

## Specialist Support Services Performance- Tenancy Sustainment April 2024 - March 2025

### Performance against our Service Standards

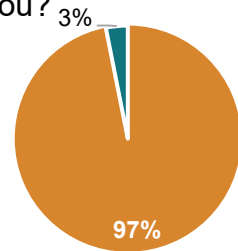
Service Standard	Target	Q1	Q2	Q3	Q4	Total	Comments
We will contact you within 2 days and complete an assessment within 10 days upon receiving a referral on the care leaver or supported living move on pathways.	100%	100%	75%	100%	75%	88%	We experienced some delays in completing an assessment within 10 days due to co-ordinating with the Personal Assistant from Hertfordshire County Council and the applicant availability due to college commitments
We will make reasonable efforts to contact you to complete a pre-tenancy assessment within 4 weeks of becoming top bidder on a property through choice-based lettings.	100%	97%	100%	100%	100%	99%	
We will complete a support plan within 1 week of coming onto our tenancy sustainment service	100%	93%	83%	83%	78%	84%	We had 62 residents start with the tenancy sustainment service, 58 of these received a settling in support plan within 1 week. Delays to 4 of these were due to availability of tenants.

## Tenant Satisfaction

We complete a satisfaction survey with Tenants, usually when they are leaving our service. **32** Tenants took part in this survey between April 2024 and March 2025.

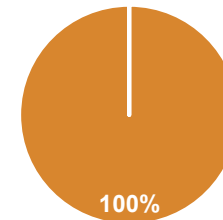
How satisfied are you with the information, guidance and communication you received from the Tenancy Sustainment team whilst supporting you?

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied



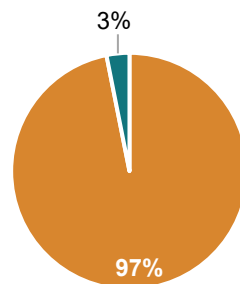
How satisfied are you with the overall support you received from the Tenancy Sustainment team?

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very Dissatisfied



Did your housing situation improve as a result of the support you received?

- Yes
- No



## What our Tenants say about Us...

Here are some of the comments and feedback we have received from tenant's about the service we have provided.

