



Resident Impact Report 2025-2026

Listening, acting and improving together



Nottingham
City Council

Housing
Services

Contents

Welcome to our Impact Report, Councillor Jay Hayes	4
2025/26 resident impact in numbers	6
Meeting regulatory requirements	7
Tenant Satisfaction Measures	8
Meeting the Transparency, Influence and Accountability Standard	10
Residents actively shaping services	12
Housing Assurance Board	13
Your Voice Matters – Tenant Conference	15
The Resident Influence Strategy	16
The Resident Influence Panel	17
Resident Engagement in Building Safety	20
Tenant Scrutiny Group – Grounds Maintenance review (ongoing)	22

Contents (continued)

Demonstrating the impact of resident engagement	24
Putting the resident voice at the heart of responsive repairs	25
Residents with money issues helping us to improve the support we offer	27
Listening and acting to improve complaints handling	29
Improving communications with Tenancy and Estate Management	30
Retirement Living – Residents supporting us to focus on community	31
Vulnerable residents moving into new build homes	32
Decent Neighbourhoods – Working with residents to transform ASB hotspots into community gardens	33
Modernising housing and communal landscaping for older people	34
Tackling ASB as a community	35
Other opportunities for involvement	36
Neighbourhood Representatives – Leading continual improvement	37
Tenant Academy – Offering residents the training they ask for	38
Garden Competition – Working with residents to improve their environment	40
Other achievements	41



Welcome to our Impact Report

Listening to you, our residents – and acting on what you tell us – is giving us a road map for our Housing Services improvement journey.

The commitment to making this journey is a clear priority for the Council's leadership. In my role as Executive Member for Housing and Planning, I'm fortunate enough to be able to see first-hand how residents' voices are shaping our work, and I'm determined that the resident voice is not an add-on, but rather is a core part of how we design, deliver and improve services.

Our commitment to that approach is reflected in the way we hold ourselves to account – through regular reporting on Tenant Satisfaction Measures TSMs, ongoing oversight at Housing Executive Management Board (HEMB) and Executive Housing Oversight Board (EHOB), and through active engagement with the Housing Assurance Board (HAB).

These Boards matter. They make sure that what you tell us is not only heard, but that it influences decisions at every level – from day-to-day service delivery through to policy, strategy and performance. And this report sets out what that looks like in practice.

It shows how we're creating more accessible and inclusive ways to get involved, and working in genuine partnership with residents to co-design solutions. It also demonstrates the growing role you are already playing in shaping services, scrutinising performance, and driving improvement.

Continues over the page

The key objectives of this report are to:

- Highlight how we're meeting regulatory requirements in terms of the Regulator of Social Housing's Transparency, Influence and Accountability Standard
- Showcase the ways in which we're seeing residents actively shaping services
- Demonstrate the impact that resident engagement has had on improving services and building communities
- Outline the other opportunities for involvement that we offer.

It shows that feedback leads to action, and that progress is visible, measurable and reported. There's more to do, and we're clear about where we need to improve. But the progress set out in this report – including rising satisfaction levels and stronger resident influence – shows that our journey is underway. I'm proud of what has been achieved over the past year.

Our shared goal remains clear – to improve the lives of everyone who lives in our homes and communities.

The journey continues...

Councillor Jay Hayes

Executive Member for Housing and Planning



2025-2026

Resident impact in numbers

94%

of high-rise residents
said they felt safe
in their home

2,000+

residents opted
to get involved

84%

of Tenant Conference
attendees' trust
in listening and
acting increased

1,029

responses to
Resident Influence
Strategy survey

252

engagement
sessions delivered

590

residents signed up to
Your Voice, Your Choice

392

building safety
contact hours

69%

of residents are very
or somewhat satisfied
that their views are
listened to

130

Neighbourhood
Representatives



**Meeting
regulatory
requirements**

Tenant Satisfaction Measures

When we began carrying out Tenant Satisfaction Measures (TSM) surveys back in 2023, we made a commitment to keeping residents informed about the results.

That's why we publish both half-year and annual results in our tenant newsletter, Nottingham City Council Housing News, and on our website at www.ncchousing.org.uk/tsm.

We carry out four rounds of TSM surveys every year, and in each round we talk to at least 550 residents, so we can be confident that feedback is representative of all our residents.

Our improvement journey means that with every step we take, we're working hard to get better. We're becoming more engaged with residents, making sure they can share not just feedback, but ideas, thoughts, and suggestions for improvement in the services we provide. We're involving them right from the start, and we're listening before we act. We're co-designing. We're being rigorous and transparent in our pursuit of meeting and exceeding the standards residents deserve.

Our progress reinforces our guiding principle of listening and acting. The continuing rise in satisfaction reflects the positive impact of the changes we're making and the efforts of teams across Housing Services to respond to resident feedback and improve the customer experience.



