

# Tenant and Client Annual Snapshot Survey Report 2021/22



**DAVID CHAFFEY**  
Director Housing and Property Services

**RACHAEL KENNY**  
Director Mental Health and Support Services

**NIKKI HOMEWOOD**  
Director Advice and Support Services

# Contents

1	<b>Results</b> (including graphs)	3–13
2	<b>Analysis</b>	14
	Appendices	
3	<b>Response rate</b>	19
4	<b>Issues and Actions</b>	21

# 1 Results

We are pleased to present the results of BHT Sussex 2021/22 Tenant and Client Annual Snapshot Survey.

We would like to thank Alasdair Tenquist, BHT Sussex Involvement Officer, for the considerable work undertaken for the production and co-ordination of the survey, and the detailed collation and comparison of the results.

**The tables on the following pages present:**

## **Table 1**

Tenant and Client Survey results combined.

## **Table 2**

Tenant Survey results only. These are benchmarked against the Annual Report for Smaller Housing Associations and are compared to last year's survey results where applicable.

## **Table 3**

Client Survey results only. Supported Housing results are benchmarked against Acuity's Annual Report for Smaller Housing Associations. Support Services are not benchmarked in this way.

The tables present levels of satisfaction; this includes responses that stated either *very satisfied* or *satisfied*.

## Clients' and Tenants' survey results combined 2021/22

Overall Response	2020/21	2021/22	Change over time
Satisfaction Overall	93%	92%	↓
Quality Of Home	87%	87%	=
Repairs & Maintenance Overall	86%	85%	↓
Feel Safe In Your Home	88%	83%	↓
Communication Overall	92%	95%	↑
Being Kept Informed	87%	88%	↑
Satisfied With Ability Of Staff To Deal With Feedback & Complaints	69%	81%	↑
Listens & Acts On Views	88%	90%	↑
Given Opportunities To Be Involved	47%	42%	↓
Satisfied With BHT's Response To The Global Covid 19 Pandemic	N/A	94%	N/A

## Tenant Survey results 2021/22

Overall Response	Benchmark 2021/22	2020/21	2021/22	Change over time
Satisfaction Overall	75%	81%	74%	↓
Quality Of Home	76%	76%	75%	↓
Repairs & Maintenance Overall	71%	75%	70%	↓
Feel Safe In Your Home	88%	72%	65%	↓
Communication Overall	68%	82%	83%	↑
Being Kept Informed	N/A	71%	75%	↑
Satisfied With Ability Of Staff To Deal With Feedback & Complaints	N/A	64%	57%	↓
Listens & Acts On Views	57%	72%	69%	↓
Given Opportunities To Be Involved	N/A	40%	27%	↓
Value For Money Of Rent	79%	85%	76%	↓
Value For Money Of Service Charge	61%	79%	61%	↓
Satisfied With Neighbourhood As A Place To Live	79%	82%	80%	↓
Satisfied That BHT Sussex Has Not Discriminated Against Them	N/A	94%	89%	↓
Can Access Internet From Home	N/A	94%	87%	↓
Satisfied With BHTS Response To The Global Covid 19 Pandemic?	N/A	N/A	80%	N/A
Most Popular Form Of Device	N/A	Smartphone 67%	Smartphone 84%	

## Client Survey results 2021/22

Overall Response	Benchmark 2021/22	2020/21	2021/22	Change over time
Satisfaction Overall	98%	94%	98%	↑
Quality Of Home	88%	94%	97%	↑
Repairs & Maintenance Overall	88%	93%	98%	↑
Feel Safe In Your Home	N/A	98%	97%	↓
Communication Overall	98%	97%	99%	↑
Being Kept Informed	95%	94%	95%	↑
Satisfied With Ability Of Staff To Deal With Feedback & Complaints	87%	73%	93%	↑
Listens & Acts On Views	94%	95%	97%	↑
Given Opportunities To Be Involved	75%	51%	51%	=
Quality Of Relationship With The Staff Member Who Supports Them	100%	98%	97%	↓
Satisfied That Support Motivates Them To Achieve Their Goals And Aspirations	95%	97%	98%	↑
Know How To Keep Themselves Safe	99%	97%	98%	↑
Know How To Report Concerns For Others	96%	95%	97%	↑
Satisfied Staff Prioritise Their Safety	96%	97%	98%	↑
Felt Their Service Treated Them With Dignity And Respect	98%	98%	98%	=
Satisfied BHT Sussex Meets Needs Relating To Protected Characteristics	79%	97%	98%	↑
Satisfied With BHTS Response To The Global Covid 19 Pandemic	N/A	N/A	98%	N/A

## Clients' and Tenants' survey results: Charts

The charts on the following pages present:

### Chart 1

2021/22 Combined Tenant and Client Survey Results compared with 2020/21 Combined Survey Results

