



Scrutiny Group review findings - Performance Information

May 2024

Summary

In May 2024, the Scrutiny Group carried out a review of performance information provided to residents.

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

- Collect the TSM information
- Annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements. This information must be published in a manner that is timely, clear, easily accessed by tenants
- Annually submit to the regulator

Registered providers must provide tenants with accessible information about:

- How they are performing in delivering landlord services and what actions they will take to improve performance where required
- How they have taken tenants' views into account to improve landlord services, information and communication
- How income is being spent, and
- Their directors' remuneration and management costs.

The Review

Members sought to answer the following questions:

- Does WCHG provide information to support effective scrutiny?
- Is the performance data clear and easy to understand?
- Can tenants and residents hold WCHG to account?
- Are indicators being reported to Scrutiny Group still the right ones?
- How can this information best be communicated to residents?

In completing this review, the Scrutiny Group carried out the following activities:

- Interview lead manager Nena Adrienne
- Desktop review
- Review of information available to residents and tenants on the WCHG website
- Review websites of other housing providers to see what performance information they provide and how it is presented

Two aspects of the review were not completed by members:

- Comment on performance information Annual Report
- Comment on performance information in WCHG News newsletter

Findings

Q1: Does WCHG provide information to support effective scrutiny?

WCHG has a performance page on its website which members felt provides sufficient information to enable scrutiny.

Members felt that residents should have access to the full Tenant Satisfaction Measures report, not just the easy-read overview, as different residents will have different levels of interest.

Some members felt that the performance information could be easier to find and that you have to know what you are looking for.

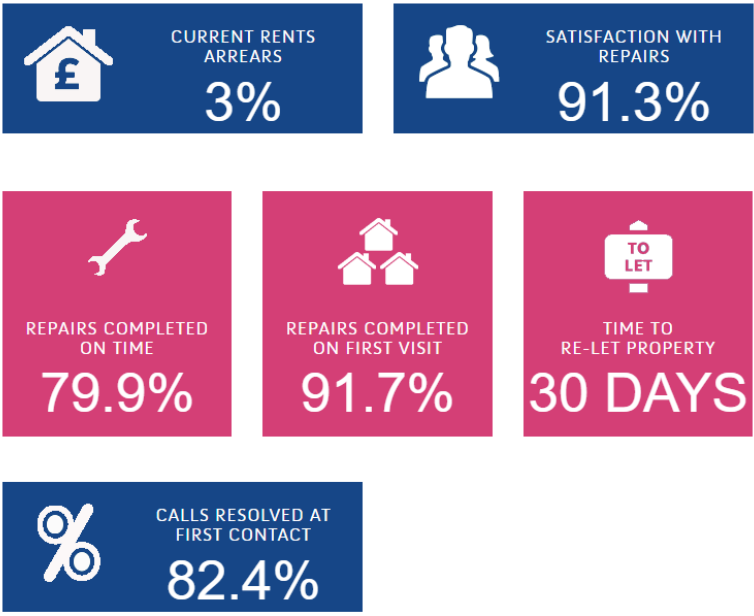
Q2: Is WCHG’s performance clear and easy to understand?

Members reported that overall the performance data provided on the website is **clear** and the **level of language is easy to understand**. However there are improvements that can be made:

- The performance graphic has corporate language in it and alternative wording or a definition should be considered:

LATEST PERFORMANCE

This graphic shows the performance of the Group from April 2023 – March 2024.



Q3: Can tenants and residents hold WCHG to account?

Members concluded that WCHG can be held to account with the information provided to customers via the website.

However members felt it would be useful to add the full Tenant Satisfaction Measures report to the website to enable a fuller picture of the results.

Members noted that resident involvement opportunities are advertised for those residents who want to be involved in scrutinising performance in more detail.

Directors' remuneration is not yet published.

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Q4: Are indicators being reported to Scrutiny Group still the right ones?

The Scrutiny Group regularly reviews whether the performance indicators it reviews are still the right ones.

Members reported that new additions they had requested recently – including the Tenant Satisfaction Measures and the Out of Hours call handling - have been added to the performance information.

Scrutiny Group confirmed that the indicators provided are the right ones.

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Q5: How can this information best be communicated to residents?

- TARA's (where interest is expressed)
- Community groups (where interest is expressed)
- Summer roadshow events
- Website
- Social media
- Notice boards
- Screens in communal areas

Benchmarking

Members reviewed the following websites, looking for best practice and ways WCHG could improve the presentation of its performance data:

- Mosscafe St Vincents
- Jigsaw Homes
- Your Housing Group
- Stockport Homes

Findings:

- Overall the website reviews have demonstrated that WCHG provides information in a customer centred way that's comparable to peers
- Both Mosscafe St Vincents and Jigsaw Homes were noted as good examples
- None of the websites appeared to report on directors' remuneration

Recommendations

Scrutiny Group recommendations

- Include a link to the fuller Tenant Satisfaction Measures report to enable a deep dive from the existing performance page
- Publish information on directors' remuneration
- Ensure the 'tone of voice' project helps ensure clear and simple language and apply this to performance reporting

Chair's review feedback

- The review was a simple one with clear outcomes and with only three recommendations.
- Directors' remuneration is not yet published
- The full TSM report will be added to the website to enable residents to read as much or as little as they choose.
- WCHG are comparable to other organisations
- Utilising tone of voice on all publications would make them more accessible to all of our residents/tenants.



Wythenshawe
Community Housing Group