Q1 25/26	66%	74%	58%	66%	57%	51%	61%	74%	60%	32%	73%
Q2 25/26	68%	73%	62%	65%	57%	51%	61%	73%	63%	36%	74%
Q3 25/26	66%	75%	63%	71%	68%	55%	63%	76%	62%	32%	79%
Q4 25/26	71%	77%	69%	73%	69%	59%	67%	77%	64%	29%	78%

Well-maintained home
Highest satisfaction score
since TSMs began

Safe home
Highest satisfaction score
in a year

Communal areas
Highest satisfaction score
since TSMs began

Repairs in the last 12 months
Highest satisfaction score
since TSMs began

Time taken to repair
Highest satisfaction score
since TSMs began

Listens and acts
Highest satisfaction score
since TSMs began

Neighbourhood contribution
Highest satisfaction score
since TSMs began

Kept informed
Highest satisfaction score
since TSMs began

Approach to ASB
Improved over the year,
remains upper quartile

Complaints handling
Remains in the upper
quartile for performance

Treated fairly and with respect
Consistently our top
performing measure

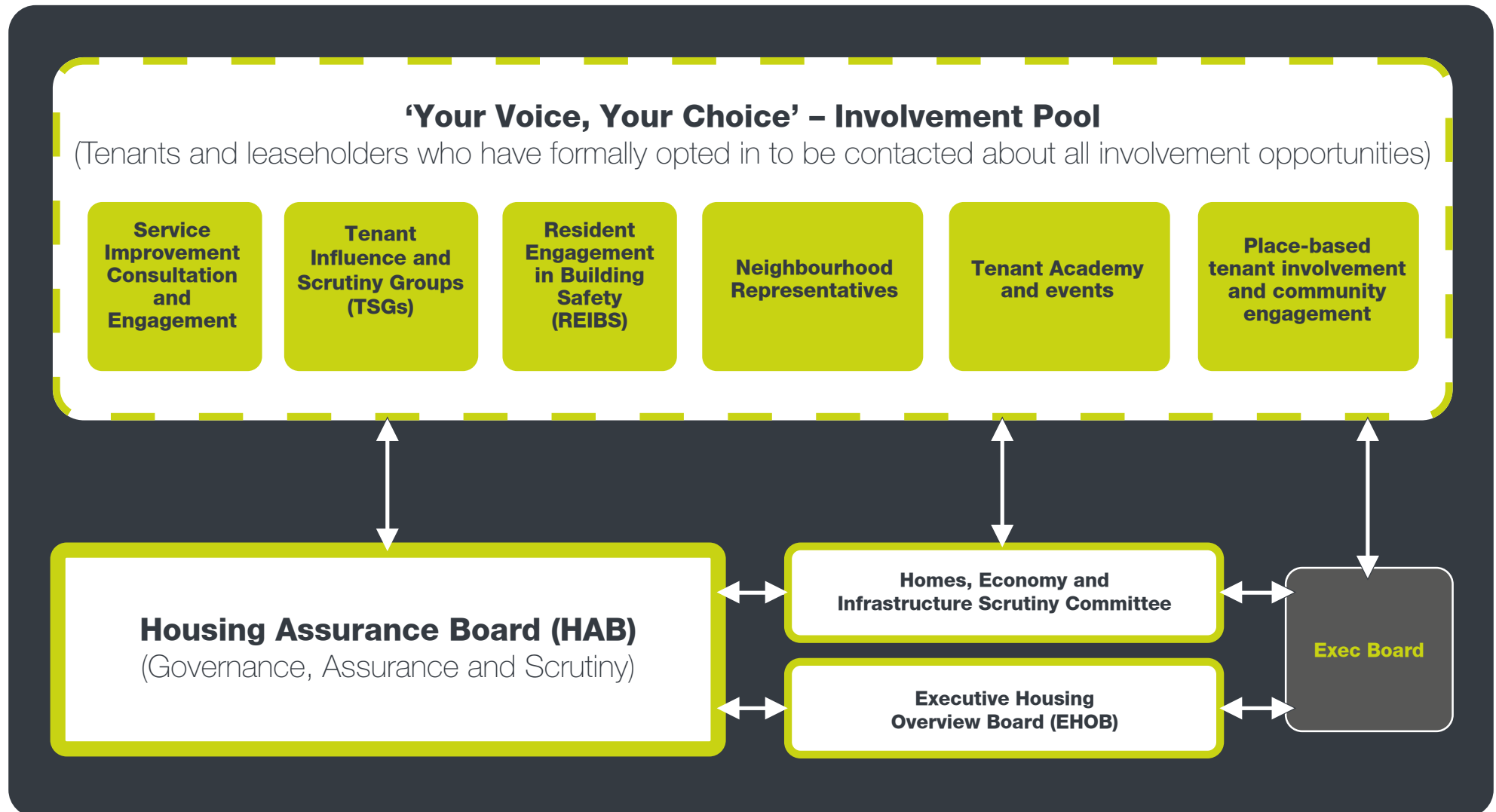
68%
overall satisfaction

Q4 (January to March 2025/26) saw us reach the highest satisfaction scores since TSMs began.

Satisfaction continues to enjoy a strong upward trajectory – impressively, Q4 saw 11 out of the 12 TSM scores improve compared with Q3 (October to December 2025/26), which in itself was already one of our strongest-performing quarters.

Meeting the Transparency, Influence and Accountability Standard

Our framework for Resident Involvement, Influence and Governance (February 2025)



This report includes examples of how residents have shared their voice, how we've listened, and the actions and outcomes that have followed.

We're on a journey – there are many areas still to improve, and we're continuing along the path, with resident's voices as our guide.





Residents actively shaping services

Housing Assurance Board

The Housing Assurance Board (HAB) comprises a board of tenants and leaseholders who meet around six times a year and whose role is to provide resident-led assurance and scrutiny at the highest level, working collaboratively with the Strategic Director of Housing, the Executive Member for Housing and Planning, and other governance and scrutiny groups within the Council.