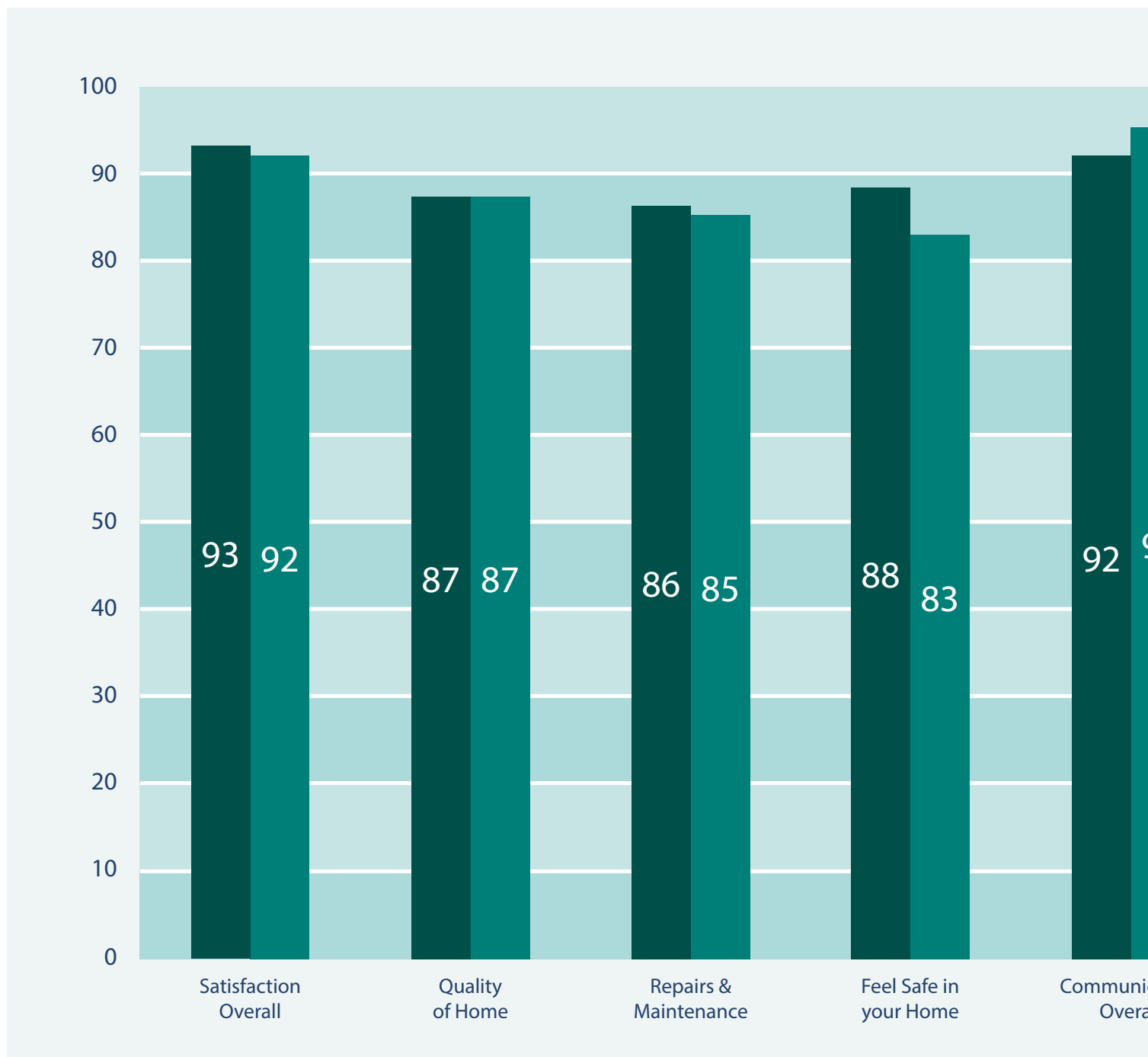
### Chart 2

2021/22 Tenant Survey Results compared with 2020/21 Tenant Survey Results

### Chart 3

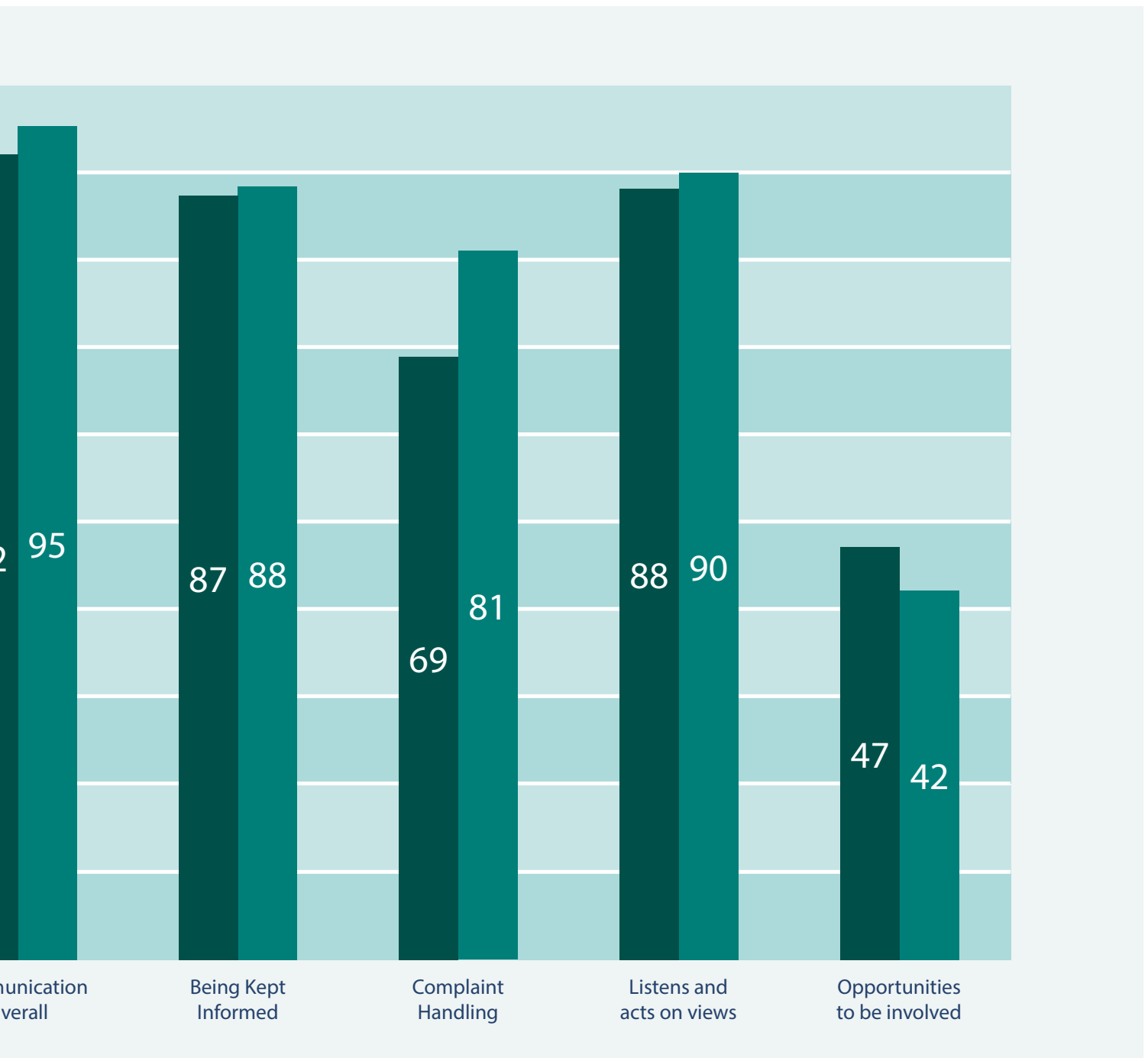
2021/22 Client Survey Results compared with 2020/21 Client Survey Results

