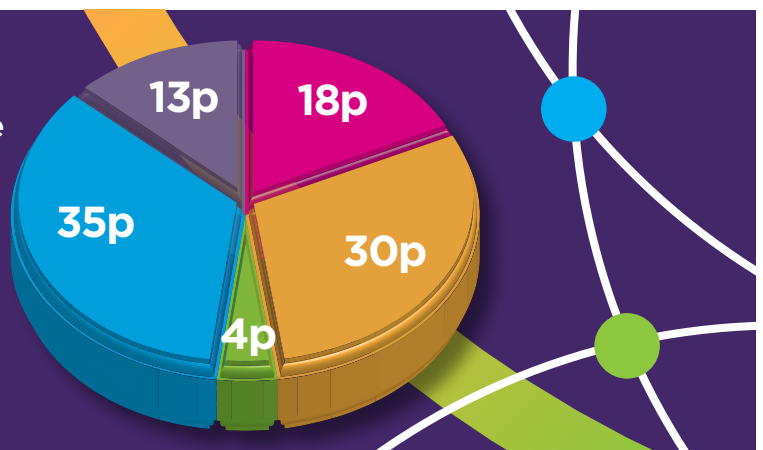
Here's what we are going to do:-

960	kitchens
405	bathrooms
1,850	boilers
6	communal boilers
594	full central heating systems
1,988	external doors
50	communal entrance doors
400	property window replacements
17	communal window screens
250	roofs
229	solar PV or solar thermal installations
113	external wall insulation upgrades
Another £4.3m	on Fire Safety works
£350K	on a Regeneration Project in Tolladine, Worcester

How we spend every pound

For every £1 we collect in rent and service charges, this is how we spend it.

Managing our homes	18p
Repairs and maintenance	30p
Improvement works	4p
Paying our loans	35p
Providing services	13p



Building New Housing – Places for People to call Home

Here at Platform our vision of building more new affordable homes for customers remained a priority for us.

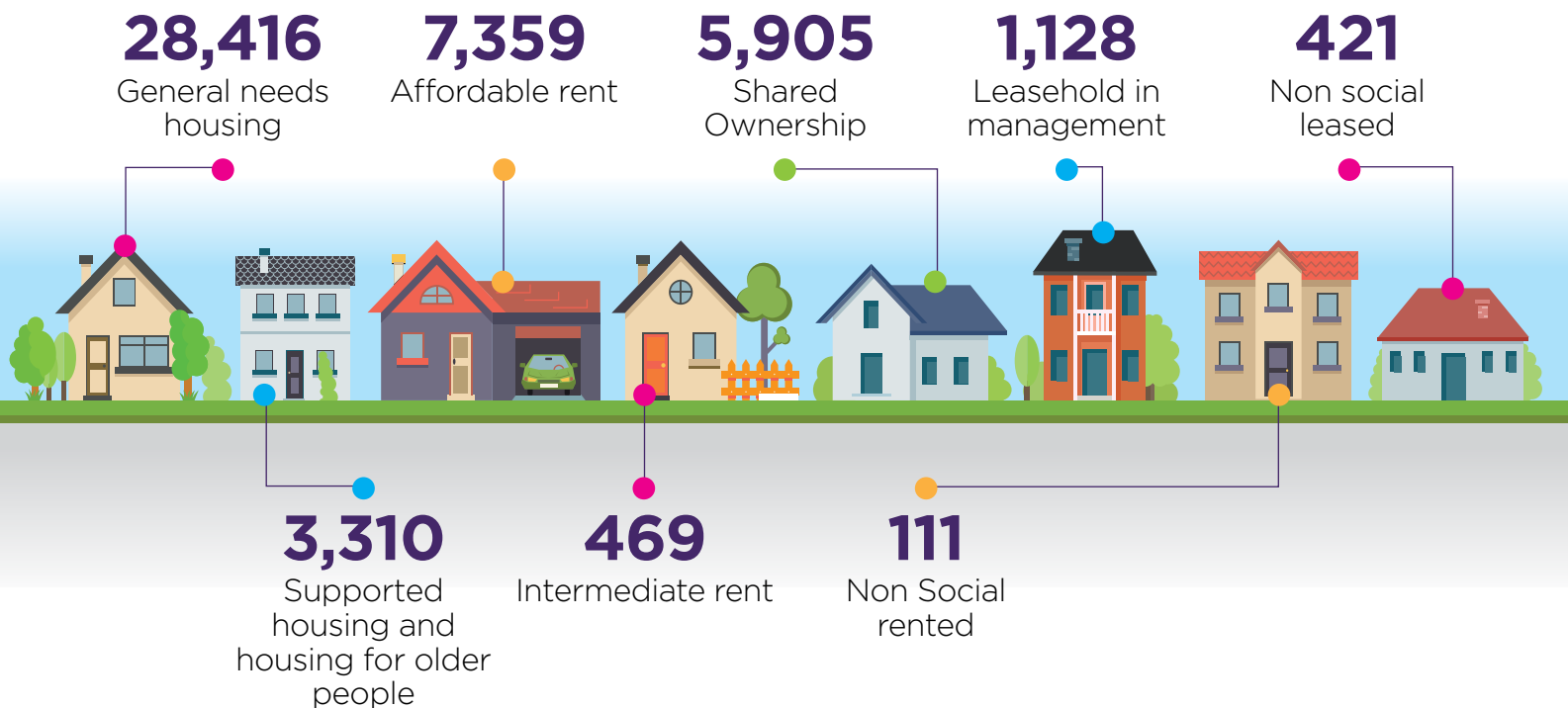
We worked together with the Regulator of Social Housing, Homes England and our Local Authority partners to deliver these much needed new homes.

