

Our Annual Review 2024/25 – A welcome from Dave and Milcah

Welcome to the St Leger Homes' Annual Review for 2024/25 in the year we celebrate 20 years of delivering services to customers.

This year, our Annual Review is being introduced by Dave Wilkinson, our Chair of the Board and Milcah Walusimbi, one of our tenant Board members. As one of our customers, Milcah works very closely with St Leger Homes, shares her experiences and understands the needs of customers.



Milcah Walusimbi
– Tenant Board Member

Milcah

“As a tenant member of the Board, I am extremely proud to introduce this year’s Annual Review, along with our Chair, Dave Wilkinson. Being a customer who sits on the Board of St Leger Homes I fully understand how important it is that we deliver excellent services.

This annual review outlines the incredible hard work the whole organisation does on a day-to-day basis to provide the best possible service for customers and looks back on our performance and service delivery over the last financial year.”

Dave

“As Chair of the Board, I know firsthand that 2024/25 has been another challenging one – but one we have all worked tirelessly to make as successful as possible. The year saw Chris Margrave take over the role of Chief Executive and I, as well as the rest of the Board, have really enjoyed working closely with him to continue to move St Leger Homes in a positive direction.

We have also seen three new appointments to the Executive Management Team in Lee Winterbottom (Director of Property Services), Jane Davies

(Director of Housing and Customer Services) and Kevin Hanlon (Director of Corporate Services). All three bring lots of experience and knowledge to the team to support customers and staff in so many ways.

Once again, the cost of living and inflation challenges continued, meaning costs for everyone have risen once more. However, that didn’t stop us doing all we could to help to make sure we offer the best value for money services possible. We continued to keep your rent as the lowest in South Yorkshire whilst still providing high-quality services.

One of the most important issues for customers was our repairs service. The amazing work and improvements our teams have put in over the past few years has started to come to fruition with the number of backlogged repairs reducing to zero – meaning 2024/25 saw us move onto a solid foundation to improve even further. This means we can continue to improve on things such as how we appoint repairs to reduce waiting times.

One of our priorities over the next year is to complete as many stock condition surveys to

inform our investment decisions for our homes and ensure our homes are compliant with all regulatory standards of being safe, comfortable and energy efficient.

But we can't do this alone. We need you to help us. Over the past 12 months one of the biggest challenges we've faced is gaining access to homes to complete works. We appreciate that life happens and sometimes appointments need to be changed. However, when it happens it has a knock-on effect to St Leger Homes from a cost perspective and also other customers who are waiting for appointments. Please make sure you are letting us know as soon as possible if circumstances change.

Last year we told you about our new Keeping in Touch (KIT) visits initiative and we're delighted to say that we have completed over **8,000** of these in 2024/25. KIT visits have proven vital for us to engage with our customers but have also helped customers too – from being able to arrange a same-day repair, to supporting two customers to receive around £5,000 in underpaid Housing Benefit and Council Tax support – all from just answering the door to a member of our team for a chat.

We continued to focus on the important issues you told us meant a lot to you. Some of the issues

were about damp, mould and condensation and antisocial behaviour. Our dedicated damp, mould and condensation team carried out over **2,300 surveys** in 2024/25 alone and our antisocial behaviour team have resolved **1,075 cases**.

