



Tenants' Annual Report on Housing Services 2022 – 2023

easy read

Welcome to the Tenants' Annual Report on Housing Services 2022 – 2023

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Welcome to Dimensions' report to our tenants 2022/23



Dear Tenant,

Welcome to our Tenants' Report for the year 2022/3. In this document we tell you all about the delivery of our landlord services to our tenants between April 2022 and March 2023. We also tell you about how satisfied tenants are with the services we provide.

After a couple of difficult years, in which we coped with the restrictions and consequences of covid-19, the 2022/3 year has seen our services return to more normal delivery. There has been work to catch-up on and rising inflation has challenged us but it has been a busy and productive year. For example, 84 % of our repairs were completed at the first visit – something we call 'right first time'. We reduced the number of vacant homes (or 'voids') and we recycled £2.6m of assets to create funds to invest in both the homes we own and those that we plan to build.

We have also continued to enable tenants to work with us on challenging and improving our services. Arranging large in-person tenant meetings remains a goal but we have continued our monthly virtual tenant meetings and welcome new participants. It was at these meetings that tenants co-produced our new Responsive Repair Standards and Promises and where experiences have been shared to help us improve our services. Angela joined Martin as your tenant representative at Dimensions Council and they both make sure that the Board and Executives hear the experiences of our tenants.

Investment in our homes continues in line with our Asset Management Strategy. In 2022/3 we invested £1.32m in our homes, installing 22 new kitchens, 26 new bathrooms and 6 roofs as well as a range of adaptations and heating upgrades. We also continued our major fire safety investment programme, modernising and upgrading fire door and safety systems. The safety of our tenants continues to be our highest priority.

We have changed our Tenants' Survey this year, responding to the requirements of the Regulator of Social Housing. Where possible we are comparing this year's answers with last year's – but there are some new themes to describe. As always, we have been thinking hard about how we respond to your comments. We want to build a better service for you and those that provide you with the support you need to live a better life.

Lastly, in 2022/3 we launched our latest new homes at High Greave in Sheffield, designed to support young people with complex support needs to begin their life in their community. A fantastic partnership with Sheffield Council and the NHS, these homes promise to be valuable to many people for many years to come.

I hope you find the 2022/3 Tenants' Report informative and interesting. If it encourages you to get involved and work with us to shape and improve our Dimensions housing service, we would love to hear from you.

Nick Baldwin

Chair of the Dimensions Board

About this report



We are Dimensions. We are the people who look after your home.



This report tells you if we did a good job last year.



The first section of this report is in easy read.

About this report



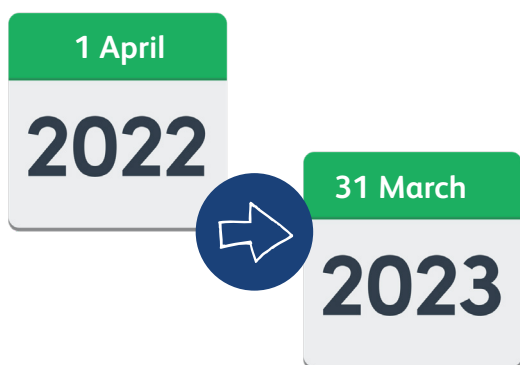
The second section of this report gives you some more detailed information, if you want to find out more.



This report tells you what we do with the **rent** you pay us. **Rent** is money a person pays to live in a house or flat.



This report tells you about our homes and the people that live in them.



This report talks about what happened between 1 April 2022 and 31 March 2023.



About the people who live in our homes



We have people of all different ages living in our homes.



There are more old people than young people.



There are more men living in our homes than women.



Everyone living in our homes has a disability.



About our homes



943

From 2022 to 2023 there were 943 people living in our homes.



More of our tenants live in their own homes with their own front door, with some support.



We own 238 low cost rent homes.



We also rent 85 homes from private landlords (3 less than last year).

About our homes

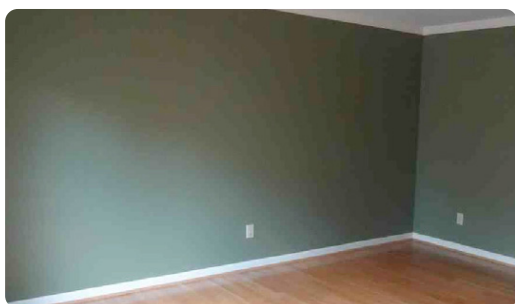


We have sold some houses that have become empty.