During the year we built 1,171 new homes – **742** were available for rent and **429** were for **shared ownership**, helping people get onto the home ownership ladder. This was despite the pandemic and other hurdles we had to overcome such as getting labour and materials to actually build the new homes.

We also purchased another 2 properties which took our total to **1,173 new homes** during the year. This places us once again as one of the largest developers of new affordable housing in the country and the actual largest in the Midlands.

All the new homes built this year have an Energy Performance rating of B or above.

Total properties owned **47,119**



As at 31 March 2022



Equality, Diversity and Inclusion

This year we launched our highly successful programme of small grants to celebrate diversity among our customers and in communities where we provide housing services.

During the year we supported **16** community projects which reached over **2,600** people across the different communities

The programme is simple. Those of you who think you can make a difference in your community by highlighting its diversity, breaking down barriers, and including residents in activities are encouraged to apply for small grant funding to help you make your idea a reality. Just send us the details of your project.

Applications can be made by community groups and charities that work towards benefiting our residents, especially those who we seldom hear from, e.g. ethnic minorities, people with visible or invisible disabilities or lifelong conditions or those on lower incomes and therefore socially excluded.

Here are some examples of the projects we have supported this year:-

Direct Deafness

Provided assistive technology for **42** of their customers with hearing impairments.

Together Again

Bringing our customers back together again after a long period of lockdown to socialise on one of our estates.

More than **100** of them enjoyed a band in the park.



Expressions Coffee Morning

Bringing isolated families together with other members of their community in the middle of one of our estates that had been experiencing some inner-city challenges.

On average **60 people** from our estate attended the weekly sessions and benefited from all sorts of useful connections.



Marathon Kids

Bringing together families and especially young people from our estates to increase physical activity to help improve their well-being and sense of confidence.

At least **50 young people** and their families enjoyed weekly activities for a whole month. They told us they want to do it again and this time bring their friends.



Perryfields

Our **Perryfields Community Project** bringing together over **200 people** who often had very little connection with their wider communities. Lots of food, laughter and humour and even Spiderman made a surprise appearance.



Rowan Court Friendship Tea Parties

Attracted lovers of music and gardening. Our residents enjoyed both activities.



As you can see, all you need to do is have an idea how to celebrate your community's diversity. We want to make sure that while we are not experts in all fields of diversity, we certainly want to ask those who are to come and deliver your dream project where you live and work. Our funds are not huge but with your ideas and a small grant from us, together we can make a **BIG** difference to a lot of people.

So please get in touch with us and let us know about your ideas.