The HAB makes sure that the resident voice can be evidenced as being at the heart of decision making for policies, strategies, services and performance. It also makes recommendations to help us improve and hold us to account.

The 13 initial members of the Board were chosen from a fantastic 256 applicants – which really shows just how much so many of you want to support us to improve. We've followed up with everybody who applied, to talk to them about other ways they can get involved.

Over the year, the resident voice has been strengthened through a programme of meaningful, high-quality engagement. A total of 30 engagement activities were delivered, including six Board meetings, a tailored housing management training workshop, stock visits to understand how things are managed on the ground, and 12 one-to-one appraisals with Board members. These focused on clarifying individual roles and developing personal skills and confidence, and have enabled members to make a stronger contribution both individually and collectively.

The Board is currently made up of seven members, six tenants and a one leaseholder, who play a central role in shaping and challenging services. Their work is supported and valued by senior leadership, including the Strategic Director and the Executive Member for Housing, to ensure clear visibility and accountability, and to establish and maintain a direct link between resident-led assurance and insight that directly informs strategic direction.

To further strengthen representation, a targeted recruitment programme is currently under way. This aims to increase the diversity of the Board and ensure its membership continues to reflect the communities and lived experiences of the residents we serve.

Chair of the HAB Tanaiya Daniel says, *"I'm honoured to be elected as the first Chair of the Housing Assurance Board... I see our role as serving as a critical yet supportive partner to Housing Services and together driving improvements that will benefit all tenants and leaseholders."*

"Drawing on our collective experience, the Board will ask important questions, scrutinise services and hold the Council accountable to make sure that they deliver exceptional services that make a lasting, positive difference in the lives of those we represent."



Listening and acting

Feedback from HAB members at their appraisals highlighted the following key themes:

- ✓ More focused, purposeful discussions that translate resident insight into practical recommendations and measurable improvements.
- ✓ Better accessibility of information, including reducing the use of acronyms and making sure terminology is clearly explained.
- ✓ More visibility of the Board's work across the organisation and community, strengthening influence and awareness of resident-led governance.
- ✓ Opportunities to contribute to deeper scrutiny activity.
- ✓ Continued support and development, making sure members feel equipped to contribute effectively to high-level assurance.

Key outcomes



The HAB has shaped several key strategic documents including the Vulnerable Persons Policy, the Landlord Strategy and the Resident Influence Strategy, and has secured a commitment for ongoing review and continued resident involvement as these policies and strategies evolve.



Increased visibility and profile of the HAB has strengthened the organisation's understanding of the resident experience, providing insight that has informed service improvements, shaped policy development, and supported compliance with the Consumer Standards.



We have reviewed and challenged progress within several key areas, including the repairs service, through regular, focused assurance discussions.

“Serving as a Housing Assurance Board member this past year has been a positive and valuable experience. I have contributed to decisions that support residents' wellbeing while gaining a clearer understanding of governance, budgeting, and housing management.

“Working with fellow Board members has strengthened my ability to listen, assess different viewpoints, and make fair, balanced decisions. Addressing resident concerns and managing priorities has also helped me develop patience and accountability.”

Your Voice Matters – Tenant Conference

This in-person event in July 2025 provided a platform for dialogue and communication between service leads and residents.

The aims of the conference were:

- to give attendees an overview of the social housing landscape nationally and locally
- to offer reassurance about Housing's commitment to improving services following the C3 grading given by the Regulator in January 2025
- to allow all attendees to have input into and give their views on specific key issues
- to promote ways that residents can get involved in shaping services
- to facilitate networking between residents, councillors and staff.

120 attendees included tenants, leaseholders, councillors and service leads, and those present were able to browse engagement stalls featuring service areas and contractors, hear presentations from service leads, and participate in a round table discussion with Q&As.

We received 150 responses to the post-conference survey about the services that residents receive from us. The strongest message from this feedback indicated a need for improved communication, particularly about repairs and estate management. Residents highlighted issues around unclear or inconsistent information, accessibility barriers, and delays in responses as areas in need of further improvement.

On-the-day outcomes



Satisfaction levels were high, with attendees reporting they were satisfied with the event, and had the opportunity to feel listened to.



94% of attendees were very satisfied or satisfied with the event overall.



93% of attendees felt the event gave them a chance to have their say and be heard.



84% of those who attended said the event increased their trust and confidence that Housing Services listen to them and act on what they tell us.



95% said the event increased their awareness of opportunities to get involved, have a voice and influence decision making and service improvement within Housing Services



90% of residents who attended the event said they would be interested in attending future events.

The Resident Influence Strategy

We're committed to strengthening resident engagement in improving our services, and to creating meaningful partnerships with you to help build more sustainable communities and increase trust in our services.

Resident engagement takes many forms, but at every level contributes to shaping better services and better outcomes.

In developing the Resident Influence Strategy for 2026-2029, we took a completely new approach. Instead of creating a draft and asking residents to comment at the end, we worked with residents in partnership from the very start. We didn't write a single word before speaking to you – and every theme and commitment came directly from what you told us.

Reaching out to residents

We reached out to residents in a variety of ways – via our social media channels, in the tenant newsletter, and by using established involvement channels – and you put yourselves forward to take part in events, forums, surveys, workshops, scrutiny and more, to help support and shape housing services.