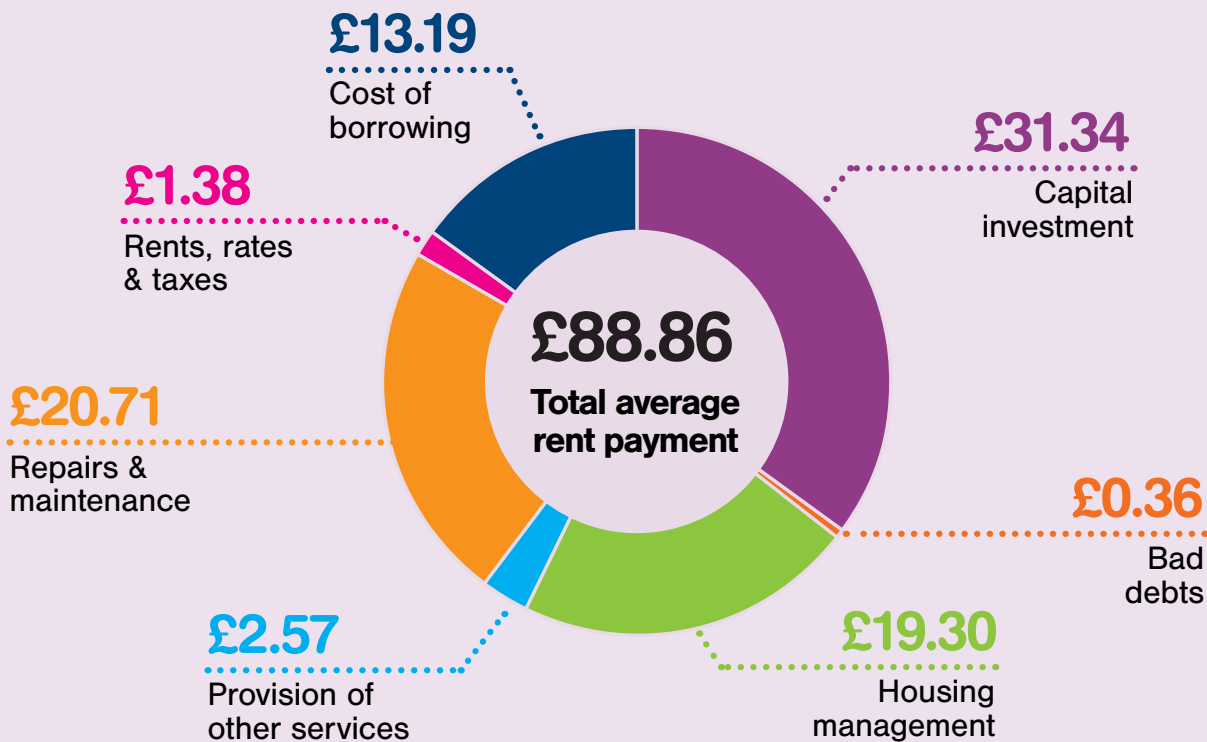
Over the year our teams achieved some significant milestones whilst facing tough challenges and you'll see these highlights throughout this Annual Review. You'll notice we've kept things very similar again this year and you can hear from some of our customers about their experience of our services. Some of these are covered in our Annual Review 2024/25 videos which will soon be available on our YouTube channel, website **www.stlegerhomes.co.uk** and social media pages. Look out for these at the beginning of September 2025!

You'll hear first-hand from customers and staff about how our people have made a positive impact on their lives. We hope you enjoy reading our reflections and what Milcah and I feel has been, overall, a successful year."



Dave Wilkinson
– Chair of the Board

How your rent is spent





Once again, our repairs and maintenance teams provided an absolutely essential service for you. And again, this service saw the highest demand from our customers throughout 2024/25.

Despite financial challenges around inflation and costs of materials, we continued to make improvements in this area – reducing repairs backlog to zero and working hard to continue to reduce waiting times for repairs.

Our dedicated Damp, Mould and Condensation team helped around 2,500 customers with surveys, advice and support. We ensured customers were supported to help reduce damp, mould and condensation using various spotlight articles in our HouseProud magazine.