## A percentage comparison between 20/21 and 21/22 Clients' and Tenants' survey results combined

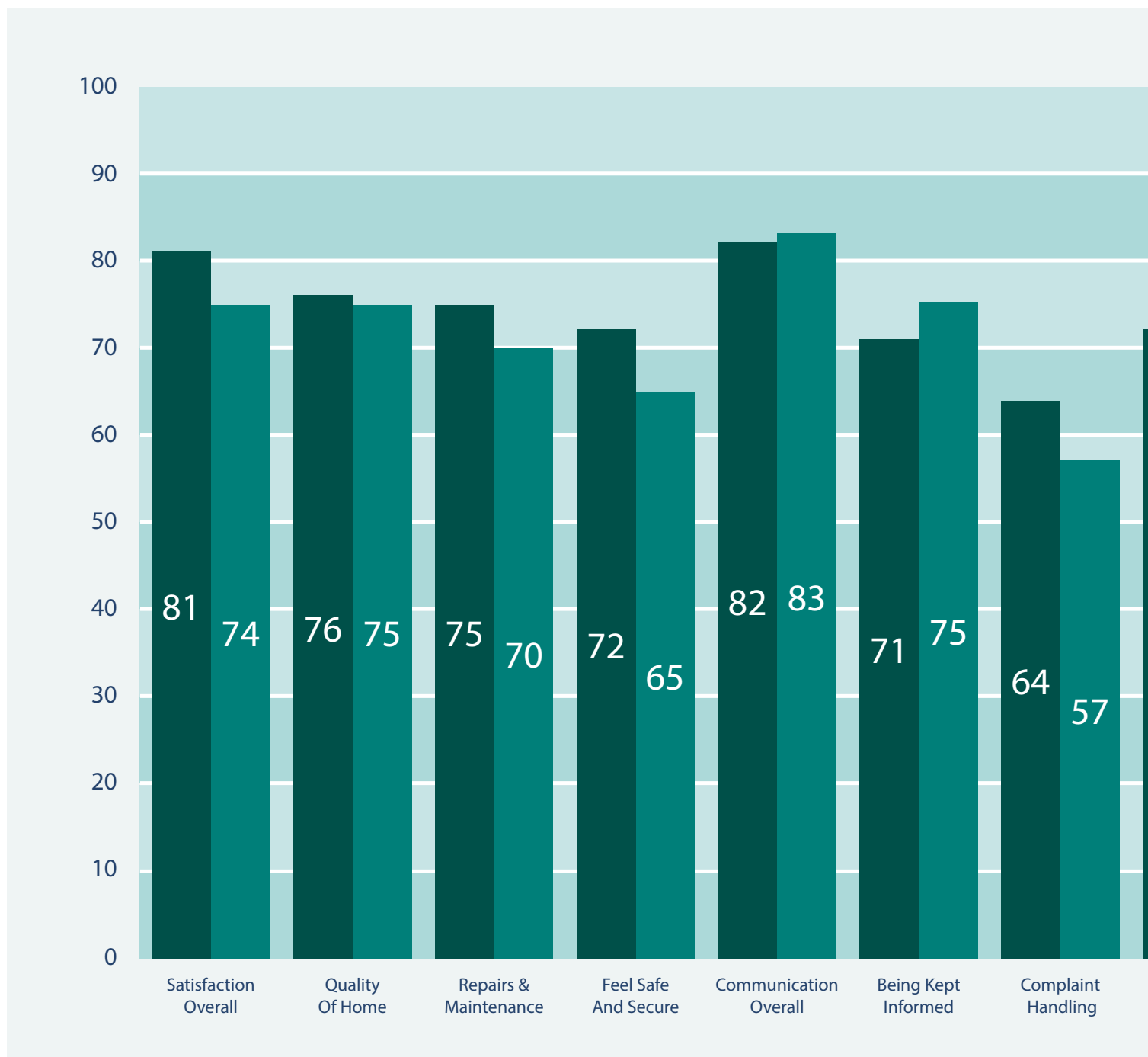


- 2020/21 - % of Tenants/Clients Satisfied
- 2021/22 - % of Tenants/Clients Satisfied

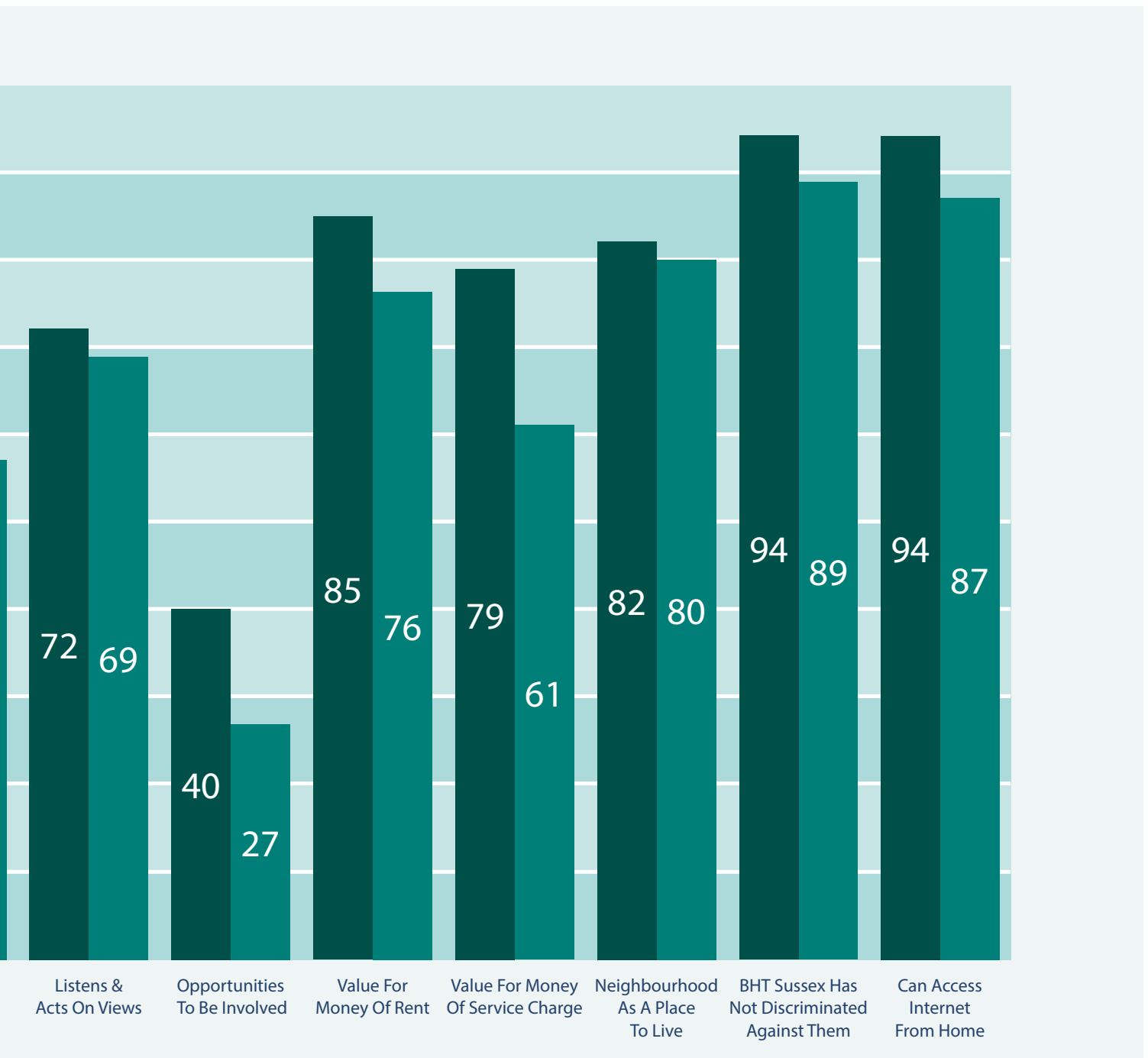




## A percentage comparison between 20/21 and 21/22 Tenants' survey results



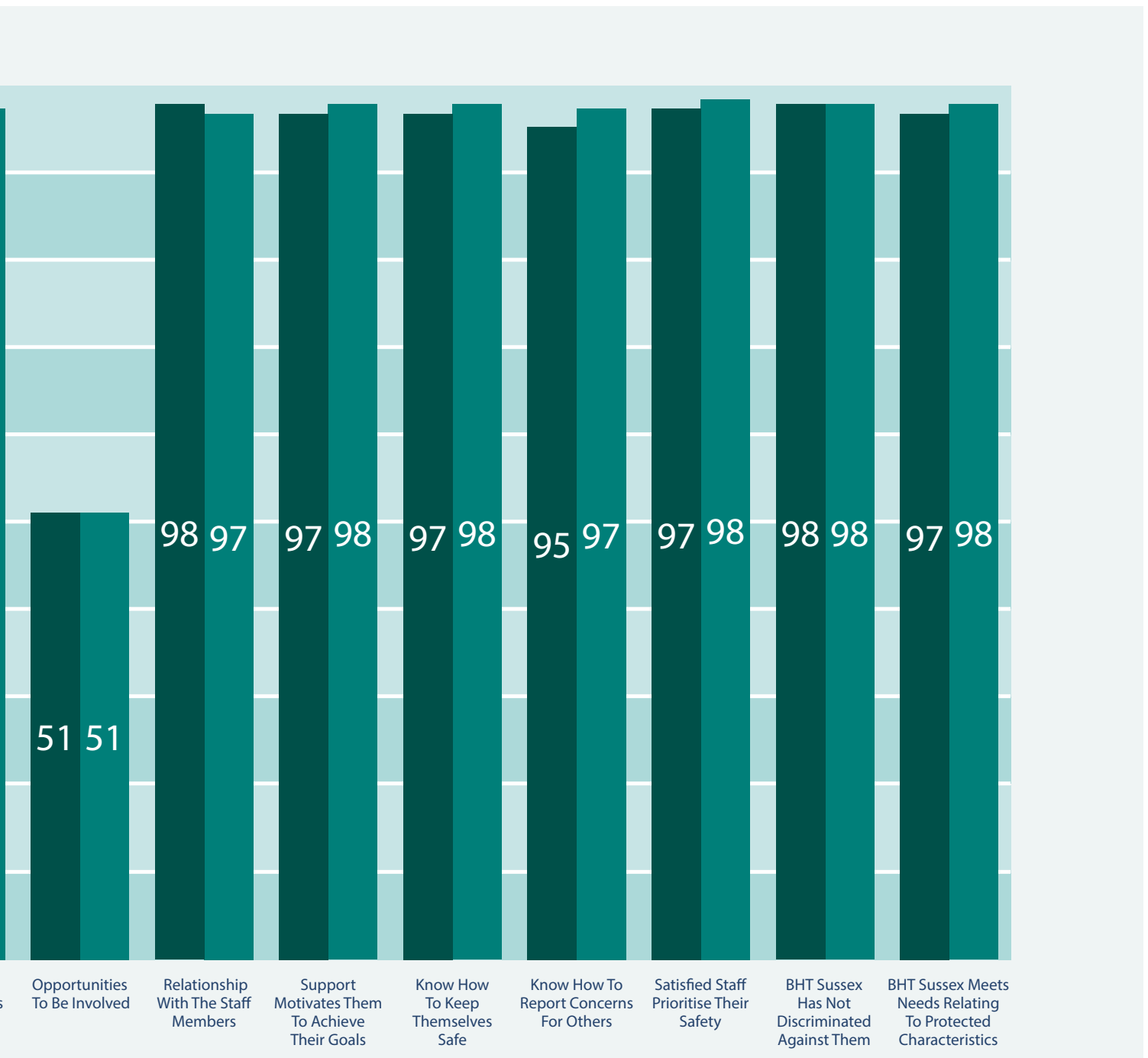
-  2020/21 - % of Tenants/Clients Satisfied
-  2021/22 - % of Tenants/Clients Satisfied



