

Resident Satisfaction Survey 2025

Action Plan

Improve Accessibility for Reporting Complaints and Repairs – Complete March 2026

Objective: Make it easier for residents to report issues quickly and independently.

Actions:

- Create a **QR code for complaints reporting** and display it in communal areas and resident information packs.
- Create a **QR code for repairs reporting** and display it in communal areas and resident information packs.
- Ensure QR codes link directly to the appropriate online reporting forms.
- Promote the new system to residents through meetings and noticeboards.

Outcome:

Residents can easily report complaints and repairs using mobile devices, improving response times and engagement.

Increase Resident Engagement Through Regular Meetings – Complete and Ongoing

Objective: Provide residents with regular opportunities to share feedback and raise concerns.

Actions:

- Hold **quarterly resident meetings**
- Include **“Areas for Improvement”** as a standing agenda item.
- Encourage residents to raise issues relating to safety, cleanliness, and repairs.

Outcome:

Improved communication and early identification of issues affecting residents.

Embed Resident Satisfaction into Governance – Complete and Ongoing

Objective: Ensure resident feedback is consistently reviewed and acted upon.

Actions:

- Include **resident satisfaction as a standing agenda item** in each **Service Improvement Group meeting**.
- Review feedback, complaints, and survey results regularly.
- Monitor progress against improvement actions.

Outcome:

Resident feedback becomes a key driver of service improvements.

Strengthen Complaint Oversight – Complete April 2026.

Objective: Improve accountability and transparency in the complaints process.

Actions:

- Appoint a **Member Responsible for Complaints**.
- Ensure this member oversees complaint handling, trends, and learning outcomes.

Outcome:

Improved oversight and accountability for complaints management.

Reintroduce Resident Representation

Objective: Strengthen resident voice and participation in service improvements.

Actions:

- Reintroduce **Resident Representatives** at:
 - The Hostel
 - 99 High Street
 - Rasen House
 - Sheridan House
- After representatives are established, hold a **Resident Focus Group** to review key areas of resident experience.

Focus areas for discussion:

- Ensuring **homes are safe**
- Ensuring **residents are treated with respect**
- **Improving cleanliness** in communal areas
- Improving **repairs reporting processes**

Outcome:

Residents actively contribute to identifying issues and shaping improvements.

Overall aim -

Improve resident satisfaction by strengthening communication, making reporting easier, and ensuring residents have a stronger voice in service improvements.