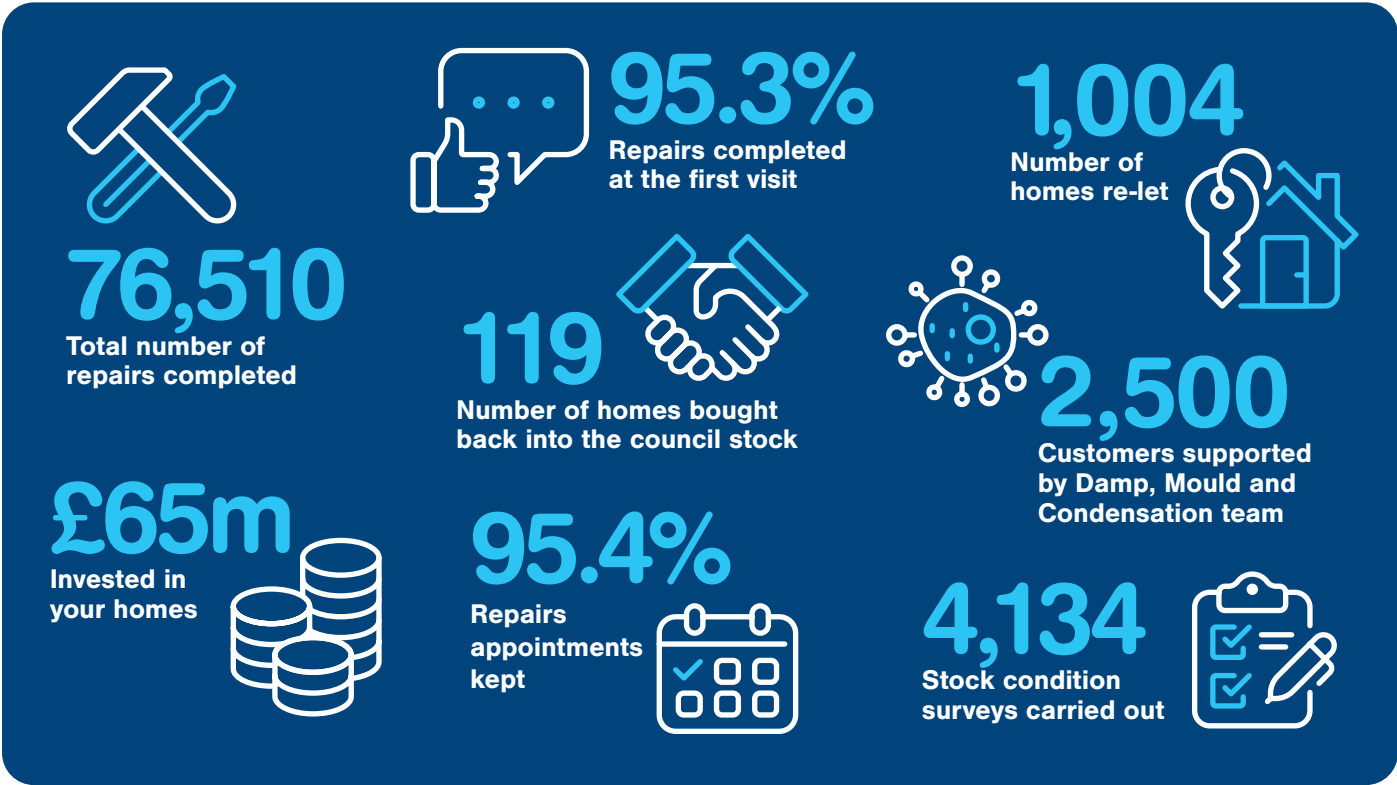
Our repairs service has continued to show a positive increase in completing repairs at the first visit. And our customers are telling us that they are noticing this improvement.

After we complete a repair, we ask customers to complete a survey. Over 8,000 customers responded throughout the year. 75% of these customers were satisfied with the repair carried out, 85% happy with the quality of

their repairs and 80% are satisfied with the waiting time to get their repair done. 93% of customers thought our trade staff were polite and respectful.

Whilst these figures are good to see, there’s still work to be done, as this is a core service we received the most complaints about repairs – something we’re continuing to work hard to reduce.

Compliance and safety checks	
Gas servicing	100%
Fire safety	100%
Asbestos surveys	100%
Legionella assessments	100%
Lift inspections	100%
Electrical EICR checks	96%





People

This year we continued to prioritise the wellbeing of our customers and made sure people had access to the support and help they need to live a comfortable life, safely in their homes.