## A percentage comparison between 20/21 and 21/22 Clients' survey results



- 2020/21 - % of Tenants/Clients Satisfied
- 2021/22 - % of Tenants/Clients Satisfied



# 2 Analysis

**This section analyses the survey results for Housing Services (2.1) and Supported Housing and Support Services (2.2).**

**Appendix (i) provides a breakdown of the levels of returns for 2021/22, and the figures for 2020/21 for comparison.**

**Appendix (ii) details key comments received for each service, and the actions we will be taking.**

## 2.1 Housing Services

Since 2017, our Survey methodology has been more closely aligned to surveys of a similar nature across the sector. We therefore once again have a set of results that allows us to accurately compare our performance not only against the previous year, but also against the other organisations in our benchmarking group. This is reflected in Table 2 above in Section 1, 'Results'.

The 2021/22 Annual survey saw a very pleasing 2% increase in the return rate from tenants in Housing Services to a record level of 33% giving us more assurance that the results are reflective of the wider tenant base as a whole. Our ability to use technology to capture the results has been greatly enhanced by the introduction of our Pyramid Messenger service giving tenants

more ways in which to provide us with their valued feedback, and this has assisted in increasing the return rate.

Whilst the range of results are a mixed bag, with overall satisfaction down 7% back to the Acuity average, in the context of the on-going pandemic and the prevailing economic climate they are reflective of what our peers have observed in their surveys, that challenging times are reflected in survey results. However there are clearly a range of areas in which we can make improvements and better understand the drivers that are giving us this particular set of results.

1. Satisfaction overall saw a decrease back to a similar level as 2019 and broadly in line with our peer group. Whilst disappointing after last year and clearly an area for renewed focus, we are living through challenging times which does impact on how respondents view us as an organisation. In particular there are clearly concerns about rent levels and service charge costs.
2. The repairs service saw a disappointing 5% decline in satisfaction, though at 70% it is still well ahead of our 2019 result of 64% and in line with our peers. Across the organisation the satisfaction rating remained in the mid-80% mark which was pleasing. We have a review of repairs being carried out by our Scrutiny Panel this year and this

will further assist us to improve this vital area of our work.

3. For the second year 'feeling safe and secure' was in our analysis in line with regulator expectations flowing from the post Grenfell fire and building safety focus. This is clearly an area for us to do further work on, particularly around resident engagement. We have reports of anti-social behaviour in the narrative of the survey and for the period measured we were less present on estates; we need to be more proactive in this aspect of our work.
  4. Being kept informed has significantly improved, and communication also increased. This is an area we have focused our energy on over the last couple of years, so the results are very pleasing.
  5. Listen and acts on views has remained relatively steady, however we have seen a decline in ability to deal with feedback and complaints. We are undertaking a review of how we receive our calls and how we respond to complaints. Our involvement work and its outcomes are clearly resonating with our tenants which is testament to all our involved tenants and the work of Alasdair Tenquist.
  6. Opportunities to be involved has, however, seen a dramatic reduction, which is disappointing given our continuing efforts in this area. However we have missed out on all bar one of our community days and for some of the period did not have the ability to recruit more people to help with co-production in a face-to-face manner. We do have a freshly endorsed Involvement Strategy in place and will be shortly recruiting to the agreed additional post to support our work in this area.
  7. Value for money for the rent and particularly service charges has decreased dramatically and represents both concerns over the cost-of-living crisis and the charges we levy. This might be an area for the Scrutiny Panel to tackle next to investigate this area more deeply. We will undertake work on this area ourselves in 2022/3 and it is an aspect of budget setting we need to be particularly mindful of this year.
  8. Neighbourhood satisfaction has remained static following an upsurge last year and we have continued to undertake a huge amount of work not only supporting tenants but also encouraging people to help each other and this might be partly a reflection of that work. Our grounds maintenance contractors and cleaning contractors worked hard to keep neighbourhoods looking smart during the pandemic and we have also introduced more CCTV at the request of residents.
  9. Feelings of not being discriminated against have declined which is disappointing and we will address this issue as we keep striving towards achieving 100% satisfaction.
  10. Finally a clear indication that smartphone use continues to rise for our tenant cohort and our digital work will continue to assist people in this area and to use technology for interactions with our residents as appropriate.
- There are clearly key areas for improvement that we need to focus on this year especially around communication and repairs. However, overall,

despite a reduction from last year's outstanding results and taking into account the incredibly challenging circumstances currently facing our tenants, this represents a reasonable outcome reflecting the dedication and commitment of our staff both to our tenants and to their work in general. It also reflects the fantastic input of our involved residents in working with us to shape and improve our services to ensure they remain appropriate in a fast-changing world.

## 2.2 Supported Housing and Support Services

As with the results for Housing Services, those for Supported Housing continue to be benchmarked against Acuity's Annual Report for Smaller Housing Associations. This provides a useful comparison; however, it should be noted that the majority of these organisations/services work with clients with lower support needs and complexity than BHT Sussex's Supported Housing projects. Despite this difference, our responses are higher than this benchmark in 9 of the 15 benchmarked areas, and equal in 3 areas. Our responses are slightly lower in 2 areas (by 3% and 1%). The area with a larger difference is in being given opportunities to be involved, at 24% lower (see next page).

Support Services are currently not benchmarked in this way.

The 2021/22 survey results demonstrate a high level (98%) of overall satisfaction with BHT Sussex client services. Key quality indicators including communication (99%), being treated with dignity and respect (98%), knowing how

to keep safe (98%) and safety being prioritised by staff (98%), quality of relationship with support staff (97%), motivation to achieve goals and aspirations (98%), and meeting needs relating to protected characteristics (98%) score very highly.

The overall satisfaction score of 98% was achieved against the continuing backdrop of the pandemic and is a reflection of the hard work and adaptability of our staff as well as the resilience of our clients.