[Click here](#) to find out more.

Are you passionate about Equality, Diversity and Inclusion for all? Here at Platform we are committed to making sure that Equality, Diversity and Inclusion is one of our key priorities. Would you like to volunteer your time and efforts to help us develop and deliver projects and campaigns that highlight the diversity of our communities?

If this is you, how about becoming one of our Diversity Champions, working together with over **65 of our staff** who are committed Diversity Champions? We will provide you with all the help and support you will need in this role and we would love to hear from you. Please do get in touch and make a real difference.

Income Management and Successful Tenancies

The last 12 months have proven challenging for everyone in respect of collecting rent and arrears especially when we know you are trying to deal with increases in the cost of living and the energy price rises.

Despite this by working closely with our teams and making sure you accessed the right support at the right time, rent arrears reduced by **£319,313** over the year.

To support you through difficult times we have our in house Successful Tenancies Team who are here to help and make sure that wherever possible tenancies are maintained.

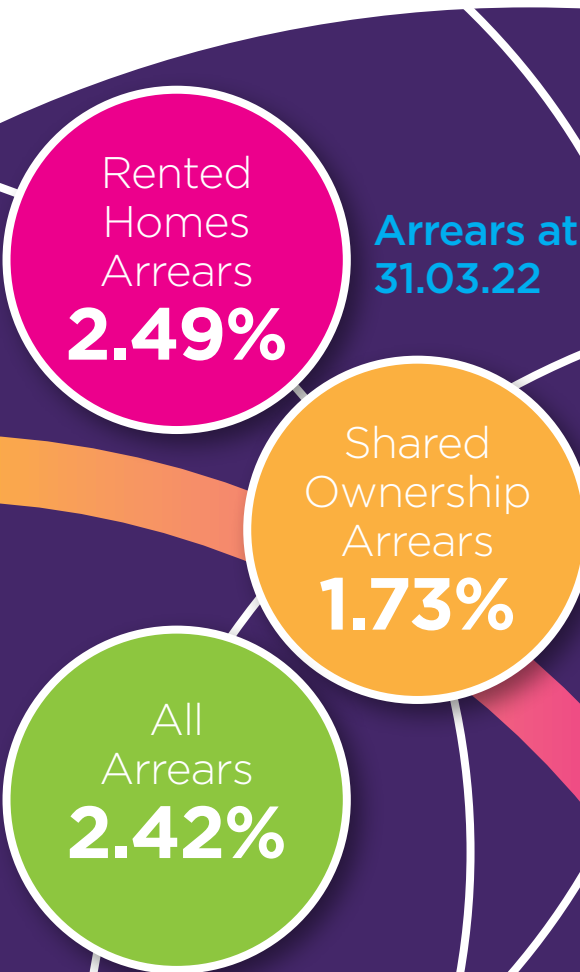
This works alongside our Wellbeing Fund which we have put in place to provide additional support where it is needed the most. We also continue to work closely with our Local Authority partners to ensure we can access as much support as possible through Household Support Funding.



Our Advisers take direct referrals from our frontline colleagues to help with **tenancy sustainment** and to make sure **income is maximised**.

In 2021/22 we looked at **5,444** customer referrals and managed to increase benefit awards by over **£3,055,695**.

The **Successful Tenancies Team**



Supporting Your Wellbeing

Our Wellbeing Fund Team work closely with our Successful Tenancies Team to ensure you get the full support that you need.

We made **4,438** awards from our **£1.4million** Wellbeing Fund (we actually spent £1,574,452!) giving fast and flexible support at a time when it's needed the most.

"Thank you very much for everything it really does make a difference, thank you from the bottom of my heart you have no idea how much this has improved my children's lives"



We supported **2,328** households to buy their essential shopping, and to heat their homes.

We supported **2,110** customers with carpets in their homes, beds to sleep on, and white goods to support day to day living.

I wanted to say a massive thank you for our food shopping gift card. I can't express how much this will help in a time of need. I am so thankful for your support"

As well as supporting individual customers and households, we have also supported charities, groups, and schemes across the geographical area with over **£120,000** of support. These include food banks, furniture charities, hygiene banks, and supported living schemes.