We invited every one of our 24,000 households to take part in a survey about the services they get from us – and to make sure everyone could take part, we offered digital and paper surveys, shared online via our social media channels and our website, in print via the tenant newsletter, plus by phone, by text, at events, and through word of mouth.

We offered translated and alternative format surveys for those of you who speak other languages, or who need large print or other accessible versions of information – all of this made sure that the Strategy would reflect a wide and representative range of voices.

Over 1,000 of you responded, sharing your views, frustrations, thoughts and expectations. Then, across six sessions from June to September 2025, a group of 35 residents explored the issues that matter most to them.

They looked at:

- ✓ when they felt listened to, and when they didn't
- ✓ what needs to improve
- ✓ how we should act on their feedback.

These discussions helped shape the Resident Influence Strategy's key priorities of Listening, Communicating, Acting on Feedback, Volunteer Support and Recognition, Accessibility and Inclusion and Improving.



The Resident Influence Panel

From the very first focus groups, several residents asked to stay involved. They became our Resident Influence Panel – a diverse, committed group who worked with us to co-write the strategy.

Since July 2025, the panel has met 13 times, with 17 residents taking part to:

- ✓ help shape the survey for wider residents – resulting in one of the best responses we've ever had
- ✓ co-design some of our engagement materials
- ✓ review all survey and focus group findings
- ✓ discuss and agree strategic priorities and made practical changes
- ✓ co-write the Resident Influence Strategy with staff.

Their insight, honesty and determination made sure the strategy was not only shaped by residents – it was shaped with residents, every step of the way.

Achievements



The journey of the Panel

A diverse, committed group who have developed confidence, knowledge and teamwork through regular involvement.



A wide and representative range of resident voices

We've heard from a wide and diverse range of residents – many had never engaged with us before in this way.

Disabled residents in particular engaged in high numbers, using the process to explain how they want to influence and shape housing services.



A truly co-written strategy

Every priority in the strategy is based directly on what residents said – genuine co-development from start to finish.

“

“As a Panel member, I feel I’m genuinely influencing services. My voice matters, my views shape real decisions, and I’m heard.”

“Being involved has reminded me how valuable my experience is – and I’d encourage any resident to join us and realise the impact they can have.”

”

“

“Success isn’t about getting everything right first time – it’s about staying enthusiastic, learning together, and growing stronger with every step.”

“As a panel, we keep moving forward, and together, we know we can achieve real change.”

”

“

“We began as strangers, each bringing our own experiences.”

“By leaning on each other’s strengths, we’ve become a true team – creating policy shaped by tenants, for tenants. What we’ve built together is powerful.”

”

“

“We came together because we care deeply about our homes and communities.”

We’re a diverse group, but we’ve grown into a united panel with a shared purpose and the determination to influence real change.

“We won’t stop until residents see the improvements they deserve.”

”

Key outcomes



The Panel is continuing to shape the Action Plan.



Residents are supporting monitoring and reporting mechanisms.



The Panel is supporting and co-designing the development of further engagement routes.



The Strategy is continually evolving, led by resident feedback and input.



The Panel is supporting a significant shift toward a more transparent, responsive and resident-led housing service for Nottingham.



Co-design is proving to be a strong and successful methodology in designing consultation exercises.



Resident Engagement in Building Safety

Our Building Safety Team works to ensure regulatory compliance in our high-rise and mid-rise homes. They carry out annual Fire Risk Assessments, check communal and resident fire doors, and monitor and improve internal safety features.

We delivered a range of engagement opportunities to make sure residents feel safe, including building safety events, drop-ins at high-rises, and questionnaires, and found that:

- ✓ intercoms system not widely used or trusted
- ✓ building safety information required in different languages and formats
- ✓ wanting input into Government decision to have Residential Personal Emergency Evacuation Plans (PEEPs) established.



Key outcomes



When surveyed, 94% of high-rise residents said they felt safe in their home, average scores of 4.24/5 were recorded for satisfaction with safety.



We created a suite of safety documents with fact sheet translations into a range of languages and formats and made it available in all high-rise blocks.



We're engaging with residents when major works are occurring at their buildings.



The Building Safety team meets residents quarterly to discuss all aspects of the Building Safety workstream and to support residents to engage with the Principal Accountable Person.



Residents have told us what they think about their intercom systems, so we can make improvements to the features available on them.



Residents have put their opinions into how our new Resident Personal Emergency Evacuation Plan (RPEEPs) documents will work.



We work with Nottingham Fire and Rescue Service to address and discuss concerns and promote training opportunities at our buildings.



We've installed Building Safety noticeboards in all our high-rise blocks – making sure ALL residents understand our safety messages.



We've implemented measures to strengthen resident security including strict access controls to critical fire safety infrastructure.

Tenant Scrutiny Group – Grounds Maintenance review (ongoing)

The Housing Assurance Board (HAB) recently commissioned the newly formed Tenant Scrutiny Group TSG) to carry out a deep dive review of the Grounds Maintenance service.

The scope of the review was to assess whether the Grounds Maintenance service is good quality and value for money and able to achieve high satisfaction levels from tenants – HAB commissioned it in response to the low levels of satisfaction indicated by Tenant Satisfaction Measures surveys.