In comparison with last year's survey, 12 of the 16 areas of response have seen an improvement, 2 areas have seen a deterioration of 1%, and 2 have remained the same.

The most notable change for our services is a significant improvement in satisfaction with the ability of staff to deal with feedback and complaints (+20% to 93%). Managing feedback and complaints is an important part of our managers' roles and this improvement is a tribute to the attention and time they give, in often very difficult circumstances, to resolving concerns that our clients raise.

While feedback in the form of complaints is a way of hearing and responding to clients' views, it is important that we transfer our success here into more proactive involvement in 2022/23. The response for being given opportunities to be involved has remained at 51% - this is a positive response given the issues faced and priorities required in services over the year but is an area we wish to improve. The recent Involvement Strategy lays out our vision for this area and a clear action plan, and with the planned additional capacity to the involvement team, this should



put us in a good position to improve on this result.

The return rates for the survey within Supported Housing and Support Services has seen fluctuations for individual services. The percentage difference between this year and last year should be treated with some caution for some services as the percentage difference translates to one/two client responses.

Mid Sussex Supported Housing and Oak House improved their return rates considerably in their second year of administering the survey and Route One achieved an impressive 84% return rate.

Pathfinder and BeOk achieved a lower than anticipated level of returns - in part attributable to the absence of an operational manager during the survey period. Phase One response rates were low, with 7 responses submitted out of a possible 49 clients. Client responses came from those in the Recovery Flats at the project, where clients are more stable and able to complete the survey fully. Hastings Young People's Service submitted 9 responses out of a possible 31. Client responses came from those in Stage 2 of the service, where the dedicated key workers role was less interrupted, and surveys could be incorporated into key work sessions.

Response rates will be addressed in our planning for next year's survey, and we hope that recruitment difficulties and priorities in dealing with the ongoing impact of the pandemic will have reduced.

Response rates to the annual survey will be included as a new performance indicator in the PI targets we are developing across all Services.

## East Sussex Floating Support Service

The East Sussex Floating Support Service commenced in November 2021 and so was not running for the whole year. We did however want to complete surveys as an opportunity to gauge satisfaction levels and therefore we conducted surveys with amended questions. 104 surveys were completed. Please see table below.

The responses are a very positive indication of satisfaction for the start of the service.

The lower satisfaction on our response to the Covid-19 pandemic (at 76%) reflects the levels of restrictions in place at the start of the service, in particular regarding significantly reduced face to face support.

Key comments received and the actions we will be taking are included in Section 4.

## East Sussex Floating Support Service - Survey Results 2021/2022

Response	% Satisfied or very satisfied
Are you satisfied you are getting what you need from your service?	97%
Are you satisfied with the quality of the relationship between you and the main BHT Sussex staff member who supports you?	98%
Are you satisfied the support you receive from us motivates you to achieve your goals/plans and aspirations?	93%
How satisfied are you with the level of communication you get from BHT Sussex/your service? (e.g., in person, letters, phone calls, website, e mails)	97%
If you have made a complaint in the last 6 months, how satisfied were you with how this was handled?	89%
How satisfied are you that your service seeks and acts upon your views?	94%
Are you satisfied that your service treats you with dignity and respect?	98%
Are you satisfied that your service meets your needs regarding disability, gender, age, marital status, sexual orientation, culture, religion or as a parent?	98%
Are you satisfied that you know how to keep yourself safe?	94%
The global COVID 19 pandemic naturally affected the way in which we delivered our services to you. How satisfied are you with the BHT Sussex response?	76%

# 3 Appendices

## Appendix (i): Response Rates

In line with 2020/21, the 2021/22 Snapshot Survey involved two main surveys, one for tenants and one for clients. These included shared core questions.

Some individual services took the opportunity to include additional bespoke questions relevant to their service – these were not necessarily related to satisfaction and are not included in this report.

Return rates are displayed on the following page.

Snapshot Survey 2021/22 Returns	2021/22	2021/22	2021/22	2021/22		2020/21
Client Project Name	Client Numbers at time of survey	% Returns Target returns	No. of returned Surveys	Returned %	Change	Returned % 2020/21
<b>Accommodation-Based Services</b>						
Addiction Services	24	70%	20	83%	↓	88%
Archway	14	70%	10	71%	↓	79%
Accommodation For Work	22	70%	19	86%	↓	91%
Hastings Young People's Service	31	70%	9	30%	↓	90%
Shore House	20	50%	11	55%	↓	65%
Move On	19	70%	16	84%	↑	72%
Route One	50	70%	42	84%	↑	76%
Phase One	49	50%	7	14%	↓	30%
Oak House	18	70%	12	67%	↑	25%
Mid Sussex Housing	14	50%	11	79%	↑	19%
<b>Non-Accommodation-Based Services</b>						
Community Recovery Service	N/A	N/A	N/A	N/A	N/A	19%
Pathfinder And Be OK	470	30%	60	13%	↓	25%
First Base – Day Centre	30	50%	16	53%	↑	47%
Whitehawk Inn	33	30%	43	130%	↑	97%
<i>East Sussex Floating Support Service</i>	<i>See section 2.2</i>					N/A
<b>TOTAL</b>				36%*	↓	48%
<b>Housing Services</b>	450	35	147	33%	↑	31%

\* ESFSS data not included in this calculation - see section 2.2

## Appendix (ii): Issues and Actions by Service

Service	Issues	Actions
<p><b>Housing Management</b></p>	<ul style="list-style-type: none"> <li>• There has been an increase in dissatisfaction in service charges from 21% of all tenants either dissatisfied or very dissatisfied in 2020 to 36% in 2021/2, referring mainly to the upkeep of communal areas like hallways, landings and grounds.</li> <li>• A decrease in satisfaction with the quality of BHT Sussex communication with tenants, from 82% of in 2020 either satisfied or very satisfied to 70% in 2021/2. There are repeated references to unanswered calls, call backs not occurring and Housing Services staff not available.</li> </ul>	<ul style="list-style-type: none"> <li>• We take the upkeep of our properties very seriously and take regular measures to identify and respond to any issues that may arise at any of our properties, including the valuable feedback we receive from the Annual Snapshot Survey. As part of this ongoing process we intend to review standards with our contractors. This is already in progress at some of our properties.</li> <li>• We need to review how our communications are operating in a hybrid working environment- we want to ensure we are communicating with our tenants in the most productive way possible. We are currently in the process of updating our voicemail messages and out of office responses, ensuring they are up to date, and with a standard wording on messages with alternative points of contact. We will be adding timeframes of an expected call back, depending on the urgency of the request. We will also be monitoring staff contact/response rates and will be addressing and monitoring any further issues identified internally.</li> </ul>

Service	Issues	Actions
<h3>Housing Management</h3>	<ul style="list-style-type: none"> <li>An increase in those tenants feeling either dissatisfied or very dissatisfied with the safety and security of their property from 28% in 2020 to 35% in 2021/2. Tenants refer to items such as unsafe entry/security doors, and ASB and substance abuse in their properties.</li> </ul>	<ul style="list-style-type: none"> <li>This requires deeper investigation and appropriate action where tenants have identified these issues. Our website information on how to report ASB is being reviewed and will be updated in due course. We will also be contacting tenants to highlight their key points of contact, as well as giving the answers to frequently asked questions relating to ASB and other safety issues. We are also considering, for example, 'Intervention days', whereby housing officers knock on tenant doors with a representative from the local police service to discuss safety issues with tenants, such as ASB. Preventative or enforcement measures could also be discussed.</li> </ul>
<h3>Housing Services-Repairs</h3>	<ul style="list-style-type: none"> <li>There is an increase in those very dissatisfied with the way repairs are carried out from 3% in 2020 to 9% in 2021/2, tenants referring to poor response times, poor communication, and poor quality of repairs.</li> </ul>	<ul style="list-style-type: none"> <li>This does appear to conflict with the data we collect on our regular customer service feedback surveys. We will investigate the issues identified further in conjunction with our current scrutiny work.</li> </ul>
<h3>Addiction Services</h3>	<ul style="list-style-type: none"> <li>Significant evidence of unease around understaffing and staff changes, and changes being communicated too late.</li> </ul>	<ul style="list-style-type: none"> <li>There have been many staff changes in the service, especially since January this year, and posts remaining unfilled due to recruitment difficulties. The team is now fully staffed, and all changes have been communicated to clients.</li> </ul>