99%

% of tenancies sustained after support



726

(worth £35,574 in total)
Number of HACT energy vouchers for customers

1,641

Number of people supported by our Tenancy Sustainability Team



£1.7m

Financial gains for customers



454

Mental Health Navigator referrals



113

People supported into training, education or employment

92

Legal notices served for antisocial behaviour (including injunctions and evictions)



1,075

Antisocial behaviour cases resolved



Some of our highlights include our work on tackling anti-social behaviour done by our dedicated Safeguarding and Anti-social Behaviour team who dealt with **1,095 cases** during 2024/25 to keep you and your communities safe. Of those cases **1,075** were resolved during the year with the team finding amicable resolutions to the majority. Where those resolutions were more difficult to find, we took legal action for 92 cases which resulted in actions such as evictions.

Our Tenancy Support Team were instrumental to supporting customers. Over the year the team had a strong focus on supporting customers to make sure they received Pension Credit and benefits they were entitled to with **over £700,000**

in payments being received for customers across Doncaster.

From the **1,641 referrals** into our Tenancy Sustainability team, **99%** of customers were still in their tenancies six months after our support had ended – It's a great example of what we can achieve when we work together with customers.

We are here for you to support you with financial advice.

Scan the QR code to visit our website or phone us on 01302 862050.





Communities

Our communities are the heartbeat of our great city. We are proud of the communities we support – whether that's by working with customer and resident groups or our garden and caretaker teams keeping things neat and tidy.

In 2024/25 we set out to meet every customer by the end of 2026/27 by carrying out Keeping in Touch (KIT) visits. Since then, we have completed **over 8,000** of these visits.

The visits make sure we are supporting every single customer and puts us in touch with those who don't usually engage with us. Following one of our KIT visits, a customer was supported by our Customer Involvement Team to start his own community coffee morning. That's just one of example of the many active community groups we support where customers and residents can get together informally, supporting community cohesion through common interests.

The Environmental Pride programme, led by us and City of Doncaster Council with other partners, helps communities develop their own local improvement projects.

These include Whinfell Community Group's Seed to Feed project which provides fresh produce

for community lunches, with any left over veg delivered to less mobile residents, free of charge.

We also carried out 40 Days of Action across Doncaster with partners from the Council and South Yorkshire Police. These involve litter picking, tackling fly-tipping and working with communities to improve local areas.

Another way we engage communities is through our regular estate walks which happen across our neighbourhoods regularly throughout the year.

In total, we carried out 350 Estate Walks in 2024/25 and identified issues to deal with such as fly tipping, garage sites needing attention and low level antisocial behaviour.

We would love to see you join us on an estate walk. Head to our website here to find out when your closest one is happening next.



14

Number of Tenants and Residents' Associations (TARAs) supported

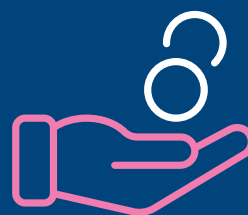
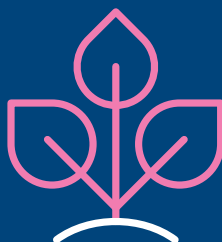


49

Number of customer groups supported

88

Customers supported by our garden service



£4,700

Funding to support customer group activities through the Positive Action Group

£27,141

Total Environmental Pride funding



Partnerships

We pride ourselves on delivering a great service, but we can't do this alone. One of our biggest strengths is working in partnerships with organisations across Doncaster and the wider region to keep customers safe and thriving in their homes.



88%

Goods and services sourced within South Yorkshire



24

Number of policies/strategies reviewed and informed by our customer group the One Voice Forum.

47

(19 new!)
Number of Apprentices



132

People joining our World of Work scheme



217

Number of customers who are part of our Getting Involved Group

2

Tenant Scrutiny Panel reviews

(Recharges in relation to Empty Homes, and Volunteer Rewards and Incentives Scheme)



Whether it's working with suppliers and contractors who support us to deliver our repairs, keeping buildings safe or partnering with education providers to deliver our apprenticeships and World of Work (WOW) schemes, partnerships are essential to what we do.

During 2024/25 we welcomed **132** customers onto our WOW scheme, supporting them with work experience alongside classroom learning at Doncaster College.

We also continued to develop strong relationships with organisations such as the Department for Work and Pensions, South Yorkshire Police and the NHS.

Our most important partnership, however, is with customers. We understand how important it is to involve customers in everything we do. Alongside

our other groups, this year we launched a new Tenant Review Hub which will work to review any documents, letters and communications which are designed for customers.