We will use some of the money from selling these houses to:

- make our other houses better
- build new houses
- buy new houses.



We had 60 places in our houses that were empty, which is 5 less than last year.



We follow rules set by the Government and councils to make sure that all our homes are used by someone with a disability who needs them.



We also try to make sure our tenants will get on well with each other.



Repairs



We use your rent money to make repairs and redecorate your homes.



When people find something that is not working in their homes they call us to get it fixed.

4475



We a 4475 calls last year. Most of these calls led to a repair being agreed.

19 secs



We took 19 seconds on average to answer calls.

Repairs



Astraline still answer calls made in the evening and at the weekend. We are working with tenants and support workers to reduce the number of calls made in the evening and at weekends.



Almost all repairs were finished in the time we said they would.



1 April
2022



31 March
2023

£1.6m

spent on repairs and maintenance last year.



1 April
2021



31 March
2022

£1.7m

spent on repairs and maintenance in 2021/22.



£168,000

spent on decorating in 2022/23.



1 April
2021



31 March
2022

£202,000

spent on decorating in 2021/22.



Thinking about the future



We have been thinking about where we can build new homes or make our homes better.



In January 2023 we completed work on five apartments for young people at High Greave, Sheffield.



In September 2023 we start work building six bungalows and four flats in Hertfordshire

Thinking about the future



We are starting work on plans for our next developments.



While the biggest impact of the Covid-19 pandemic has passed we are still feeling its effects now as well as the impact of increasing inflation and shortage of materials and workers.



We know that we cannot build and own all of the homes that we need to support people so we spend a lot of time looking for homes that are owned by other people.



We have staff in Dimensions to help us do this.

Tenants' Meetings



There are two people that speak up for the people who live in our homes. They are Angela Jones and Martin Hancox.



Angela and Martin have meetings with the bosses of Dimensions. They talk about any problems people have and the things that people want to see change.

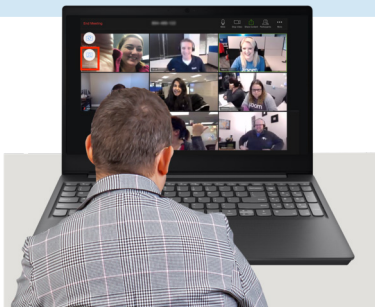


We have meetings for people that live in our homes. These are called **tenants' meetings**.



Angela and Martin meet other Dimensions tenants at **tenants' meetings** to share the information they found out.

Tenants' Meetings



These meetings are virtual meetings, using Zoom and they are where people find out what we have been doing.



The **tenants' meetings** are where people get to say what they think about Dimensions and if they think we are doing a good job.



These meetings are held monthly so in 2022/23 we held eleven **tenants' meetings**.



We used technology so Angela and Martin could attend the Dimensions Council meetings online.



We want more people to go to these meetings. If you are interested in going to a tenant meeting, speak to your Regional Housing Advisor on **0300 303 9194**.



We know that not everyone can join meetings online. We can help you to be involved in different ways.



Listening to you – Quality Consultants



We have people who check that we are doing a good job. They are called **Quality Consultants**.



We have trained some **Quality Consultants** to look at our housing and housing services to see if we are doing a good job.



The **Quality Consultants** are also **Experts by Experience**.

An **Expert by Experience** is someone with a learning disability who is also one of our tenants.



Our **Housing Quality Consultants** had to stop doing visits to our homes because of the Coronavirus pandemic.



Our **Housing Quality Consultants** will restart their roles soon and will use the results of the Tenants' Survey to know what to look for.



Listening to you – Tenants' Survey



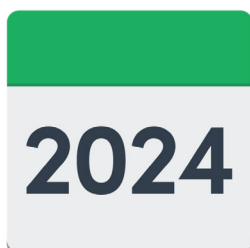
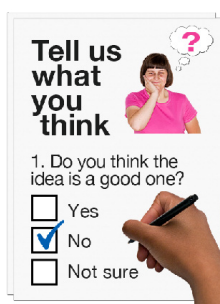
Every year we ask our tenants some questions about what they think about Dimensions' housing services.



In April 2022 we carried out a postal survey of all our tenants. This is the first time we've done this since 2019. 319 tenants responded.



In July 2023 we carried out a follow-up survey using a new set of questions.