The TSG used a variety of methods to inform its review, including:

- ✓ meeting with Grounds Maintenance (Resident Services), Estates and Caretaking (Housing), and Tenancy and Estate Management (Housing) teams
- ✓ gathering and reviewing information about the Grounds Maintenance service including the draft service level agreement, specification, performance information, and benchmarking
- ✓ reviewing customer feedback through TSM outcomes and customer complaints
- ✓ delivering a customer survey to gather feedback on grounds maintenance
- ✓ holding a session with frontline staff to develop a SWOT analysis.

Listening and acting

While the TSG has noted that some areas have been well-maintained, issues identified in the review include:

- ✓ a lack of regular grass cutting and hedge trimming
- ✓ fly-tipping
- ✓ unkempt communal areas
- ✓ health and safety concerns: slippery pavements, blocked pathways
- ✓ unacknowledged complaints, lack of updates, and unresolved issues
- ✓ overgrown walkways.

The group has captured over 100 photographs as evidence of poor grounds maintenance.

There is also an issue with communication with residents – no one knows when contractors are coming to a property to deliver grounds maintenance, and residents don't find it easy to report issues on the website.

Recommendations

The TSG has developed a list of 23 recommendations as a result of the review, including:



Finalising the Service Level Agreement and associated costs between Housing Services and Resident Services.



Considering the introduction of contact cards for frontline staff, so residents know who to contact about grounds maintenance issues.



Reinstating Estate Inspections with residents included, to allow them to hold the council to account



Undertaking a cost / benefit analysis relating to contractor / sub-contractor work – Instead of using contractors, invest in Housing's own staff, utilising apprenticeships, or newly qualified trainees.



Developing a resident-facing portal or app for Grounds Maintenance, where residents can report issues, track progress, and receive updates.



Enhancing oversight of contractors – introducing spot checks and mystery audits for outsourced contractors to hold them accountable and make sure KPIs are followed.



Consulting with staff on equipment, particularly when purchasing new, and investigate ways to speed up the length of time taken to repair faulty equipment and make sure it's routinely calibrated.



Strengthening accountability and transparency by developing a performance dashboard online or in the tenant newsletter showing completed works, missed targets, and tenant feedback.



Publishing a residents' guide to show who's responsible for what (eg. leaf removal, hedge trimming) to help residents to understand the service.

As a result of the TSG's recommendations, an Action Plan has been co-designed by Housing Services and Resident Services, and will be delivered over the coming months.

Many of the recommendations made are complex, cross-cutting projects that require in-depth service transformation. We welcome the opportunity to deliver this piece of work in collaboration with the TSG and other involved residents.



Demonstrating the impact of resident engagement

Putting the resident voice at the heart of responsive repairs

Over the past year, our resident-led Service Improvement Group (SIG) has worked closely with Responsive Repairs to lead on shaping the way in which we're improving and delivering the service.

From co-designing a number of operational changes to taking part in user testing, the SIG has influenced improvements and innovation right across the Responsive Repairs workforce, including both in-house and contractor-led workstreams.

Improved communications and processes have been key, but even beyond these, residents have taken on forward-facing activities including joining complaints clinics and staff interview panels, making sure that resident perspectives are directly embedded in decision-making and recruitment.

This partnership has created a genuine 'you said, we did' approach and continues to drive meaningful, resident-led change across Responsive Repairs.

Listening and acting

The Responsive Repairs Service Improvement Group told us that:

- ✓ the We Called card needed re-wording to give residents greater clarity
- ✓ they felt that Trade Colleagues often had a poor attitude to fixing things first time
- ✓ Trade Colleagues were not displaying ID appropriately
- ✓ they were frustrated with ineffective updates and no-shows, and a lack of communication from the Repairs teams
- ✓ calls to the Customer Service Centre were either left unanswered, or advisers made no effort to understand issues
- ✓ they felt that gas and electrical safety tests were being rushed and not done to standard
- ✓ they would like to be part of the interview panel for new hires
- ✓ letters they received about repairs included a job reference for Trade Colleagues but no description for residents – which caused problems when multiple repairs were required.

Key outcomes



We've rewritten and redesigned the No Access Card based on what residents told us they wanted.



Residents now receive real-time updates: appointments, reminders, en-route notifications and completion statements.



Repairs staff are aware of residents' expectations – they're receiving better training, and they're attending SIG meetings to listen to resident concerns and take accountability.



A new Materials Working Group alongside new stock control processes is improving stock visibility and control to support first-time fixes.



Our Total Mobile system is now live – residents have fed back on ease of use, changes, and pre-launch communications.



The SIG has been invited to take part in complaints clinics and will be part of the interview processes for the recruitment of new staff moving forward.

We Called card updates

Old version

Your repairs service

Reference number: _____

We called on: ____ / ____ / ____ at: ____
(Today's date) (The time)

Trade: _____

Unfortunately, we could not gain access to carry out your repair. **This repair has now been cancelled.**

To make a new appointment, please phone **0115 915 2222**.

Note to staff:
Please complete this card clearly, in block capitals.

 **Nottingham City Council** | Housing Services

New version

A repairs colleague called today...

...to carry out a repair for: _____

We called on: ____ / ____ / ____ at: ____

We're sorry that we couldn't access your home today to do your repair.

Don't worry – if you still need the work done, rebook this appointment by following the link in your text message or use the tenant portal (if you have signed up for this). Otherwise, give us a call on **0115 915 2222** within five working days and we'll arrange a new appointment.