"The scheme has been brilliant. You learn so much at Doncaster College and now me and my new work mates are able to put these skills into good practice whilst helping individual customers and communities."

- Simba, WOW trainee





Dealing with Complaints

Although we set out to always deliver great services, there will be occasions where we fall short of the standards expected, resulting in a formal complaint – this can be from a customer or someone in our wider communities.

Although the number of complaints we receive is higher than our target, we don't see this as a negative as we make it as easy as possible for customers to complain – an approach which is supported by the Housing Ombudsman Service. We always use complaints as a means of learning and will endeavour to change the way we do things if it is causing dissatisfaction and resulting in complaints. Check out the 'You said we did' section of our website and our Annual Complaint and Service Improvement Report which shows lots of examples of this.



We received
1,354

Stage 1 complaints
68 complaints per
1,000 properties (target 47)



We received
152

Stage 2 complaints
7.6 complaints per
1,000 properties (target 3)

We have a dedicated team to make sure we deal with complaints as quickly as possible and our performance on this continues to improve, with nearly 100% of all complaints received in 24/25 responded to within target.



We responded to
99.65%
of Stage 1 customer
complaints

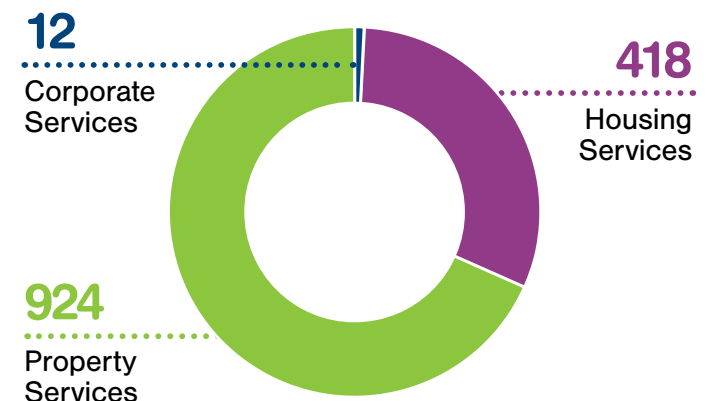


We responded to
98.36%
of Stage 2 customer
complaints

Out of the 1,354 formal complaints we received, 1,154 were from customers. The top 3 reasons for complaints from customers were: Time taken to deal with things, service deliver and staffing issues. Only 360 of all the complaints we received were upheld.

The pie chart below shows out of all the 1,354 complaints we received in 24/25 the area of service they relate to.

Number of Complaints



Where a customer is not happy with our final response to a formal complaint, they can contact the Housing Ombudsman Service to ask them to investigate. In 24/25 the Housing Ombudsman Service determined 7 cases from customers who had referred their complaint to their offices.

You can read the findings of the Housing Ombudsman's investigations, as well as more detailed information, on the complaints page on our website.





You said, we did

One of our most important commitments to you, is to listen. And not only listen, but to act on things you tell us could be better. That's why we publish information on anything we've done following feedback.

What is important is that we learn from the feedback we receive whether that be from a complaint, a survey or a customer group. Here's just a few examples showing where we have changed our services or worked differently as a result of customer feedback.

Throughout 2024/25, our customers helped us shape 24 policies and strategies, held two scrutiny reviews and got involved in many more consultations, surveys and discussions.

Customers Own Improvement Policy

You said – You told us you want to make improvements to better enjoy your home environment and personalise your surroundings.

We did – The Policy includes provision for customers to have more autonomy to make their house their home without undue input from us.

Fire Management Plan

You said – You wanted to feel and be safe in your homes in relation to effective fire safety management and that effective procedures are put in place should there be a fire.

We did – The Plan now sets out how St Leger Homes of Doncaster (SLHD) will meet its legal and moral obligations around fire safety and objectives outlined in the Fire Safety Policy. The Plan also outlines procedures to prevent fires and protect people and property in case of a fire, including risk assessments, evacuation plans, and training.