We will do a full survey again in March 2024 where you can tell us what you think.

Listening to you – Tenants' Survey



Here is what we found:



Most tenants were happy or very happy with the services they receive from Dimensions.



Some tenants added comments with their survey.



Some tenants asked for help with a problem and we contacted them straight away to help.



Some made positive comments about the service they received and some made negative comments. All these comments were based on their experience.

Listening to you – Tenants' Survey



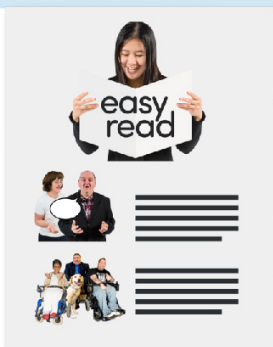
Tenants can also make a complaint, or give us a compliment or make a suggestion at any time of the year.



Based on what tenants told us in the annual survey and what they complained about we know we need to continue improving our services to all our tenants.



You told us that the responsive repairs service and the maintenance of your home is very important.



You told us you want more advice and guidance to be available using easy read.



You told us you want more in person contact with housing staff and other tenants.



What we will do next year



We will use the tenant meetings to keep those tenants that attend updated with changes and improvements, especially about the responsive repairs service.



We will keep working with our maintenance contractors and Astraline to improve the service our tenants receive from them.



We will agree with tenants what information should be in the easy read format.



We will help tenants make complaints, give compliments, offer suggestions, tell us about their experience with getting repairs done, and complete next years' tenant survey.



We will arrange in-person meetings next year.



The Housing Regulators review of the Consumer Standards



The Housing Regulator is reviewing the **national standards**. The **national standards** are what tenants use to say how well their landlord is doing.



Dimensions will be changing to make sure it meets the new **national standards** and will keep tenants updated of the changes.

The Housing Ombudsman Code



We have agreed to follow the Housing Ombudsman's complaints handling code and will be checking that we are compliant.



Tell us what you think



Thank you for reading this report.

If there is something you would like to tell us about your housing please write in the space below.

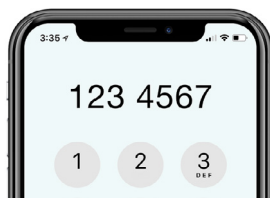




My name is



My address is



My phone number is



Please post to:

Dimensions Housing
Building 1430,
Arlington Business Park,
Theale,
Reading , RG7 4SA

About our homes

This section tells you about the homes we own and how they are managed.

Our social homes are low-cost rental – so the rent is less than the main rental market. We have 706 Dimensions social homes. There are 566 supported living homes in properties we own and manage and there are 260 homes in properties owned by other landlords that we manage for them. These include empty homes and void (or vacant) homes that are available to let.

We also own or lease 140 rooms in registered care homes and 147 rooms in registered care homes owned by other landlords.

Dimensions also manages 117 units of non-social housing that are owned by private landlords and 50 that are leased or owned with no grant funding.

	Low cost rental homes owned and directly managed by you	Low cost rental homes owned by Dimensions but managed by other organisations	Low cost rental homes managed by Dimensions for other organisations
General needs	0	0	0
Supported housing	558	4	260
Housing for older people	0	0	0
Intermediate rent	0	0	0
Affordable Rent general needs	0	0	0
Affordable Rent supported housing/ housing for older people	8	0	0
Care homes	33	103	147
Total	599	107	407

About our tenants

This section tells you all about the different types of people who live in Dimensions' homes (the whole group).

The numbers do not include empty homes which are not available to let and home as which are managed by Dimensions for other Registered Providers.

Tenants We have 57 less tenants in social housing than we had last year. This is because we sold 53 homes that were no longer needed.		2022-23	2021-22	2020-21
	Dimensions UK	810	867	866
	Outreach 3 Way	52	52	52
	Discovery	75	81	88
	Group Total	943	1000	1006

943

total number of tenants in social housing for the year 2022-23



About our properties

This section tells you about the homes we own and lease and how they are managed.