Service	Issues	Actions
<h2>Addiction Services</h2>	<ul style="list-style-type: none"> <li>• Comments re groups a little disorganised, last-minute cancellations or changes, and inexperienced peers running groups ineffectively.</li> <li>• Some unease with safety on the project, one client commented “Personal concerns about safety of others should be taken more seriously”.</li> <li>• A client commented: “little is done to tackle rampant misogyny, weak challenges about men behaving in a predatory way, and no consequences for blatant transphobia”.</li> </ul>	<ul style="list-style-type: none"> <li>• We have been very aware of groups not running as well as they should. A new weekly timetable was introduced on 25th July, with six additional therapeutic and study groups added. All groups are facilitated by members of staff.</li> <li>• Safety on the project and concerns being addressed swiftly have improved and will continue to improve with full staffing and a full and experienced programme in place.</li> <li>• Misogyny, and any predatory behaviours are taken seriously at the project, as is transphobia. This issue was raised by one client. At the time we conducted a meeting with all male clients to discuss these behaviours and set out clear expectations and guidelines. All clients are able to address concerns via daily significant event sheets and we will reinforce to clients the value of informing staff of all such concerns so that we can act swiftly and appropriately.</li> </ul>

Service	Issues	Actions
<p>Shore House</p>	<ul style="list-style-type: none"> <li>Some clients expressed they felt unsafe. The level of clients feeling 'very satisfied' that they 'felt safe and secure in the property' has fallen from 45% to 30%.</li> <li>Some comments upset at the lingering smell of cannabis in the property.</li> <li>Some comments made on the quality of the property, the property 'not cleaned enough' and kitchen 'not equipped enough'.</li> </ul>	<ul style="list-style-type: none"> <li>Believe that this is in relation to two particular clients—one of whom is no longer living at Shore House, and the other is currently in hospital. More focus on staff presence in communal lounges, encouraging the use of alternative communal spaces when there are interpersonal difficulties between clients, management presence at all house meetings provides opportunity to discuss/resolve issues. A second security-coded door is now in use to further enhance security of the building.</li> <li>Staff respond to all complaints about possible cannabis use on the property; residents who use cannabis are instructed to keep cannabis products well-stored in an airtight container to avoid the smell dissipating through the building. Residents were issued with a letter from management reminding them of law and expectations regarding cannabis use on the property. Staff remain vigilant around this issue.</li> <li>New equipment is purchased when needs are identified clients are able to make requests to staff e.g. their keyworker or the group work coordinator.</li> </ul>



Service	Issues	Actions
<p><b>Hastings Young People's Service</b></p>	<ul style="list-style-type: none"> <li>Some clients expressed dissatisfaction with their current keyworkers and their role, mentioning missed appointments, feeling 'judged', a lack of consistency, poor communication and a failure to progress. One in particular wants to change keyworker.</li> <li>One client felt they were not allowed to input in the completion of their support plan.</li> <li>Clients feeling that the kitchen and bathroom need an overhaul, and repairs not followed up 'for months'.</li> </ul>	<ul style="list-style-type: none"> <li>Management will look at the re-allocation of key work duties in collaboration with clients. It is noted that clients may have their favoured members of staff and it is not always possible or appropriate to allocate accordingly due to caseloads. Staff obligations will be discussed in supervisions and all colleagues to be reminded of 'Staff Agreement', training to be explored for those identified in client feedback, and a commitment from staff and clients to work through the Pathway to Independence to evidence readiness for move on.</li> <li>To be investigated further. All clients are encouraged to have input into their support plans in order to agree goals and outcomes.</li> <li>Repairs have been problematic during the period where the Handy Person left the organisation and no replacement had been recruited, meaning increased use of contractors and in turn, working to their availability. Handy Person has now been appointed although working across East Sussex and Brighton leading to reduced availability - to be discussed in Major Works and Repairs Working Group. Bathrooms and kitchen are in need of refurbishment but need to fall within the Planned Works Programme. To be discussed with BB directly to ascertain timescales.</li> </ul>

Service	Issues	Actions
<p><b>Hastings Young People's Service</b></p>	<ul style="list-style-type: none"> <li>• A number of clients mentioned Internet issues, affecting their UC claims.</li> </ul>	<ul style="list-style-type: none"> <li>• The internet is checked regularly and is stable within stages 1 and 2 of the service. It is slowed at times by the increased demand by clients watching catch up TV or gaming. Stage 3 internet is poor, and IT are attempting to resolve this with fibre connectivity but are struggling for a response from the provider. To be followed up with IT.</li> </ul>
<p><b>Whitehawk Inn</b></p>	<ul style="list-style-type: none"> <li>• Several clients commenting on the need to advertise the courses better to increase clientele and group sizes.</li> <li>• Clients requesting a return to face-to-face meetings and form filling.</li> <li>• Comments made regarding the website and brochure are out of date.</li> <li>• Some comments made regarding the quality of the building, one client commented 'derelict', and the lack of hot water.</li> </ul>	<ul style="list-style-type: none"> <li>• We have increased the advertisement and promotion of courses.</li> <li>• We are doing face to face meetings and form filling as appropriate. As 2 out of 44 clients have raised this, we will ensure all clients know that face to face meetings can be arranged.</li> <li>• We will review the website and brochure for any updates required.</li> <li>• The building is in a good state of repair and quality. The broken window is now scheduled to be repaired – this took a long time due to prices being quoted. Although some works are on hold due to the likely closure of the service, facilities are good, and the building is consistently clean and welcoming. We have recently had the wiring repaired and will investigate if this will mean the boiler will be safe to use for hot water again.</li> </ul>

Service	Issues	Actions
<p>Archway</p>	<ul style="list-style-type: none"> <li>• Some reference to the quality of the meals, specifically their healthiness.</li> <li>• Some comments on the quality of the Wi-Fi, and the computer intermittently faulty.</li> <li>• A comment was made regarding residual smoke in communal areas.</li> <li>• Reference made to the standard of cleanliness in the communal toilet.</li> </ul>	<ul style="list-style-type: none"> <li>• House meetings will review healthy eating and meal planning.</li> <li>• This year we had IT install 'better' Wi-Fi and there have been ongoing issues. Management team will follow up with IT. It might be having IT coming to a house meeting will help answer clients' questions. We can also fix the communal computer.</li> <li>• Smoking in rooms can impact the hallways when the bedroom door is opened. Investigated on a case-by-case basis and therefore individual action plan made then. It may well be a dehumidifier or fan needs to be used. The team are keen to pilot a no smoking indoors policy and most clients smoke outside and, in their rooms to be raised at team meeting. To be highlighted to cleaner and checks discussed at next team meeting.</li> <li>• To be highlighted to cleaner and checks discussed at next team meeting.</li> </ul>

