



Tenant Satisfaction Measures

2024 | Action Plan

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lancaster City Council's Housing Service?	2023	2024
	71%	77%

What have we done to improve?
<p>The following sections provide details around how the service has sought to improve our offer to tenants over the last 12 months.</p>

What will we be doing over the next 12-Months?
<p>We will work with residents to agree a set of service standards, so you know what to expect</p> <p>We will develop an all-new Tenant Handbook to give clear information to current and new tenants</p> <p>We are continuing to develop the Tenancy Health Check carried out with new residents, to support successful tenancies</p> <p>We are developing new short and snappy digital and text message feedback surveys</p>

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service provides a home that is well maintained	2023	2024
	67%	76%

What have we done to improve?
<p>We have carried out a near 100% stock condition survey of all council homes</p> <p>Our fantastic tenant scrutiny panel has scrutinised the repairs service and provided recommendations for improvements</p> <p>We have set up a Repairs and Maintenance Steering Group, to help us continuously improve our service</p>

What will we be doing over the next 12-Months?
<p>We have increased the planned maintenance programme spend by around £2million to £6million to deliver vital improvements to council homes</p> <p>We will continue with more text message updates and better information about your reported repairs</p> <p>We will be publishing the planned maintenance programme so you can see the improvements due in your homes</p>

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lancaster City Council's Housing Service provides a home that is safe?

2023

2024

70%

78%

What have we done to improve?

We have set up a building safety group for residents to contribute to the Council providing safe communal blocks

We have created building safety web pages, and include regular safety articles in the monthly tenant newsletter

We have completed and resolved all CAT 1 hazards raised as part of the stock condition survey

We are happy to report the Council's best ever safety position on the 'Big 6' compliance issues (electrical, gas, fire, water, asbestos, lifts)

What will we be doing over the next 12-Months?

We are reviewing the council's lettable standard, to ensure the condition of all new homes meets an agreed standard

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service keeps these communal areas clean and well maintained?

2023

2024

54%

60%

What have we done to improve?

Our cleaning supervisor checks standards regularly and reports any issues to the contractor.

Routine safety checks are now happening to spot hazards and keep buildings safe.

Fly-tipping is being stickered and removed, and action is taken if a resident is responsible.

We're reviewing and upgrading communal doors to improve safety and security.

What will we be doing over the next 12-Months?

We will share a cleaning calendar, so you know when your block is due to be cleaned.

The Tenant Scrutiny Panel has reviewed cleaning — we'll act on their recommendations in 2025/26.

We're working on a QR code survey and text alerts so you can give feedback easily.

We're exploring whether a bigger caretaker role could help keep blocks cleaner and better maintained.

How satisfied or dissatisfied are you with the overall repairs service from Lancaster City Council's Housing Service over the last 12 months?

2023

2024

76%

82%

What have we done to improve?

Near 100% stock condition survey completed to ensure effective delivery of planned and responsive maintenance

We have improved our communications in place regarding repairs and appointments

What will we be doing over the next 12-Months?

We are finalising a new vulnerability policy: this will help ensure we take into account any issues you may have, or adjustments you may need, when we are providing repairs

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

2023

2024

69%

79%

What have we done to improve?

A new Repairs and Maintenance policy has been developed and published, setting out how the service should be delivered

All reports of damp and mould assessed at the point of reporting, with urgent cases affecting health and wellbeing being prioritised for a quick response

What will we be doing over the next 12-Months?

More communication improvements to come, particularly regarding delays to repairs

From 2026, we plan to introduce a new IT system with a better appointments service. It will offer more choice for booking repairs and help our teams work more efficiently across the district.

Generally, how satisfied or dissatisfied are you with the way Lancaster City Council's Housing Service deals with repairs and maintenance?

2023

2024

67%

75%

What have we done to improve?

We've improved how we communicate about repairs. Tenants now get clearer updates, better reminders, and more ways to get in touch, helping you stay informed about your repair.

We have implemented a range of recommendations from the Tenants Scrutiny Panel on how we can improve this area of our service

What will we be doing over the next 12-Months?

We're developing quick and simple ways for you to give feedback. These new tools will make it easier to tell us how we're doing, so we can make improvements faster and respond to what matters most to you.