Our properties We built five homes for young people moving from full-time education to independent living. We sold 45 homes and 37 homes were for sale at the end of 2022/23. Nine empty homes await decisions by local commissioners. They are charged to the NHS.		2022-23	2021-22	2020-21
	Dimensions UK	221	232	230
	Outreach 3 Way	6	6	6
	Discovery	11	11	12
	Group Total	238	249	248
Who manages our tenancies? This information tells you a little about who manages tenancies in Dimensions properties. Dimensions manages all the homes that it owns except for some registered care homes that are managed by their support provider. These are reducing in number over time as they are de-registered. We also manage tenancies in properties owned by other social and private landlords where the tenant receives support from Dimensions. These numbers do not include empty properties for sale but do include vacant homes that are available to let.		2022-23	2021-22	2020-21
	Dimensions managed but another provider supports	336	382	385
	Another agency manages the property (RCH)	107	117	128
	Dimensions /03Way and Discovery manages AND provides support	383	379	373
	Dimensions manages private rented properties	117	122	120
	Group Total	943	1000	1006
Accommodation type The types of home we offer are changing. Some of our registered care homes are becoming supported living (this is called "de-registration"). More of our tenants now live in an ordinary home with some support. We are handing back or selling some of our older larger properties and replacing them with smaller properties. We have sold one registered care home this year to another support provider and one has become supported living.		2022-23	2021-22	2020-21
	Registered Care Home tenants (number of properties)	250 (39)	263 (41)	270 (43)
	Supported Living tenants (number of properties)	576 (199)	615 (208)	616 (205)
	Supported Living tenants in private rented homes (number of properties)	117 (85)	122 (88)	120 (85)

About Rents and Tenancy Agreements

This section tells you a bit about the rents we charge in our homes.

We give you information about social rents for homes that the Government has invested some money in and rents in private properties or those that Dimensions has paid for separately.

Weekly rents – social housing Dimensions applies the Regulator of Social Housing's agreed formula each year to increase its rent. This is the September consumer price index plus 1 % (CPI+1 %). The annual rent increase is applied in the first week of the following April. Service charges increased in line with the cost of delivering services.	Accommodation type	2022-23	2021-22	2020-21
	Shared house £ (average)	£81.46	£77.61	£76.38
	One bedroom flat £ (average)	£103.25	£98.65	£97.11
	Service charge £ (shared average)	£90.46	£82.67	£79.10
Weekly rents – exempt from rent standard housing Dimensions increases rent for homes it owns in line with the Rent Standard (see above). Rents in homes that Dimensions uses but does not own must be set in line with the lease. A lease is an agreement between the landlord that owns the property and the landlord that uses it. The highest is £700.53 per person per week (in London) and the lowest rents are in shared private lets in the north of England. This table includes owned, leased and private rents with no grant.		2022-23	2021-22	2020-21
	Shared house £	£293.48	£257.81	£207.27
	Two-bedroom flat £ (includes sleep-in)	£327.44	£311.62	£310.76
	Range of total rents and service charges £ (lowest to highest)	£138.80 To £700.53	£181.32 To £672.03	£122.23 To £672.03

About our performance

Maintenance call centre The year 2022/3 was the Housing Hub Team's (HHT) first full year of operation. We continue to use a company called Astraline to answer all the telephone calls from people needing a repair to their home outside of standard office hours – this is called our Out-of-Hours emergency repairs service. The HHT handled an additional 1,862 external calls during 2022/23 in support of the Dimensions Head Office.	Call centre	2022-23	2021-22	2020-21
	Inbound calls:	4,475	Total: 4,981 (3,401 taken by Astraline until 24/2/21)	4,468 (Astraline)
	Time to answer	19	15s HHT (184s Astraline)	80s Astraline
	Out-of-Hours service (Astraline) Calls handled (repairs raised)	595 (224)	n/a	n/a
Repairs completed in time The number of repairs requested this year was stable compared to 2021/22. We aim to complete all (100 %) emergency repairs within 25 hours. Our reported performance was 89 %. However, we know that almost all emergency jobs were responded within the 24 hour target time but contractors do not always tell us as soon as they should. This means that 11 % of jobs appear to be outside of target. Our target to complete urgent jobs is within 7 days is 90 %. We did not achieve this during 2022/3 because we had to replace one of our contractors during the year. We have been working closely with one other contractor to support them to improve their performance. Dimensions' housing is supported living so most repairs are 'urgent'. The biggest challenges to performance are in the winter.		2022-23	2021-22	2020-21
	Number of repair jobs	3,303	3,407	2,772
	Emergency jobs completed on time (target 24h)	89 % (835 jobs)	90 %	95 %
	Urgent jobs completed on time (target 7d)	81 % (1982 jobs)	91 %	97 %
	Routine jobs completed on time (target: 28d)	94 % (486 jobs)	100 %	90 %