Service	Issues	Actions
<h3>Accommodation for Work</h3>	<ul style="list-style-type: none"> <li>• Some clients commented on the quality of their properties.</li> <li>• Some clients wanted better notification of and promptness in maintenance.</li> <li>• A client requests ‘more emphasis on communal living atmosphere, encourage more responsible discussion’.</li> </ul>	<ul style="list-style-type: none"> <li>• The properties are all maintained to a high level for the service.</li> <li>• We will work with Housing Services for us to better notify residents of when maintenance is being carried out at the properties and will seek to improve promptness wherever possible.</li> <li>• As the project houses are not staffed on site, the level of communal atmosphere and activity does fluctuate depending on the residents in the project at different times, as does the level of responsible discussion between clients. All project houses have communal spaces that are well suited to fostering and providing a communal atmosphere. Regular house meetings promote responsible discussion between clients.</li> </ul>
<h3>Phase One</h3>	<ul style="list-style-type: none"> <li>• Requests for improved communication- e.g. around management changes, visitors and specialist calls.</li> <li>• A female client commented that they were in accommodation with males for 6 months and the communal bathroom lock was not fixed throughout that time.</li> </ul>	<ul style="list-style-type: none"> <li>• The reintroduction of groups will enable staff to pass on information during that forum. We will explore confirming essential information in writing and complimented in discussion with clients’ key workers.</li> <li>• To be investigated further to ascertain why this was not addressed. We will ensure this level of intricacy is included in the building’s health and safety checks and that the member of the management team who oversees repairs chases such tasks in a timely manner.</li> </ul>

Service	Issues	Actions
<p><b>Phase One</b></p>	<ul style="list-style-type: none"> <li>Some clients felt their drug use worsened since coming to Phase One.</li> <li>The percentage of clients feeling they had opportunities to be involved in how your service runs has dropped from 71% in 202 to 43% in 2021/2.</li> </ul>	<ul style="list-style-type: none"> <li>The complexities of the client group and dependency issues has meant drugs are an issue. Supported accommodation can be targeted by drug dealers and any such activity is reported to the police and internal warning procedures followed. Clients are encouraged to work with their key worker and with external agency workers (CGL, Arch Healthcare) in order to explore options and support. Having key workers able to increase their time in the hostel and provide increased interaction will further support clients to address their needs. Key workers will be made aware of this feedback in order to focus on this area of support.</li> <li>Possibly due to the low return of surveys impacting on the overall figure. Will be explored in groups and 1:1 key work sessions, to better ascertain why clients feel they do not have a larger say in this area.</li> </ul>

Service	Issues	Actions
<p><b>Route One</b></p>	<ul style="list-style-type: none"> <li>• A number of clients felt there was poor conflict resolution in some properties, with some clients feeling unsafe, including a desire for more house meetings.</li>   <li>• Some comments were made about staff: <ul style="list-style-type: none"> <li><b>a)</b> A client felt staff training was required on new guidelines and strategies.</li>   <li><b>b)</b> A client felt 'patronised and fobbed off'.</li>   <li><b>c)</b> One requested that staff ensure information is shared about her with staff so she doesn't have to keep repeating herself.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• I am aware of the conflict resolution issues at BVG – we put in measures to address these concerns including additional staff presence, drop in sessions, installation of a ring doorbell etc. During covid we were unable to have regular house meetings due to groups meeting indoors – we have started having house meetings in the gardens or in cafes and will continue to encourage clients to attend these.</li>   <li><b>a)</b> This comment was related to neurodiversity guidelines and strategies. We will add this to our Training needs analysis 2023</li>   <li><b>b)</b> This comment related to a client who lived at BVG and was having issues with the other women living there as she found it difficult to share with them. We offered the client options i.e moving to a self-contained flat but she declined as she was proactively looking at PRS accommodation. This client had several meetings with manager and deputy managers to discuss her concerns and measures were put in place.</li>   <li><b>c)</b> We do currently do this in as part of our fortnightly team meeting – we use a process called “pen pictures” where the support worker presents their new client. Due to not having regular team meetings during Covid the pen picture programme is running behind but we are aiming to catch up and be up to date by the end of the year.</li> </ul>

Service	Issues	Actions
<p><b>Route One</b></p>	<p><b>d)</b> Another felt staff made assumptions about her, and 'did not really listen to me'.</p> <ul style="list-style-type: none"> <li>• The percentage of those clients confident that Route One take into account any experience of trauma that they've had in the past has dropped from 91% to 68%.</li> <li>• Three clients reporting they don't know how to report concerns about their peers.</li> </ul>	<p><b>d)</b> This comment relates to "Again Assumed I was ok. when I could not eradicate an unknown resilient specie of mites on my crack skin for months" and "instead a keyworker assumed I did nothing all day. While I was studying for a course against cybercrimes for the National cybercrimes unit."</p> <p>Regarding the first comment, Route One went above and beyond to support this client with his scabies including daily laundry, paying for pest control, paying for a set of clothes for him. We also supported the client to attend GP and dermatology appointments. Client was extremely fixated on the scabies issue. I will discuss the second comment with his Support Worker.</p> <ul style="list-style-type: none"> <li>• Since the last snapshot survey in 2020 Route One are receiving more referrals for clients with trauma causing some disparity between the stats. However, staff have attended several trauma informed courses in the past year. We are also trying to book Threshold training "Learning How to Regulate Our Emotions Workshop" and another "Trauma workshop" for the team at our next away day</li> <li>• Support Workers to remind clients how they can report concerns about their peers. In next Bulletin we can add a section relating to this.</li> </ul>

Service	Issues	Actions
<p>Move On</p>	<ul style="list-style-type: none"> <li>• Some client requests for help re moving on from Move On.</li> <li>• Client comments that peers 'repeatedly not meeting the recovery obligations of the house' and the consequent house destabilisation.</li> <li>• Some issues identified with repairs, issues identified around a boiler, a blocked sink and a damaged front door.</li> <li>• Several client comments on poor Wi-Fi reception.</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting clients to move on from the project when they are ready to do so is a key element of the support provided by the team. However, move on options are limited and can therefore take some time.</li> <li>• If clients in Move On relapse, they have to leave the project, and we accept that this can be destabilising. If clients are not meeting the recovery obligations and staff are unaware of this (the project is not staffed on site) this can be destabilising for other residents. Although only one client has commented to this effect we will reinforce to residents the importance of informing staff if peers are not meeting the project recovery obligations.</li> <li>• We will look into these repairs and arrange the required works.</li> <li>• We will identify which Move On property/properties the comments relate to and resolve if possible.</li> </ul>



Service	Issues	Actions
<p><b>First Base</b></p>	<ul style="list-style-type: none"> <li>• A client requested more opportunities for women to express their feelings and views. Another comment was, 'Some male staff don't respect women.'</li> <li>• A client said: 'was previously not allowed to use female bathroom which upset me as I am a woman.'</li> <li>• Several clients commented that there were not enough staff, and as a result not enough quality time with keyworkers.</li> <li>• A client commented re a complaint: 'feel I could be more supported with that.'</li> </ul>	<ul style="list-style-type: none"> <li>• We will explore additional ways for women to express their feelings and views. The comment from the client is of note and we will ensure all male staff are aware of this comment. We will investigate the detail of any circumstance that would cause someone to make this comment.</li> <li>• This relates to a previous issue when a transwoman was asked to use the female bathroom at a time when other female clients were not using it. We consider that this was the right action at the time.</li> <li>• The First Base staff team is small, and it is understandable that clients have submitted this response. We are not in a financial position to increase staffing; however, we will include this feedback in our next reporting to First Base commissioners.</li> <li>• The First Base team aims to handle all complaints swiftly and supportively. Without being able to identify the client concerned it will not be possible to explore the handling of this particular complaint. We will reinforce to any clients who wish to make a complaint that staff will support them to do so, and that they have the right of appeal if they are not satisfied with how we supported them or handled their complaint.</li> </ul>