If we don't hear from you by then, the works order will be cancelled, so please get in touch if the repair is needed.

Note to staff:
Please complete this card clearly, in block capitals.

 **Nottingham City Council** | Housing Services

Residents with money issues helping us to improve the support we offer

Many residents face issues with debt and money management. We have teams who can help, but feedback and insight from residents revealed that important messages about the help on offer weren't getting through.

Our Universal Credit team held face-to-face focus groups with residents affected by money issues, and the resulting insights were found to be invaluable in helping us look at ways to improve our service offer and to make sure we're consistently providing the best possible service to residents who claim Universal Credit.

Consultation has led to a clear action list to make sure that awareness is raised significantly and monitored going forward.

Listening and acting

Residents claiming Universal Credit told us that:

- ✓ it's difficult to pay for even the essentials while you're waiting for your first Universal Credit payment
- ✓ they weren't aware of the advance payments they could get from Universal Credit to help during the initial waiting period when they were struggling to afford food and utilities
- ✓ food and energy vouchers would have helped them get through the initial waiting period if they'd known they were available
- ✓ they weren't aware that support in looking for work was available.



Key outcomes



We developed a clearer suite of information about the free debt advice we offer.



We trained the Rents team on how to open up conversations about debt.



We trained colleagues on the process to refer residents to free services.



Contact centre staff receive regular briefings on how to signpost residents to free advice.



All Rents staff are regularly briefed and updated on food and energy vouchers.



We've made a commitment to update residents on the impact of co-designed solutions in six months.



Listening and acting to improve complaints handling

Through Tenant Satisfaction Measures feedback, complaints insight, targeted outbound follow-up calls and wider engagement, we have created a dynamic service model that responds directly to what tenants tell us.

Our shift toward using complaints as learning has strengthened service quality. This emphasis on learning has supported our improved complaints performance as well as strengthening tenant perceptions of fairness and responsiveness.

Listening and acting

Insight we gained from a range of feedback channels indicated that:

- ✓ residents wanted more timely responses
- ✓ a significant number of complaints were about communication breakdowns or delays
- ✓ residents making a complaint felt that they needed better follow-up and clearer information.

Key outcomes



Every dissatisfied resident now receives a personal follow-up on receipt of their complaint.



We have established real-time issue resolution, which is reducing complaint escalation and supporting changes in process.



We've increased the number of complaints related focus groups to help us co-design improvements such as improving damp and mould response times.



We're providing ongoing feedback, even if progress is slow on dealing with the complaint.



We're using feedback from residents to drive staff training and standards reviews.



TSMs are showing that residents recognise that we're responding more quickly, which is strengthening trust.

Improving communications with Tenancy and Estate Management

We held an in-person focus group in the city centre to encourage residents to share both personal experiences and general observations about how our tenancy and estate management services currently operate, and where improvements are needed.

The in-person nature of the engagement worked well – nothing beats getting round the table for an open discussion. Establishing clear and trusted dialogue takes ongoing, honest accountability which in turn can result in swifter action and better understanding.

Listening and acting

Residents who attended the focus group told us that:

- ✓ they were confused about office opening times and how to book appointments
- ✓ they felt that because key contact numbers had been removed, replies were delayed
- ✓ they would like to receive acknowledgement emails – even if they're automated
- ✓ they felt that up to 10 working days was a reasonable expectation for a return call or email, depending on the nature of the enquiry.

Key outcomes



We've created an autoresponse email and a five day bespoke response target for email queries.



We've created a dedicated call-back service.



We now make sure that all interactions are recorded.



We've worked with residents to co-design service standards for Tenancy and Estate Management.



We've established a central email inbox for enquiries.



We now provide feedback even if there is no progress.

Retirement Living – Residents supporting us to focus on community

Retirement Living residents have access to Independent Living Co-ordinators who are there to listen to and help those who need a little extra support to live safely, happily and healthily.

This year Retirement Living residents took part in a major consultation that asked them about the communities in which they live. Every resident received an accessible survey – we received 450 responses out of 1,900 surveys issued.

We also held focus groups in retirement living communities to gather residents' views.

Listening and acting

Residents who responded to the consultation told us that:

- ✓ the name of the service needed to have greater relevance to older people
- ✓ new standards were required for the quality of accommodation and accessibility to it
- ✓ some forms of ASB have a significant and grave impact on residents
- ✓ the eligibility criteria needed to be changed, to increase the number of older people in retirement living communities.

Key outcomes



We worked with residents to co-design new criteria, which has now been launched.



We worked with residents to co-design a new name – Retirement Living – which has now been launched.



All Retirement Living residents now have additional support at tenancy sign up.



Activity Co-ordinators are working with residents to further develop social activities in communal areas.



We're carrying out cosmetic improvements to Retirement Living homes before they're re-let.



Resident meetings are to be held quarterly to make sure there is continual resident influence on improvements.

Vulnerable residents moving into new build homes

When it comes to creating homes for people, one size rarely fits all – even in new build homes, there can be issues that need addressing, particularly for older people or those with disabilities, so we believe that it's important that residents are heard and have confidence in knowing that their concerns will be addressed.

We asked all 115 residents moving into our Eastglade and Beckhampton new build developments for feedback on repairs, contractors, and features of their new home.