We are not stopping here! For this next year we have committed a further **£1.75million** to helping our customers who find themselves in financial hardship. If you would like to know more about our Wellbeing Fund and how this might possibly be able to help you, [visit our website](#). Alternatively call our Hub Team on **0333 200 7304** and one of our advisors will be happy to help you.

Job Coaches – Building Better Opportunities for our Customers

We have three **Job Coaches** here at Platform who are providing intensive, specialist support and advice to those facing barriers to employment and moving forward with their lives.

So far the team have worked with **491** of our customers to help them move into work, education or job searching. **438** of these customers have already achieved a positive outcome as a result of this project.

"The job coaching service at Platform has been a revelation and has gone far beyond just job coaching. When I first spoke to a job coach I was in a bit of a muddle, lacking confidence and direction. After the very first telephone conversation, I was left with a feeling of optimism and motivation. I was encouraged to sign up for a course and have subsequently regained my SIA Close Protection Licence, something which I had previously talked myself out of." - Justin.

Year at a Glance

Wellbeing Fund

emerge better



April 2021

Wellbeing Fund

April saw the official launch of our £1.4 million Wellbeing Fund. Since then we have helped over 3,700 customers in financial hardship.

May 2021

New Homes in Wollaton Vale

We completed our first development of new homes in Nottingham providing much needed family homes in the city where private renting can be unaffordable.

June 2021

Reducing our Carbon Footprint

As part of our efforts to reduce our carbon footprint and reduce fuel poverty, work got under way on a £2.9million project to install a combined heat and power system at our tower block in Leicester, De Montfort House.



July 2021

Refurbishment of Malvern Hill Foyer

Work began on our £500,000 refurbishment of the Malvern Hills Foyer including a new 'safebase room' for young people needing shelter in an emergency.



August 2021

Ensuring our Customers are always our focus

Building on our values and behaviours, we launched our Bring Your Best programme with our colleagues which is centred around developing our culture and ensuring that our customers are always our focus.



September 2021

Trainee Board

We welcomed our new Trainee Board Members, offering Board experience to individuals who may find it a challenge to gain such opportunities.



October 2021 **Communities Connected Month**

From bird box building to sweeping car parks and supporting digital inclusion activities, our Communities Connected month saw our colleagues volunteering in their communities.



November 2021 **Apprenticeship Award**

Our Apprenticeship Team were celebrating our success in work to help young people learn essential skills courtesy of the Worcestershire Apprenticeship Awards.



December 2021 **Christmas Kindness**

Our Christmas Kindness campaign brought festive cheer to those who may have otherwise missed out. We donated £27,000 from our Community Chest Fund to community groups, foodbanks and local charities.



January 2022 **Just Make It Right**

Whether it was clearing up fly tipping or simple repairs in communal spaces we empowered our colleagues to just make it right. Dealing with these quick and easy things made a big difference to our communities.



February 2022 **Community Heroes Awards**

We announced the winners in our first Platform Community Heroes Awards recognising the people making positive impacts in their communities.



March 2022 **Information Security**

We achieved an international accreditation for our ongoing commitment to information security. This gives reassurance to our customers that we have robust systems in place to protect our data.

Customer Experience Panel (CEP)

The Customer Experience Panel are at the heart of our customer involvement framework.

This involves customers taking a strategic role in reviewing our performance and contributing to our policies and strategies. The Panel meet regularly throughout the year with Platform colleagues and Board members to ensure that the Customer Voice is heard and acted on.

The Panel has recently grown in membership with the addition of five new customers from a diverse range of communities. We sought to ensure that membership was as reflective of our diverse Customer Voice as possible.

The customers who make up the Panel are all passionate about ensuring that we perform for all our customers and that we are developing services with a customer's perspective in mind.

The Panel receives a range of training to support them. Their current focus is equality, diversity and inclusion to strengthen their role in representing the wider customer voice. They have a number of priorities over the coming year including greater publicity and information to keep you all informed on what they are doing and the impact they are having in representing the customer voice.

They will be sharing more information and updates on their dedicated area on our new and improved website coming soon.