New tenants will have a named repairs contact. This means if you move into a new home, you'll know exactly who to speak to about any repairs – making the process easier and more supportive right from the start.

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service listens to your views and acts upon them?

2023

2024

57%

66%

What have we done to improve?

We have created and published a tenant engagement strategy which sets out some agreed actions and ways we will work with tenants to ensure you can influence the way we deliver your services

What will we be doing over the next 12-Months?

We're working towards Tenant Participation Advisory Service accreditation which will review how well we involve tenants and help us make further improvements.

We'll share more information about tenant meetings and outcomes. Including updates and action from scrutiny panels, Tenant Voice meetings, and more.

We'll publish more 'You Said, We Did' updates to show how your feedback, leads to real changes.

We're improving how we gather feedback on anti-social behaviour cases. So the Community Safety Team better understands tenants' experiences of the service.

We're making officers more visible on estates. With more walkabouts, visits, and community events.

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service keeps you informed about things that matter to you?

2023

2024

63%

77%

What have we done to improve?

We've improved our communication with residents through increased use of texts and emails, as well as the distribution of a monthly newsletter.

What will we be doing over the next 12-Months?

We are working to improve social media engagement including through use of more video content (including tenants, who want to share their lived experience of the housing service), and 'You said, we did' communication.

We are continuing to develop and improve the monthly newsletter so that is as useful and informative as possible and based on tenant feedback.

To what extent do you agree or disagree with the following 'Lancaster City Council's Housing Service treats me fairly and with respect'?

2023

2024

68%

81%

What have we done to improve?

We have developed and staff and manager charter, which sets out the agreed standard of service delivery for all staff.

What will we be doing over the next 12-Months?

We are developing an enhanced training programme for all staff, to ensure officers are supported to deliver the best housing service possible and are able to make sure their skills and knowledge are up to date.

This will include training such as Mental Health in Housing; Safeguarding; Housing Law; Vulnerability in Housing; and more.

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service is easy to deal with?

2023

2024

70%

78%

What have we done to improve?

We have returned to a full face to face service in Lancaster and Morecambe Town Halls

We have developed and published an accessibility statement which sets out how the housing service can be accessed

What will we be doing over the next 12-Months?

We are planning to increase the community drop in sessions we provide at a range of venues across the district

We will soon be recruiting 'mystery shoppers' to test the service experience by residents

Managers within the service have recently received accessibility training, to understand the ways in which services might be difficult to access and how we might make adjustments – this will be provided to all staff across the service

We will be improving the information available in Independent Living Schemes about availability of staff, and other important information

How satisfied or dissatisfied are you that Lancaster City Council's Housing Service makes a positive contribution to your neighbourhood?

2023

2024

54%

66%

What have we done to improve?

We have increased our Community Engagement team, and the support provided to community and residents groups

We have improved Estate Walkabouts so that more staff are in attendance, they are better publicised, and clear actions are delivered from them

What will we be doing over the next 12-Months?

We are developing Independent Living Scheme Action Plans with residents, to ensure the service they receive is responsive to their needs.

The Housing team are working in partnership with Public Realm to tackle fly tipping across the district.

How satisfied or dissatisfied are you with Lancaster City Council's Housing Service's approach to handling anti-social behaviour?		2023	2024
		48%	55%
What have we done to improve?		What will we be doing over the next 12-Months?	
<p>We have implemented a new Community Safety Team within the housing service. This dedicated team focuses on tackling anti-social behaviour and keeping our communities safe.</p>		<p>We've developed a detailed ASB action plan which sets out a range of improvements and clear commitments to how we will deliver the service better. We'll be sharing this plan with tenants during 2025 to keep you informed and involved.</p>	

How satisfied or dissatisfied are you with Lancaster City Council's Housing Services' approach to complaints handling?		2023	2024
		36%	37%
What have we done to improve?		What will we be doing over the next 12-Months?	
<p>Annual complaints refresher training is being delivered for housing staff</p> <p>Regular quality assurance work and learning meetings held – promoting a learning and development culture within the service.</p> <p>Year-on-year improvements are being made in how quickly and effectively we acknowledge and respond to complaints within agreed timescales.</p>		<p>We have developed improved complaints learning and will be publishing more of this in 2025, to demonstrate to tenants that we are listening and changing how we work in response to complaints</p>	