About our performance

Maintenance costs We do different types of repairs. ‘Reactive’ repairs are the things tenants report to us that are broken and need repairing. Our reactive repairs spend was higher than expected because of rising labour and material costs during 2022/3. There was also an increase in the number of complex repairs that required more time and materials to complete. ‘Major’ repairs are big repairs that we need to think more carefully about – sometimes getting more than one contractor to give us a price so that we can get the best value for money. ‘Compliance’ includes gas safety tests, legionella tests, electrical tests and fire risk assessments. ‘Cyclical’ repairs are things like external decorating that we know we need to do from time to time. We plan for these on a ‘cycle’ We have a list of homes that we are going to work on over the next few years. Many of these works are requested by our tenants. Things like new bathrooms or kitchens. The Government says all homes must be of good quality called ‘Decent Homes’. We survey and invest in our homes to make sure we are confident that all Dimensions’ homes are ‘Decent Homes’. The 10% increase in property maintenance costs exceeded our increase in rental income so our end of year financial surplus was considerably less than anticipated.	Costs	2022-23	2021-22	2020-21
	Reactive repairs £	£956k	£767k	£796k
	Reactive repairs – year on year increase or decrease	25 %	– 4 %	n/a
	Major repairs and cyclical	£521k	£685k	£355k
	Major repairs and cyclical – year on year increase	– 24 %	93 %	n/a
	Compliance works	£769k	£546k	£632k
	Compliance works – year on year increase	41 %	14 %	n/a
	Internal decorations	£168k	£202k	£70k
	Internal decorations – year on year increase	17 %	189 %	n/a
	Total costs £	£2,414k	£2,201k	£1,853k
	Total costs – year on year increase	10%	8%	n/a

About our performance

Compliance Every property with a gas supply has an annual gas safety check. We completed them all. We complete Legionella checks and Fire Assessments every two years. We have invested in completing safety works in your homes and this will continue in 2023/24. Thermostatic Mixing Valves (TMVs) make sure that hot water is not dangerous for people. We try to service TMVs each year and had serviced 88 % by the end of March 2023.	Costs	2022-23	2021-22	2020-21
	Gas safety checks	100 %	100 %	n/a
	Legionella checks	88 %	100 %	n/a
	Electrical checks	100 %	100 %	n/a
	Fire Risk Assessments	96 %	98 %	n/a
	Thermostatic Monitoring Valve checks	88 %	84 %	n/a
Voids We want all our homes to be lived in by someone who needs them. We reduced the number of empty homes in 2022/3 by selling some that are not needed and finding people who would like to live in the others. Some rooms in shared houses are empty because we have to make sure that new people can have a great life living with the people who are already there. Local Authorities refer people for our empty homes.	Tenancy numbers	2022-23	2021-22	2020-21
	Voids available to let	60 (6.8 %)	65 (8.5 %)	61 (6.4 %)
	Empty properties unavailable to let	30 (3.4 %)	70 (7.8 %)	69 (7.4 %)
Rent arrears Our services are paid for by the rent tenants pay us so we must collect all the money owed. Our performance at the end of the year was not as good as at the end of last year.		2022-23	2021-22	2020-21
	% arrears as at 31st March	5.2 %	4.8 %	5.5 %
Complaints and compliments We received 14 complaints during the year, all of which were investigated. When we agree that a complaint is right, we say it is 'upheld'. We upheld 10 and partially upheld two. Where we upheld a complaint, we offered an apology and tried to correct our mistake. No complaints were referred to our Board or the Housing Ombudsman. We also received 22 formal compliments.		2022-23	2021-22	2020-21
	Complaints	14	8	7
	Compliments	22	11	1