New Customer & Community Engagement Strategy

We have recently launched our new Customer and Community Engagement Strategy for 2022 – 2026. This sets out our ambitions to ensure that you are at the heart of everything we do.

We will ensure that you have more opportunities to feedback to us and get involved in the development of our services. We will be reviewing our existing ways for you to get involved and developing new and innovative ways to ensure that everyone who wants to, can get involved in a way that suits them.

We deliver a broad range of services through a number of teams and departments across Platform and the Customer and Community Engagement team will work closely with all colleagues to explore ways to capture your voice and ensure that the services are shaped around what you are telling us.

Lisa Fairlie, Director of Housing Operations, said:

“The vision for our engagement strategy is simple: to put customers and the communities they live in, front and centre in all we think, feel and do. We want to collaborate with them to truly co-create services; we want to encourage them to analyse how we do things and we want them to suggest changes to the way we work that will help us to get better.”

“We know we have work to do to transform our services, our customers have told us that. This strategy clearly show we are listening to their feedback and want to hear more! We want every interaction they have and every service they experience to be a positive one.”

We have lots of different ways for you to get involved from low levels of commitment to much higher levels. Have a look on our website about all the different ways you can get involved and influence our services or email involved@platformhg.com to find out more. We look forward to hearing from you.





Apprentice Awards

Here at Platform we are committed to developing and growing our own people for the future.

We have a significant apprenticeship programme within our organisation and are really proud to be awarded the Large Employer of the Year and the Overall Employer of the Year at the Worcestershire Apprentices Awards.

This was for the way we recruit, train and support our apprentices through their journey, with many of them starting full time employment with us upon successful completion of their apprenticeship.



Our Trainee Board and the Furniture Upcycling Project

Working with the Chartered Institute of Housing (our professional body), we put together a programme offering board experience to individuals who may find it a challenge to gain such opportunities.

We want the longer term outcome to be that they become full Board Members either here at Platform or elsewhere within the housing sector. It is part of our aspiration to have a Board which better represents the communities where we work and brings different thoughts and opinions on the work that we do.

The first five of our Trainee Board Members joined us this year. They are a diverse group of young people who are really driven to make a difference and improve peoples lives. They are the potential housing leaders of the future.

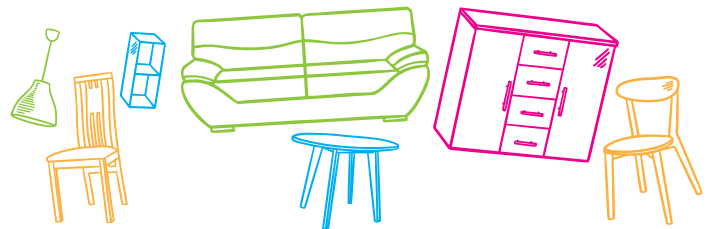
One of their first tasks has been to create a new project that will really help our customers and residents and they decided to focus in on furniture poverty. This is where some of our customers have not been able to afford to buy basic furniture such as tables, chairs, beds and sofa's etc. when they move into a new home.

Applications to our Wellbeing Fund for furniture grants told us that this was a specific issue in the Worcester area with **518 applications** totalling **£218,000**. We also knew that when a lot of our homes became empty in this area, there was often unwanted furniture left in the property.

This project will collect all these unwanted items and refresh/upcycle them before finding them new homes within our communities. Each item is sold and delivered to our customers home at very low cost.

The project is run by volunteers with diverse skills such as social media and marketing, health and safety, driving, painting and decorating and woodwork.

We will update you on how many pieces of preloved furniture are given a new lease of life in a future edition of your Customer Connect magazine.



Let's get Online

Our Digital 4 Everyone programme works towards ensuring that as many of our customers and communities can access digital services, whatever they are and whatever their situation.

We've been working with community partners and our volunteer Digital Champions to support regular events in **15** of our neighbourhoods to introduce people to what's possible when they get online.

These events have proven very popular and successful with lots of people gaining skills to do things like look for work, connect with others including family and friends and even track their repairs and report other issues.

We are being supported by our Wellbeing Fund to ensure that we can deliver the right equipment and support to our neighbourhoods as and when it's needed.

