



Saffron E-News

The digital update for Saffron tenants

Tenant website workshop

We recently hosted a website workshop for tenants who had volunteered to help us with our new website project, with the aim to make our site more user friendly for everyone.

During the session, we talked through different website examples, our current website and they had a look at the draft new design.

We also sent a survey to our tenant group and Your Voice members. We have received some honest and constructive feedback about the new design and how the pages will fit together. This feedback is really helpful to ensure we make the right decisions going forward.









Keep an eye out soon for further updates.

You said, we did

Each month we carry out Customer Satisfaction surveys which are a great way of gaining feedback from our tenants so we can see where we are doing things well or perhaps where we can improve. The surveys ask questions about our key frontline services, such as our Customer Contact Centre, Anti-Social Behaviour and Housing Management.

In the table below there is some of your feedback from those surveys and the actions we have taken as a result.

We always like to hear from our tenants, so if you would like to send us feedback, including a compliment, please fill out the feedback form on the 'Get in touch' website page [here](#).

| You said... | ... We did. |
|--|---|
|  <p>Improve information regarding Right To Buy on website.</p> | <p>Our Sales Team have reviewed and updated the information on our website making it easier and clearer to navigate.</p> |
|  <p>Very supportive with a past Domestic Abuse case, helped with restraining order, new locks on door, the support was amazing and helped so much.</p> | <p>Our Neighbourhood Teamwork alongside partner agencies to ensure we identify and meet the support needs of survivors of Domestic Abuse. The team have completed Specialist Domestic Abuse Training and can refer victims to support services including a free, fast emergency injunction service. As part of our Domestic Abuse Service Saffron's Community Foundation has funded Personal Safety equipment for the team to issue to any tenant, to help them feel secure in their home. The equipment includes door jammers, window alarms and door handle alarms.</p> |
|  <p>When repair appointments are cancelled by Saffron or follow on works are needed, tenants do not believe they are prioritised and therefore have to wait months for their issues to be fixed. Similarly, Tenants said follow ups for jobs are not quick and completed.</p> | <p>A new follow on process has been implemented, as part of the repairs review. This means tenants who require further works should get called within 24 hours of their initial appointment, with a new appointment date.</p> |
|  <p>Shorter wait time.</p> | <p>Throughout the year our Customer Contact Team have reduced their call waits by 5 minutes 27 seconds with the average call wait to speak to an advisor being 2 minutes 17seconds. Additionally, with our emails now going through our call system, we can accurately report on wait times. We currently state will respond to an email enquiry within 10 working days but with the new system in place we have found the average response for any email enquiry received by info@saffronhousing.co.uk is 16 hours.</p> |
|  <p>The Anti Social Behaviour (ASB) policy needs a complete overhaul, it is biased toward the perpetrator and does not support the victim.</p> | <p>The ASB policies and procedures are shortly due for review and since we conducted the survey, a more thorough process has been put in place. The ASB Team are continuously reviewing their qualifications and case practices, with four members of the Neighbourhood Team currently completing specialist training in Community Safety. The training will really help to improve the team's specialist knowledge in key areas of Community Safety and ASB to further support tenants.</p> |
|  <p>Communal Cleaning (flat block corridors etc).</p> | <p>This is something that can be looked into however there will be a cost for this service.</p> |



Would like to have the grass left, to allow our wildflowers to grow.

We have piloted a project for wildflower areas over the last two summer seasons without any significant issues being raised. It is therefore expected that this project could be rolled out to other areas (where appropriate) over the coming years. A current review of the service will assess the feasibility of introducing wildflower areas across the land that Saffron owns.



Poor communication continues to be an issue.

As part of our repairs review, we are reviewing the appointment process, taking on board tenants' feedback and looking at ways we can improve. We have also amended our complaints policy to ensure it is compliant with the new code of conduct issued by the Housing Ombudsman Service (they look at complaints about registered providers of social housing) in April 2022. Since we centralised the complaints process there has been a significant increase in satisfaction with the way complaints are being handled, up from 50% at the start of the year to 68% in October 2022.