How we spent your rent in 2022 – 2023

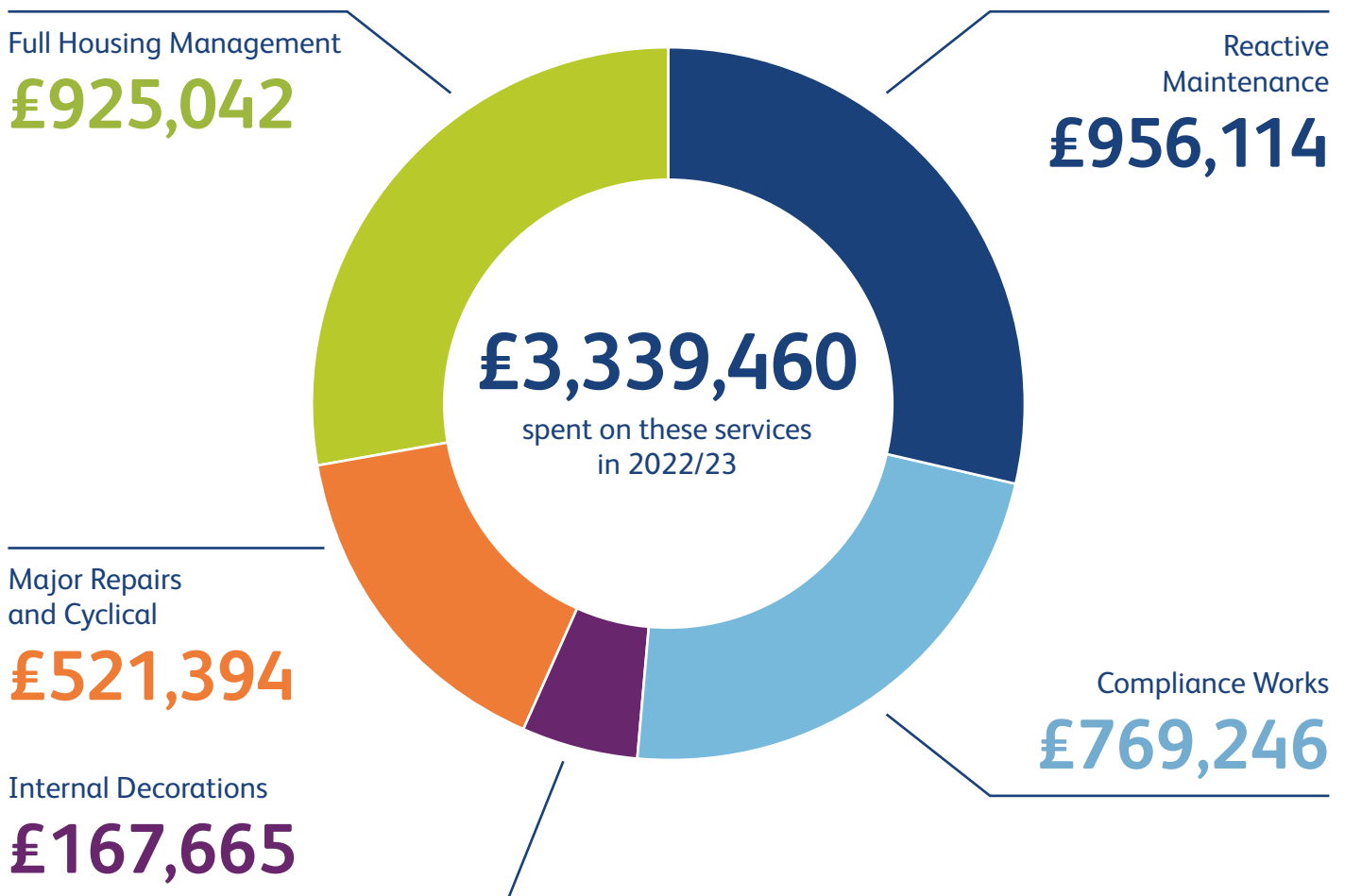
We charge you rent to live in your home, and we spend it on repairs, decorations and people to manage homes.

We also spend money on finding new homes for people and supporting tenants to get involved with Dimensions and the decisions it makes that impact on tenants.

In 2022/23 we spent £3,339,460 on providing these services. The pie chart below shows you how much we spent. You can see all the spending divided up.

We try to plan for repairs before they are needed so that you do not have to ask for them. We are pleased that most money was spent on these repairs and not things that went wrong in the year.

We will always be happy to answer any questions that you have about how we spend your rent.



Listening to our tenants: national meetings

The Dimensions Council represents people we support. It meets, discusses and make recommendations on things that matter to the people we support.

Our tenants are always represented on the Dimensions Council. Our two Tenant Representatives are Angela Jones and Martin Hancox. Angela and Martin speak up on behalf of tenants about housing issues when they attend Dimensions' Council Meetings and pass information back to our tenants at our national tenant meetings.