We are now developing a pilot project, which will see local teams help residents enjoy the benefits of being on line at some of our Retirement Living Schemes and Villages.

We will be working closely with our Information Technology teams to improve access to equipment and connectivity to the internet, and our Community Partners and Digital Champions will help and support people through Help Centre sessions to develop their skills and confidence online.

We will update you on how this **Digital 4 Everyone programme** is progressing in a future edition of our Customer Connect magazine.



Keeping Connected – The Hub

Keeping connected with you is crucial to us and this year The Hub team have been at the forefront of keeping conversations flowing.

They have:-

- Had over **198,000** conversations with you.
- Responded to **81,240** of your emails.
- Boosted the number of you using our customer portal 'Your Platform' to over **13,000** giving you access to our services 24 hours a day.
- Dealt with **18,815** enquiries which came through Your Platform.
- Hosted **17,500** webchat and social media conversations.

Over the next year the Team will be working hard to increase what can be done digitally so that more of our services can be accessed by you at a time that suits you. We will update you all as soon as the new options become available.

If you have not yet registered to use our customer portal Your Platform but would like to, it's really easy to do, [Click here](#) to find out how. All you will need is your Tenancy Reference number, your date of birth and your email address. If you need any assistance, you can of course call us and one of The Hub team will be happy to help you.

Getting in Touch

Don't do digital? Don't worry, you can call our Customer Hub on **0333 200 7304**.

Call waiting times can vary so if your call is not an emergency why not **request a call back**. We make 94% of all our call backs within 60 mins.



Platform Property Care

Responsive Repairs

We had a huge amount of outstanding jobs to try and catch up with this year following lockdown due to the pandemic.

As we have previously told you, we followed the Government guidance at that time which meant that we were physically unable to carry out a substantial amount of your repairs. We did however, continue to take all further repair requests at this time as we felt that this was the responsible thing to do. As you can imagine this only added to the number of repairs that needed doing.

As we came out of the pandemic and started our efforts to complete as many of these outstanding job as quickly as we could for you, we were hit by other factors which hindered our progress. The availability of qualified trades people, the availability of materials needed to actually carry out the works and the competition for these resources both within the Housing sector but also in the private sector.

Whilst these challenges are still ongoing, we did manage to complete

104,364 repairs to your homes, with **89.47%** of these being completed at the first visit. We always want to know how satisfied you are with the works we have completed at your home and **82.6%** of you who returned your surveys told us that you were satisfied with what we had done.

Our focus for this next year continues to be clearing any backlog and reduce the time you are waiting for repairs to be completed. Some areas have already been cleared and with the help of contractors supporting us we are completing repairs much quicker. We know that clearing this backlog of repairs is important to you and we are continuing to work hard do this as quickly as we possibly can. Thank you for your patience.

We are also working really hard to increase the visibility of our grounds maintenance service. We are managing our contracts more closely to ensure that all our green spaces are maintained consistently to our expected standards both now and in the future.

We have a dedicated Voids Team who work very closely with our Lettings Team to ensure that any homes which become available for re-letting, are fully repaired and improved ready for the next people to move in. We are also delivering kitchen and bathroom replacements through our Programme replacement team in the Severn locality.

In relation to Heating repairs and Servicing we will continue to keep you safe by ensuring all gas appliances are safe to use and are serviced annually.

Gas Servicing
- we achieved
99.96%
(Target 100%)

Fire Risk
Assessments
- we achieved
100%
(Target 100%)

100%
of our homes meet
the decent homes
standard



Complaints and Compliments

This year there has been an increase in compliments, **556** in total and an **increase of 150** on the previous year, and we are really happy about this.

Most of the compliments that we have received are about our employees. You have told us that you really value the service you get from our people.

We have however, also received significantly more complaints this year too – **835** compared with **530** the previous year. This increase has also been the same for many other Housing Associations and the Housing Ombudsman Service (HOS). This has also been reported in other industries with more people than ever being dissatisfied. Of the 835 formal complaints, we upheld **83%** of them and made sure that we put things right as quickly as possible.