Changes to how we deal with complaints



The Housing Ombudsman Service, who look at complaints from landlords including Saffron, has recently updated its Code of Conduct. This outlines what complaint policies need to include and is a guide to best practice. As a result, we have updated our own Complaints Policy so we're fully compliant with the changes.

You can find all the changes, including our updated Complaints Policy, on our website [here](#).

Norfolk Trails sponsorship

Saffron is excited to be supporting the Norfolk Jubilee Trails. Five new and improved walking and cycling trails are due to open across the county in Spring 2023. There will be a combination of improved rights of way on existing routes as well as new trails created to open up parts of Norfolk which previously had no public access. The trails will be from:



- Heacham – King's Lynn, [The Elizabeth Way](#) (this route borders the Sandringham Estate and is named in honour of the late Queen)
- Gressenhall – Dereham, [The Wendling Way](#) (this route is mostly pre-existing, so is already named)
- Gayton – Castle Acre, [The West Acre Way](#) (an entirely new route, mainly through the West Acre Estate)
- Loddon circular, [The Chet River Way](#)
- Great Yarmouth – Lowestoft, [The Eastern Maritime Way](#)

The Norfolk Jubilee organising committee is in the process of recruiting teams of volunteers from scouts, guides, local business and other community groups to help keep the trails litter free. Saffron is proud to be supporting this work and will be proving high vis jackets for the volunteers to use while they litter pick.

James Francis, CEO of Saffron, said: “We’re delighted to be supporting the Norfolk Jubilee Trails to celebrate the late Queen’s historic 70-year reign. The trails will be a great way of bringing communities together whilst enjoying the great outdoors.”

Each trail will have a unique Jubilee marker and information sign located at the start and finish of each trail. You can find out more on the ‘Platinum Jubilee Norfolk’ website [here](#).

Repairs Review

Repairs is a key service for our tenants and is essential in ensuring that Saffron provides safe and suitable homes for them to live in. So we can improve the current service, a Repairs Service Review was set up at the end of 2021 with the aim of increasing tenant satisfaction, workforce efficiency and fixing repairs the first time.

We held tenant focus groups to ensure we captured your thoughts on the current service and what improvements you would like to see in the future.



Taking that feedback on board, we re-designed a range of repairs processes. Some of the changes made are:

- A better repair diagnosis when contacting our Customer Contact Team.
- A new ‘further works’ process, where a tenant can expect to receive a date for their follow-on appointment within 24 hours of a craftworker attending their initial appointment.
- Reduced wait time for parts which are required for the follow on appointments.
- Improved reporting of repairs by staff who are ‘out and about’ in the community.

We will provide you with further updates in future Saffron E-News editions. If you would like to be involved in making a difference to the services we deliver, please email getinvolved@saffronhousing.co.uk.

Tpas – Members meet up

Are you a member of Tpas?

Tpas are England’s leading tenant engagement experts, they are a not-for-profit organisation who promote, support and champion tenant involvement and empowerment in social housing across England.

As well as having lots of information on offer, they host events too. The next one is the ‘Tpas National Scrutiny Club Member Meet Up’ on **Wednesday 11th January 2023, 6pm - 8pm via Zoom.**



This Scrutiny Club has been set up for all tenants, residents, leaseholders, and customers only, who are

Tpas members, and who are involved in, or have an interest in all things scrutiny.

For more information and how to join click [here](#).

By becoming a TPAS member, it means you have access to information and benefits either as an individual or as a tenant group such as a community group. Some of the benefits include:

- Fortnightly e-newsletter keeping you up to date on all things Tpas and housing.
- Learning and networking at online member events, webinars, and virtual roundtables on a variety of key subjects – all events can be booked [here](#). You can catch up on some of the recorded webinars from earlier in the year [here](#).
- They also have 'Tpas connect' the digital platform for you to network with hundreds of tenants from across the country, all sharing best practice in housing engagement.

You can register on their website [here](#) and if you have any further questions please, email getinvolved@saffronhousing.co.uk.