During 2022/23 we continued to hold virtual monthly tenant meetings using Zoom. These meetings were an opportunity for tenants, their support staff, your tenant representatives, our Quality Consultants and our housing colleagues to meet up to discuss everything to do with our housing service, review our performance and plan for our future.

Our virtual meetings usually last for two hours and include updates from housing colleagues and Tenant Representatives. There is always plenty of time to ask questions and discuss the housing service. Some meetings are held in the morning and some in the afternoon, we also hold them on different days of the week, so as many tenants as possible can attend.



We want to work with more of our tenants.

If you are interested in attending tenants' meetings, please call **0300 303 9194**.

We understand that not everyone is able to meet online, much like not everyone is able to travel and meet in person, but we will do whatever we can to try and help you to become involved if this is something you are interested in.

Quality consultants

Angela, Martin and Dimensions are re-starting our Housing Quality Consultant landlord service checks. Quality Consultants have continued to carry out other service checks virtually and we have been training tenants to complete in person Landlord service checks in 2023.

A Quality Consultant is an Expert by Experience. This means that they have a learning disability and experience of being a Dimensions Tenant. Our Housing Quality Consultants will be visiting the places our tenants live with one of the Regional Housing Advisors and will then co-produce some individual feedback on our homes and submit it to the Housing Team. The Housing Team will then report back to Angela and Martin at the following virtual tenants' meeting on what action we will take to resolve any issues and what we will do differently as a result of both tenants' positive and negative experiences.



If you would like to be a Housing Quality Consultant or would like them to visit the place you live, please call 0300 303 9194.

Listening to our tenants: Tenants' Surveys 2022 & 2023

Every year we ask all our tenants some questions about what they think about Dimensions' housing services. We call these questions our Tenant Survey.

Our last survey was in April 2022. We included the results in last year's Tenants' Report. In that survey, satisfaction with our repairs service was high and most of the comments that people made were about the repairs service. Some of you told us how quick the service is, and some told us we were too slow to get repairs done. We noted that 7 % of people were not happy with the repairs service. The repairs service is very important to our tenants.

During 2022/23 we started contacting some tenants directly following the completion of a repair to ask them what they thought of our repairs service and the quality of the repair work. We spoke to 223 tenants who had a reactive repair completed where they live during 2022/23 (that's 17 %) and 89 % told us they were satisfied with the repair work and 91 % told us they were satisfied with the overall repairs service provided by Dimensions.



91%

told us they were satisfied with the overall repairs service provided by Dimensions.

You also told us in the April 2022 Tenants Survey that you would like more in-person contact from the Housing Service. The Regional Housing Advisors have increased the number of visits they carry out during 2022/3 and we are looking to host some regional in-person meetings for Tenants Groups in 2023/24.

The Regulator of Social Housing sets the standards for delivering housing and works with providers like Dimensions to make sure that tenants get high quality services. During 2022/23 the Regulator has introduced new Tenant Satisfaction Measures which landlords like Dimensions must use in 2023/24. These include 12 standard questions all landlords must use in Tenant Surveys.

Dimensions started using the new questions in our Tenants Survey this year. Most tenants told us they needed help to complete it and will share their feedback with the Regulator.

Listening to our tenants: Tenants' Surveys 2022 & 2023

Tenant Satisfaction Measure questions		Very or fairly satisfied	Fairly or very dissatisfied
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dimensions?	86 %	9 %
TP02	How satisfied or dissatisfied are you with the overall repairs service provided by Dimensions over the past 12 months?	81 %	13 %
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	73 %	17 %
TP04	How satisfied or dissatisfied are you that Dimensions provides a home that is well maintained?	77 %	16 %
TP05	How satisfied or dissatisfied are you that Dimensions provides a home that is safe?	83 %	11 %
TP06	How satisfied or dissatisfied are you that Dimensions listens to your views and acts upon them?	65 %	10 %
TP07	How satisfied or dissatisfied are you that Dimensions keeps you informed about things that matter to you?	66 %	9 %
TP08	To what extent do you agree or disagree with the following "Dimensions treats me fairly and with respect"?	82 %	8 %
TP09	How satisfied or dissatisfied are you with Dimensions' approach to complaints handling?	53 %	11 %
TP10	How satisfied or dissatisfied are you that Dimensions keeps these communal areas clean and well maintained?	71 %	18 %
TP11	How satisfied or dissatisfied are you that Dimensions makes a positive contribution to your neighbourhood?	30 %	5 %
TP12	How satisfied or dissatisfied are you with Dimensions' approach to handling anti-social behaviour?	32 %	3 %
	Would you recommend Dimensions as a Housing provider to your family and friends?	79 %	9 %

Listening to our tenants: What will we do after this year's survey?