Service	Issues	Actions
<p><b>Mid Sussex Housing</b></p>	<ul style="list-style-type: none"> <li>• A number of clients refer to similar issues around house hygiene, such as the 'dirty' kitchen.</li> <li>• A number of clients refer to the poor internet service.</li> <li>• Client comments regarding ASB in the property amongst their peers.</li> </ul>	<ul style="list-style-type: none"> <li>• We have been recruiting for a cleaner. All residents are expected to clean communal areas after themselves- however this is a perennial issue in shared accommodation. We have put together cleaning rotas and involved the residents in this.</li> <li>• When we merged with BHT the IT department visited and informed us that they would install a more up to date IT system. After a lot of chasing BT eventually attended and installed a new line late 2021, however the Wi-Fi is still slow. We will continue to liaise with IT regarding this issue.</li> <li>• The comment around ASB comes from one client. There have not been any issues with ASB in this property. However this client has his own very religious beliefs and has bullied and intimidated anyone (Residents, staff and members of the public) who do not conform with his views.</li> </ul>

Service	Issues	Actions
<h2>Oak House</h2>	<ul style="list-style-type: none"> <li>• Client request for more activities.</li> <li>• Chores listed as an issue for nearly 60% of clients.</li> <li>• A client request for more staff interaction.</li> <li>• The percentage of those feeling they had opportunities to be involved has dropped from 60% in 2020 to 42% in 2021/2.</li> </ul>	<ul style="list-style-type: none"> <li>• We are in the process of discussing client activities and seeing what new things we can offer. i.e., lifestyle skills cook and eat group and more client lead activities baking and arts and crafts movie nights.</li> <li>• Clients are reminded what the service is and that chores are part of everyday life. This is an ongoing issue discussed at all key working and client meetings.</li> <li>• Will bring this up at the next team meeting. Staff are available at any time of the day or evening. Some time clients are asked to wait if we are in the middle of something within the office.</li> <li>• This has dropped as when we were doing the last survey, we were updating the service i.e., bathrooms and communal spaces, and there was significant consultation. This year we updated the garden area and again consulted, eg. we put in new solar powered light clients requested. We will continue to look for opportunities for involvement.</li> </ul>
<h2>Pathfinder</h2>	<ul style="list-style-type: none"> <li>• Several clients requesting more online service and group meetings, and more face-to-face contact. Chores listed as an issue for nearly 60% of clients.</li> </ul>	<ul style="list-style-type: none"> <li>• The Community Groups Programme is already fairly varied compared to other services. It is hoped that it can continue to grow, especially as more lived experience representatives join the service and contribute their experience and interests.</li> </ul>

Service	Issues	Actions
<p><b>Pathfinder</b></p>	<ul style="list-style-type: none"> <li>• A client feels staff should be better trained around LGBTQ+ issues, especially trans/non-binary training.</li> <li>• The percentage of those clients feeling they had opportunities to be involved in how the service runs has dropped from 42% to 41%.</li> <li>• A client indicates that staff do not consider the needs of disabled client in face-to-face meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• We plan to have LGBTQ+ guest speakers at our team meetings and continue with LGBTQ+ training for all staff. Also, the incident that led to this client comment revolved around use of language by other clients. There was also a lack of awareness by one staff member as to a change in gender identity and a lack of confidence on how to tackle different client backgrounds, opinions and personalities. This was resolved by speaking to the staff member about possible methods to tackle difficult situations such as this and begin to build their confidence plus scheduling training. There has been a positive outcome to this incident and the client has returned to the group.</li> <li>• We do not feel that there was enough clients completing the survey to make this statistic concerning. Since our Engagement Officer started in role, we have been working hard to provide more and more opportunities for involvement such as multiple forums, further volunteering opportunities (including a brand-new voluntary role), an expansion of Peer Mentoring, Group Drop in discussions for co-production/ feedback purposes.</li> <li>• Via Team Meetings and Supervisions we will alert the team of this outcome, encourage accessibility conversations with all clients and make sure there are options available for all.</li> </ul>

Service	Issues	Actions
<p>Be OK</p>	<ul style="list-style-type: none"> <li>• A client feels misunderstood and not listened to..</li> <li>• A client requests one to one interactions around anxiety.</li> <li>• Clients offering wide range of ideas for activities and groups.</li> <li>• The percentage of those feeling they had opportunities to be involved has dropped from 55% to 36%.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are training to use active listening, and to reflect. A refresher within a Team Meeting around this could help reduce any further incidents. Anxiety can also attribute to a person's inability to communicate or feel connected with.</li> <li>• From our first assessment of needs to the co-creation of the support plan, we take on board our clients' needs and goals.</li> <li>• We continue to try and respond to client suggestions for service development add depth to the service we have already setup and run fortnightly, a community "Green Space" where we support local organisations such as Age UK, St Francis of Assisi church to clear and maintain their open Green Spaces, we have an average of 4 young people attend each session. We are just setting up a new online young person's social group, we will also be added an imroc Trained Peer mentor, who has lived and service experience to this group. Current young people within BeOK will be asked "How" &amp; "What" they would like this group to provide.</li> <li>• Covid took its toll with BeOK service actives. Moving forwards our new Young Persons group will be created from their input. This process will continue where possible.</li> </ul>

Service	Issues	Actions
<p><b>East Sussex Floating Support Service</b></p>	<ul style="list-style-type: none"> <li>A number of clients requested longer contact time and/or more staff to be available.</li> <li>Clients raise issues around communication.</li> </ul>	<ul style="list-style-type: none"> <li>Re: longer contact time - due to nature of the service that has been commissioned, FSOs work with clients for a limited time (average of 3 months for clients 60 yrs+ and 4 months for under 60's). We are however able to work for longer with clients on a case by case basis dependent on their needs/issues and this is agreed with clients when their support plan is being developed.</li> <li>Re: increased staff availability – we are currently recruiting more FSOs to build up further capacity within the team (out on a rolling advert until we have all positions filled).</li> <li>FSOs will always endeavour to ensure that they communicate effectively with clients on their caseload via the clients preferred mode of communication. From the survey results there was unfortunately no narrative from clients expressing dissatisfaction on this issue for us to explore in more depth. We will however use supervision to remind staff of the importance of effective communication with clients to take this piece of feedback forward with the team.</li> </ul>

Service	Issues	Actions
<p><b>East Sussex Floating Support Service</b></p>	<ul style="list-style-type: none"> <li>• Range of clients interested in getting involved in how the organisation operates, including reviewing the ESFSS policies that are relevant to them</li> <li>• 2 clients were dissatisfied that ESFSS treats them with dignity and respect</li> </ul>	<ul style="list-style-type: none"> <li>• It is pleasing that clients are keen to be involved in policy reviews/ the development of the service. To take this forward we will arrange a meeting with Alasdair Tenquist (BHT Sussex Involvement Officer) to discuss how best we can achieve this important piece of client involvement work as a community-based service. Key areas that we will focus on are involving clients in (i) the recruitment process and (ii) setting up focus groups on the development of the service and how it is delivered.</li> <li>• For the 2 clients who have expressed not being treated with dignity and respect we would like to address this with the individual FSO – this would allow the FSO to reflect on their practice/potential difficulties working with the client in their next supervision.</li> </ul>



**BHT Sussex Copyright © 2022 All Rights Reserved**

Registered Charity No: 284839 · Regulator for Social Housing No. H1696 · Company Limited by Guarantee  
Registered in England, No. 1618610 · Registered Office: 144 London Road, Brighton, BN1 4PH

[www.bht.org.uk](http://www.bht.org.uk) Combating Homelessness, Creating Opportunities, Promoting Change