How to videos

We have some short 'how to' videos to help our tenants carry out simple repairs in your home, without the need for expensive or specialist tools.

The topics are 'how to':

- Turn off your water supply
- Change your shower head and hose
- Change your toilet seat
- Unblock your sink
- Change a lightbulb in an enclosed fitting
- Change the batteries in your smoke alarm



All the videos can be found on our new 'How to videos' page [here](#).

Support for tenants during the Cost-of-Living crisis



We would like to remind you that we have a dedicated page on our website with information about extra support available during the cost-of-living crisis. If you are struggling to pay your energy bills or rent, have a look at the new '[Help with Living Costs](#)' page, or speak to your Neighbourhood Officer for more information.

If you are facing money worries or you are struggling with your mental health, you can find further support on debt advice as well as mental health issues at Saffron's Tenant Support and Wellbeing Service (TSWS). It offers free confidential advice 24/7.

To access the service, call 0330 094 5593 or visit www.tsws-access.co.uk, where you will need to log in with the below details:

Username: saffronhousingtrust
Password: tenantsupport

Our TSWS are now offering a really great free app to help with your mental health – **MyMindPal**.

The Mental Fitness App gives you access to simple exercises, tools, and techniques to help you reduce stress levels and enjoy life more. The benefits of the app include:



- **Cope with life's daily stress**– By managing negative thoughts and reducing body tension
- **Relax more often** – With calming techniques for your mind and body
- **Boost your positive thoughts** – By creating a range of helpful thinking styles
- **Enjoy the present moment** – With easy to follow mindfulness practices
- **Build habits that are good for you** – By following simple tips and challenges to keep you on track

You can find out more by watching the video below:



It's available to download on both the Apple App Store and on Google Play. You will then need to add a personal invite code during your registration process, which we will provide to you.

To find out more including how to receive your invite code, visit our 'Tenant Support & Wellbeing Service' page [here](#).

Specialist training to help improve tackling ASB

Four members of our Neighbourhood Team are currently completing specialist training in Community Safety. The training will help to improve the team's knowledge in key areas to make communities safer and reduce anti-social behaviour (ASB) so they can further support tenants.

The training is being run by Community Safety Professionals Training Ltd, the national leading provider, who also work with the police, local authorities, and other housing providers.



Jennifer Hoye, Neighbourhood Manager, said: "Tackling ASB is a priority for Saffron. The BTEC training will ensure we are using the best tools and powers available to prevent and tackle anti-social behaviour. We want our homes and communities to be places where people feel safe and want to live."

GoGoDiscover

Thank you to everyone who took part and visited our T-Rex Perry as part of Break charity's GoGoDiscover trail this summer. The trail ran for 10 weeks with a total of 80 T-Rex and Steppe Mammoth sculptures to find on the streets of Norwich and Norfolk.

Perry, sponsored by Saffron, was designed by Norwich-based artist Roberta Wood, who not only took inspiration from the peregrine falcons located at the cathedral but also from the design of the cathedral itself. We have included a few pictures and video of Perry below for those who were unable to see him in person:



Break had more than 350,000 people take part in the event, raising over £300,000, which will allow them to deliver services giving children and young people on the edge of care, in care and leaving care the best chance of a bright future.

You can find out more about Break and the GoGoDiscover trail on their website [here](#).

Did you visit Perry and have your picture with him? Why not send yours in to communications@saffronhousing.co.uk and tell us your favourite thing about him, we will then share with tenants on our social media channels.

Saffron E-News Survey

We are always looking for ways we can improve the services we deliver to our tenants and Saffron E-News is no exception. We launched the first online version in April 2021 with lots of benefits from going digital, such as:

- Tenants receive more frequent and up to date news (4 times a year)
- We use less paper
- It meets our digital agenda
- Value for money



We would love to hear what you have to say about the new approach and if you have any suggestions for us.

Click [here](#) to answer a few questions in a short survey. You have until **Saturday 31st December 2022** to fill it in. We look forward to hearing your thoughts.