Customer Access Strategy

You said – Prompt responses, communication and choice and ease of access were the key things you told us you wanted the Strategy to cover.

We did – Comments helped to inform the final Strategy and actions, resulting in a Strategy that promotes digital access by choice and aligns with customer needs and expectations. The impact of the Strategy and delivery of actions will be measured over time using satisfaction surveys.

Vulnerable Persons Policy

You said – You identified and agreed that we should be doing the following:

- Record customer contact information regarding identified vulnerabilities and use interactions with customers to check and verify these where necessary.
- Use customer insight data including vulnerabilities in our strategic and operational decision-making.
- Assist vulnerable customers in accessing our services and direct them to additional support when needed. (contact, repairs, rent, tenancy management)
- Ensure our staff are trained and knowledgeable in how to identify and take account of vulnerabilities when delivering all our services.
- Refer cases requiring short-term support or assessment to our Tenancy Sustainability teams for Tenancy or Mental Health support.
- Refer to statutory services or other specialist support as required.
- Make safeguarding referrals or raise concerns as appropriate.

We did – The Policy now deals with the specific needs of vulnerable customers which will be supported through an inclusive and transparent service delivery.



























Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) help us understand how happy you are with your home and the services we provide. They are also a requirement by the Regulator of Social Housing. By measuring them, we can make sure everything is up to your standards and improves your experience.

The graphics below show how satisfied tenants were with the key services we provided in 2024/25. The smiley face means we improved in 2024/25 compared to 2023/24.

We achieved the Customer Service Excellence accreditation for the 13th year running – showing our dedication to delivering great services for you now and into the future!

TSMs 24/25

Satisfaction Measure	% 24/25	24/25 compared to 23/24 performance	
 Overall Satisfaction	81 +5 	 Keeps tenants informed about things that matter to them	81 +2 
 Satisfaction with repairs last 12 months	81 +1 	 Treats fairly and with respect	88 -2 
 Time taken to complete most recent repair in last 12 months	76 +3 	 Approach to handling complaints in last 12 months	37 +7 
 Home is well maintained	82 +6 	 Keeps communal areas clean and well maintained	72 +5 
 Home is safe	86 +1 	 Positive contribution to neighbourhoods	81 +4 
 Listens to tenants' views and acts on them	75 +3 	 Approach to handling ASB	73 +4 

2024/25 into 2025/26

Looking back, moving forward

We hope you think after reading our Annual Review that we've had a good year, but we know there is always room to do better and to do more. Here's a snapshot of some of the things we will be working on in 2025/26 to help us to achieve this.

More voices, more impact

We've grown our customer engagement groups—but we want them to be more diverse and inclusive. To help encourage more customers to get involved we have developed a **Tenant Development Pathway**, which we will be implementing. This will ensure customer representatives have the training, awareness and hand holding they need to feel more comfortable in their representative roles. This approach has been welcomed by our customer representative groups.

Recognising your time

Thanks to our **Tenant Scrutiny Panel**, we will be introducing a **new Rewards and Incentives Scheme** – so whether you're joining a meeting, walking an estate, or filling out a survey, your time will be valued.

New Access Team

We will be creating a new Access Team dedicated to working closely with customers so we can improve access to carry out essential inspections/gas and electrical safety checks etc. This will help make sure that important inspections and works happen without delay and with minimum disruption.

Tap in – your Customer Portal awaits

You told us you want more digital options—so we're upgrading our portal and making it easier than ever to get things done online. You can still register on the existing portal by scanning the QR code to sign up in seconds.



Data smarter

We will be implementing the Datasmart Strategy which will help us transform how we use our data to understand the needs of our customers and tailor services to meet their needs.

Breaking the mould: tackling social housing stigma

We will be signing up to the national, tenant-led Stop Social Housing Stigma campaign. It's a powerful campaign that will help us challenge stigma from the inside out, by listening, learning, and leading change together.

To ensure we deliver this, we will set up two dynamic teams: one made up of colleagues from across the organisation, and the other led by customers themselves. This dual approach will ensure that both professional insight and lived experience shape the development of a dedicated Tackling Social Housing Stigma Strategy.