Based upon the Tenants' Surveys from 2022 and 2023, here is what we have learnt about our service from you and what we plan to do about this learning in 2023/24:

You told us we need to	What we will do
Make sure people know about the repair's satisfaction survey (from the 2022 and 2023 Tenants' Surveys).	We contact 15 % – 20 % of tenants who have recently had a repair completed to ask how satisfied they are with the service. The results are anonymously reported to the contractor, to the Tenant Meetings and to our Board Members. This feedback is used to congratulate our contractors when they have performed well or to highlight where they can improve their service.
You told us we need to	What we will do
Make sure our repairs contractors continue to work with and our tenants to improve the responsive repairs service (from the 2022 and 2023 Tenants' Surveys).	<p>We meet with our contractors every month to discuss their performance and how they are working to improve their service. We discuss our repairs service with tenants at the monthly Tenant Meetings. Our contractors' performance is also reported to the Dimensions Board.</p> <p>In March we completed a review of tenant expectations of the repairs service as part of that months virtual Tenants Meeting.</p>
You told us we need to	What we will do
Make sure people know how to make a complaint, a compliment or a suggestion (from the 2022 and 2023 Tenants' Surveys).	<p>We complete the Housing Ombudsman's complaints handling code self-assessment every September and identify improvements. During 2022/23 we:</p> <ul style="list-style-type: none"> • updated our corporate Complaints Policy to include the Housing Ombudsman's definition of what a complaint is; • appointed Huw John as the Board Member with "lead responsibility for complaints"; • reported our complaint handling performance, learning and the results of investigations to our virtual Tenants' Meetings and the Quality & Performance Committee; • started an advice programme for the people we house and support about "how to make a complaint".

Listening to our tenants: What will we do after this year's survey?

You told us we need to	What we will do
<p>Support more in-person meetings with tenants who need housing help and advice.</p> <p>Support more in-person meetings with groups of tenants to discuss how the Housing Service can better meet tenants' housing needs (from the 2022 Tenants Survey).</p>	<p>Our Regional Housing Advisors increased their in-person visits.</p> <p>We are working with our Dimensions Engagement & Involvement Team to find ways to involve more tenants in the 2023/24 Working Together For Change programme that includes in-person meetings across England.</p>
You told us we need to	What we will do
<p>Consider how we can improve the 2023 Tenants' Survey so more tenants and those that support them can complete the survey (from the 2022 and 2023 Tenants' Surveys).</p>	<p>We know from family member and support staff feedback that it is still difficult for some tenants to use surveys to share their opinions of the Housing Service. We have also heard feedback that the Regulator's introduction of the Tenant Satisfaction Measure questions makes it harder, not easier, for Dimensions' tenants to share their opinions of our service using these survey questions.</p> <p>We plan to conduct the next annual Tenants Survey in March 2024 but before then we will share tenants' feedback on the new questions with the Regulator and work with them to agree a survey format that's easier for our tenants to use.</p>

Housing Ombudsman code

Dimensions is committed to the Housing Ombudsman's complaints handling code and we self-assess against it every September. The Housing Ombudsman works closely with the Regulator for Social Housing to improve services for tenants across the country. In response to our self-assessment against the Ombudsman's complaints handling code, we have made some changes to our Complaints Policy. Dimensions also now has a Board Member – Huw John – with lead responsibility for complaints. Our performance in handling complaints, our learning from them and the results of complaints investigations have been reported at our virtual Tenants' Meetings and the Quality & Practice Committee.

Championing the rights of our tenants

Dimensions is a member of Learning Disability England, and the Disability Benefits Consortium. We campaign on voting, around learning disability hate crime, and for improved health for people with learning disabilities. In association with all the main cinema chains, we run autism friendly cinema screenings across the country, and we have extended this to libraries and other entertainment venues. Dimensions also runs the "Learning Disability and Autism Leaders" List which aims to support leaders with Learning Disabilities and autism to raise their voice and personal profile and accelerate social change.

Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.

Contact us to find out more:



Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Find us on social media @DimensionsUK

Dimensions

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Dimensions (UK) is a charitable registered society number 31129R.

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