Listening and acting

Residents moving into new build homes told us that:

- ✓ they preferred face-to-face contact
- ✓ they felt that communication needed to be tailored to new build residents
- ✓ they felt that demographically, there were data gaps, and asked if we know our communities
- ✓ younger residents engaged more than older people with home demos and solar panel information.

Key outcomes



Resident input led to improved translation, subtitles, and clearer written materials in home guidance tools.



We condensed questionnaires into open-ended sections to improve the quality of feedback.



We updated pre-tenancy processes to help us identify vulnerable residents earlier.



We developed a structured, resident-led engagement model: calls, home visits and follow-ups.



We developed an ongoing support model to include repairs reporting, contractor monitoring, and satisfaction tracking.



We established an ongoing support process to last throughout the 12-month defect period and beyond.

Decent Neighbourhoods – working with residents to transform ASB hotspots into community gardens

The Decent Neighbourhoods team works across the city to improve communal areas, partnering with residents, local professionals and community specialists.

Whether it's refreshing and redesigning new accessible pathways, holding litter-picking and specific action days, or using neglected land to bring green spaces to life, it starts with consultation and co-design with residents.

Listening and acting

When consulting residents about Decent Neighbourhoods, we learned that:

- ✓ most complaints about ASB issues focused on specific communal spaces
- ✓ fly-tipping is a major cause for concern
- ✓ neighbourhood reps' meetings are a useful forum for discussions about how to use spaces effectively
- ✓ residents believe that Days of Action are a great way of clearing areas along with door knocking and ongoing consultation
- ✓ residents appreciate being communicated with via staff door knocking and carrying out ongoing consultation.

Key outcomes



We've started a series of Days of Action with local schools, Neighbourhood Reps, staff and residents.



We've started to develop resident led community gardens, murals and communal spaces.



We're working with community groups to help transform spaces and tackle issues such as fly-tipping and ASB.



Fly-tipping and the cost of clearing fly-tips are decreasing.



In response to feedback, we have trialed and will be introducing a free bulky waste collection service for council residents from April.



We're consulting residents about how they would like to own and maintain spaces themselves.

Modernising housing and communal landscaping for older people

Refurbishing communal areas and landscaping at retirement living communities starts with the residents – in-person on-site consultation to gather ideas and feedback, then sharing mood boards and sketches with residents to refine initial ideas.

At the end of the consultation process, all residents receive a confirmation letter summarising the exact changes that are being made. They can keep this as a record and can hold the team to account on delivery.

Resident feedback...

“Everything you’ve done is wonderful. I particularly like the new flooring, décor, pictures and carpets.”

“Happy with all the work you have done for us – thank you all!”

“It’s much brighter, sociable and nice and I will be in here more often now.”

Key outcomes



Residents like to select colour schemes from the available mood boards so we make a range of colour schemes available in this format.



Residents like the idea of converting unused offices into hairdressing and treatment rooms, so we’ve done this several times and plan to offer it going forward.



Residents engage well in consultation and enjoy being involved throughout the process.



Residents like to have their say on what communal spaces should include – TVs, pool tables, grouped seating – to create a nice place to socialise.



Use of communal spaces increases once works are complete.



Residents appreciate corridors with colour zoning, artwork, comfy resting places, new lighting and flooring so we include this in proposals.

Tackling ASB as a community

The Anti-social behaviour (ASB) Service Improvement Group (SIG) focuses on reviewing how ASB services operate in practice.

Members work with service leads to examine policies, procedures, and performance, share lived experiences of reporting and managing ASB, and provide feedback on what's working well and areas where improvements are needed.

The SIG plays an important role in helping to strengthen our approach, make sure services are fair and effective, and improve outcomes for residents and communities. Meetings are held every eight weeks.

Listening and acting

The ASB Service Improvement Group told us that:

- ✓ we need clarity for residents on what constitutes ASB – and what doesn't
- ✓ our processes around tackling ASB and mediating between residents in conflict need to be clearer
- ✓ not all residents know how to access the ASB service, and better communication around this is needed.

Key outcomes



The ASB team and the SIG are co-creating letters and a leaflet to make the process for engaging the mediation service clearer for residents.



We have worked with residents to co-design new ASB Service Standards, and to draft a Good Neighbour Policy.



We've clarified terminology across all our communications platforms to make it clear about what is and what isn't considered ASB.



ASB letters have been co-reviewed with the SIG, updates have been agreed, and the revised versions have been rolled out.



SIG members lead on group discussions and set focus, using insight to inform which area to scrutinise.



We worked with residents to co-create the messages for ASB Awareness Week 2025, to make sure they reflect resident experiences and priorities.



Other opportunities for involvement

Neighbourhood Representatives – leading continual improvement

Neighbourhood Representatives (NRs) are an integral link between residents and Housing Services. They meet monthly to discuss issues and feed back to different service areas, and as volunteers, their dedication to being both sounding boards and champions of change is appreciated by all involved.

Involvement colleagues and others as appropriate and necessary work with our 131 Neighbourhood Reps to support them to hold us to account.

Listening and acting

Neighbourhood Representatives commented that:

- ✓ greater clarity was required on fire alarm testing – was it happening and when?
- ✓ they had identified a need for open and transparent communication regarding security
- ✓ residents had expressed upkeep concerns
- ✓ communication about the bulky waste trial had not been effective and was not accessible to all residents.

Key outcomes



Residents are now informed prior to regular weekly fire alarm testing.