We view complaints as an opportunity to learn from any mistakes and helps us drive improvements in our services to you. During the year we also investigated and dealt with **2,074** issues which needed minor action to quickly resolve the problem.



Customer Satisfaction

In October 2021 we changed the way that we collect satisfaction surveys from you. We have developed our own customer surveying tool and we now survey you in a more timely way and based on the specific service you have received from us. This enables us to quickly follow up on any dissatisfaction you may have.

The new method allows us to hear from a much greater number of customers as you can see from the table below.

Customer Satisfaction Results 2021/22

Time period	Satisfaction	Number of Responses
April 2021 - September 2021	53.9%	2527
October 2021 - March 2022	72.6%	13,909
Overall Customer Satisfaction April 2021 - March 2022	69.8%	16,436



Areas for improvement from customer survey feedback

- Time taken to complete repairs.
- Availability of appointments.
- Communication around the progress of your enquiries.

Key Learning from feedback implemented

As a result of your feedback, we have already implemented a number of actions:-

- Ensuring that learning actions have been shared with the teams involved.
- Ensuring that the Platform Hub have the right information to give you when you first contact us.
- Harmonised the Contents Insurance process for all our customers.
- Added an Oil service check as part of the mutual exchange process.
- Made changes to the Gas servicing process including all letters and calling cards being amended.
- A new fast track process has been implemented for you to be able to easily cancel repairs appointments through our phone system.

Key initiatives completed

- We launched our new system for completing customer satisfaction surveys, this was introduced formally in October 2021 and we have continued to enhance this system throughout the year.
- We implemented our new Customer Experience Team structure to focus on early resolution of complaints and to really embed learning from the feedback that you are giving us.

What is to come in 2022/2023

- We have already started work to review our customer service standards which will clearly detail what level of service you can expect from us and hold us to account if we don't deliver.
- Further development of our customer survey tool, enabling us to talk to even more of you about our services.
- Review of our Customer Experience Strategy which clearly shows the work that we are doing to improve services for you.
- Review of our Complaints Policy in light of the revised Housing Ombudsman Complaints Handling Code.

Customer Scrutiny Panel

The Scrutiny Panel here at Platform is a group of 13 of our customers from across our localities who take an in-depth review of our services. They aim to make recommendations for improvements to the services you all receive.

They review services areas that they choose themselves, but they also look at areas which we suggest where we know that improvements need to be made. All these reviews are looked at from a customer perspective.

During the year the Scrutiny Panel focussed on the experience of customers reporting repairs. They looked at how we were currently performing in this area, carried out direct interviews with a number of our colleagues and undertook questionnaires with some of you to find out about your own experiences. All this information was presented to our Board along with some recommendations for improvements. These improvements have now been implemented in the way we do things going forward.

The Panel are fully supported by our Engagement Team and have received some bespoke training from the national Tenant Participation Advisory Service (TPAS) to support the Panel's development.

Where Next? – well this year the Panel will be focussing on two areas of our service at the same time. The first is Mutual Exchanges and the second is Grounds Maintenance. We will update you in a future edition of Customer Connect on how they got on and what recommendations they made. They will also be updating you all on their dedicated area of the new website which is coming soon, so keep a look out there too.

If you think that this is something that you might wish to get involved with, [take a look at our website](#). You will find lots more information about Scrutiny and all our other involvement opportunities.



Climate Change

We are committed to reducing the impact we have on the climate. By 2030 we will have moved all of our existing homes to an Energy Performance Certificate (EPC) rating of C or better.

As part of this process we will invest approximately

£65 million in over

9,000 homes, including:

- Retrofitting ground and air source heat pumps, replacing gas and solid fuel systems
- Adding external wall insulation
- Installing photo-voltaic panels

Our Current Ratings

Rating	Percentage of our properties
A (92+)	0%
B (81-91)	33%
C (69-80)	37%
D (55-68)	23%
E (39-54)	7%
F (21-38)	0%
G (1-20)	0%
	100%

During the year we built **1,170** new homes and all are rated B and above.

Rating	Number of new homes	Percentage
A (92+)	42	4%
B (81-91)	1,128	96%
	1,170	100%

