

## Review of the Tenancy Support Service

*How can Plus Dane improve our Tenancy Sustainment Support Service for our tenants and customers?*

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### Why did we need feedback from our tenants and customers?

The Financial Independence Team who work within the Income Team at Plus Dane provide support to our most vulnerable tenants. This support centres around financial issues specifically maximising income which can be done through a variety of methods such as effective budgeting, benefit advice and sign posting to relevant partner agencies.

We decided to review the Support Services we provide for our tenants and customers both in-house and with our partner agencies, RAISE and the Money Advice Group, through Plus Dane Voices. We wanted to ensure that the service we are providing is what our tenants and customers want, that it is supporting their requirements and that any improvement is driven directly by our customers.

### How did we get the feedback from our tenants and customers?

To get feedback that could be used to influence improvement within the service the Engagement Team contacted 60 customers in total from Merseyside and Cheshire who had experienced tenancy sustainment support from Plus Dane within the last 12 months.

- 25 customers receiving support from the in-house tenancy sustainment team
- 25 customers receiving support from RAISE
- 10 customers receiving support from the Money Advice Group

Customer completed a simple telephone survey consisting of 10 questions relating to their experience of the support they received and the resulting feedback was analysed.

### What did our Tenants and Customers say?

Generally customers are very happy with the support services from both the in-house team and our partner agencies, RAISE and the Money Advice Group. Overall the results highlight what an excellent service is provided and tenants confirm the support they have received has made a big difference to them. Our in-house team provided the best support with 100% of customers confirming it made a real difference to them and that they were satisfied with the outcome.

Overall satisfaction;

87% of tenants and customers were contacted by an officer within 7 days after making us aware they needed support.

90% of tenants and customers said they prefer to see someone face to face compared to only 10% who said they were happy to speak to someone over the telephone.

92% of tenants and customers were offered an appointment and of these 73% were given an appointment within 7 days.

71% of tenants and customers felt that the officer's knowledge regarding the support required was excellent.

85% of tenants and customers felt that the support they received made a real difference to their situation.

88% of tenants and customers were satisfied with the outcome following the support they received.

90% of tenants and customers prefer to see someone face to face for support

A majority of tenants and customers had no idea where to go or what to do if the support had not been available from Plus Dane.

### **What changes are Plus Dane going to make using this feedback?**

Whilst the feedback on the support we provide is very positive we do not want to get complacent. Plus Dane acknowledges that we may need to change as new legislation comes into place during the next financial year which will directly affect our customers welfare.

Plus Dane will look to develop our Welfare page on our website to make finding support and information more accessible and easier to find.

Plus Dane will ensure staff who provide tenancy sustainment support continue to receive essential training to maintain their knowledge base to provide an excellent service.

Plus Dane will use the feedback to help support the bigger project of streamlining the service, we are conscious that as a key service we need to better promote the welfare services that we currently offer both internally and externally across a range of different platforms.

We will also look to work with and promote a range of external services to our customers so that they can be better informed around the support that is available locally.