Communication includes photos, is clearer and links are in a more accessible format.



Meeting held with Security company.



NRs suggested, reviewed and approved a communication about the bulky waste trial to all residents at the Victoria centre.



NRs have acted as a guide for residents to raise issues.



Bringing NRs, residents, relevant teams together has improved open and transparent relationships and communication is more effective.

Tenant Academy – offering residents the training they ask for

Our Tenant Academy gives residents the chance to develop a wide range of skills, gain accreditations and work towards employability. The range of free courses provided is driven by residents' interests and needs and the team are constantly looking for new ways to gather these and turn them into meaningful and enjoyable opportunities.

An extensive catalogue of current courses is available and a QR code is prominent throughout for individuals to express their suggestions for new courses. A satisfaction survey is also readily available after each course, with open questions to provide residents with the opportunity to suggest ways the sessions and access to courses could be improved.

Listening and acting

Residents told us that barriers to accessing the Tenant Academy included disabilities, having childcare or caring responsibilities, the cost and / or availability of public transport, working full-time, and feeling nervous about meeting new people.

They also suggested additions to the programme, including:

- ✓ digital skills
- ✓ gardening
- ✓ mental wellbeing
- ✓ safeguarding
- ✓ crafting or carrying out repairs.



Key outcomes

Recent courses created following direct feedback from residents – development of these courses was done with consideration of the barriers to access that residents had identified.



Woodworking skills.



Digital skills, including using the NHS app.



Family nature and gardening social.



THRIVE confidence building.



Tricky to Talk hubs.



DIY repair sessions.

“It was fun. The teacher was very nice. I hope now it will be helpful for me to get a job. I really appreciate your help.”

Food Hygiene accreditation course attendee

“I’m doing a course in mindfulness which is possibly the most useful course I’ve ever done. It’s so beneficial in many ways, and excellent for my mental health and well-being.”

Mental Wellbeing course attendee



Garden Competition – working with residents to improve their environment

This competition has been running for many years and is cherished by our residents. It provides tenants and leaseholders with the chance to showcase their contribution and how rewarding it can be to look after a garden or grow some flowers or food.

Listening and acting

We have formed a Garden Competition Steering Group which includes resident representatives, colleagues from the council's plant nursery, and Housing Services staff.

Through this group, we learned:

- ✓ there are barriers to entry, including digital literacy
- ✓ awards categories – too many and not ranked?
- ✓ demographic data gaps – do we know our community?
- ✓ honest entries – sometimes photos are misleading
- ✓ is judging fair and fit for purpose?

Key outcomes



We've made support available and advertised it to help would-be entrants with photos, digital tools etc via home visits.



We've reduced the number of award categories.



We will check every finalist and issue date guidelines for when photos can be taken.



We've agreed that judges and steering group members cannot enter because of the conflict of interest.



The Steering Group now check the awards venue and judge entries anonymously.



We co-design a great celebration with certificates and public recognition of winners.

Other achievements



In response to residents saying we were 'marking our own homework', we've revised our processes for dealing with Stage One ASB complaints.



We've created a new consultation hub on the website so residents can find all consultations in one place.



We've developed a new set of Service Standards and published them on the website.



We've improved the process for people alleged to be involved in ASB by introducing a more streamlined interview and support plan.



We're reviewing the best way to manage smoking in communal areas of blocks, which residents tell us is a key concern for them.



Following a resident complaint, we've provided guidance to staff about permissions when taking photos in residents' homes.



Following feedback, Rents letters now all have QR codes to make paying online easier for residents with smart phones.



All new tenants are asked at sign up if anyone in the household is Deaf / hard of hearing to make sure that Deaf friendly smoke alarms can be fitted if necessary.



We've introduced a Short Stay programme following feedback from residents in smaller Retirement Living homes, aiming to move them into bigger homes when they become available.

Other languages and formats

If you would like this information translating into another language, or format such as large print, please call us on **0115 915 2222** or email feedback@nottinghamcity.gov.uk.

Arabic	إذا كنت تريد ترجمة هذه المعلومات إلى لغة أخرى أو تنسيقها بتنسيق آخر، فيرجى الاتصال بالرقم: 0115 915 2222 أو التواصل عبر البريد الإلكتروني: feedback@nottinghamcity.gov.uk
Polish	W celu przetłumaczenia informacji na inny język lub format prosimy o kontakt telefoniczny pod numerem 0115 915 2222 lub za pośrednictwem poczty elektronicznej pod adresem feedback@nottinghamcity.gov.uk .
Punjabi	ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0115 915 2222 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ feedback@nottinghamcity.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ।
Romanian	Dacă doriți această informație tradusă în altă limbă sau format, vă rugăm să sunați la numărul: 0115 915 2222 sau să trimiteți e-mail la adresa: feedback@nottinghamcity.gov.uk .
Urdu	اگر آپ اس معلومات کو کسی دوسری زبان یا فارمیٹ میں ترجمہ کرنا چاہتے ہیں تو براہ کرم 0115 915 2222 پر کال کریں یا feedback@nottinghamcity.gov.uk پر ایمیل کریں



Contact us

Email: involved@nottinghamcity.gov.uk

Telephone: 0115 746 9100

www.ncchousing.org.uk

Nottingham City Council Housing Services
Loxley House, Station Street,
Nottingham NG2 3NG



Nottingham
City Council

Housing
Services