



Tenancy Sustainment Performance

April 2025 – March 2026



Supporting you to keep safe, independent and included in your community...



For residents on our hoarding service we helped organise 24 repairs and 19 major works completed for residents.

We also supported with the decluttering of 40 rooms with residents.

For residents on our Hoarding service, we raised 36 referrals to help residents access other services.



We supported 98 residents on the tenancy sustainment service to maximise their income and reduce debts.

We also helped to raise finance through grants for 107 residents.



We completed 35 Pre tenancy interviews with future tenants to identify their support needs.

We identified and recommended 5 properties unsuitable as a result.

We also raised 93 referrals to help residents on the tenancy sustainment service to access support from other services.



We completed 1451 visits to our tenancy sustainment residents, Hoarding support customers and care and mental health move on residents to provide support.

We also completed 11 Care leaver and Mental health move on assessments.



We completed 51 Person Centred Fire Risk Assessments for residents to improve fire safety in their home.

From these 18 referrals were raised in relation to fire safety for safe and well visits.

Tenancy Sustainment Performance

April 2025 – March 2026

Performance against our Service Standards

Service Standard	Q1 April June	Q2 Jul Sep	Q3 Oct Dec	Q4 Jan Mar	Overall %	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.	61%	33%	50%	52%	48%	We received 23 referrals from the care leaver and supported living move on pathway. 12 delays occurred due to the availability of a Leaving Care Personal Advisor and exam timings.
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%	100%	100%	100%	100%	We made completed all pre-tenancy assessments within 4 weeks of becoming a top bidder on a property through choice-based lettings.
We will complete a support plan within 1 week of coming onto our tenancy sustainment service	100%	73%	77%	78%	82%	We had 52 support plans due. 11 support plans were not completed on time as they decided to not proceed on the tenancy support service.

Tenant Satisfaction

We complete a satisfaction survey with Tenants, usually when they are leaving our service.

We have had 15 residents out of 50 residents completed the Tenancy Support satisfaction survey between April 2025 - March 2026. (30% of residents).

Overall satisfaction: 100% of residents were satisfied or very satisfied with the overall service they received.

Treated with fairness and respect: 100% of residents satisfied or very satisfied that they were treated with fairness and respect.

Service meets your needs: 100% of residents were satisfied or very satisfied that the tenancy sustainment service met their needs.

Clear and accessible: 100% of residents said they were satisfied or very satisfied that the information they received was clear and accessible.

Support and advice: 100% of residents were satisfied or very satisfied with the support and advice they received.

Housing situation improved: 100% of residents said their housing situation improved as result of the support they received.

Feedback about our Specialist Support Officers

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strong Disagree
Helpful	92%	8%	0%	0%	0%
Sensitive	92%	8%	0%	0%	0%
Understanding	92%	8%	0%	0%	0%
Responsive	92%	8%	0%	0%	0%
Knowledgeable	100%	0%	0%	0%	0%

What Our Customers say about us...

Here are some of the comments and compliments we have received from customers and their families about the service we have provide

"TS team were unbelievable supportive and understanding from the very first moment we met. After 3 years of hardship and Homelessness , restoring the little faith I had in getting any help and support. because of her, my family and I are on the road to a happier life. I could not thank her enough."

"You certainly been very helpful, friendly, nice and always kept in touch. Very happy with the service"

"Supported with me to move and downsize, and more helpful for my health"

Working with MIND to provide mind over Matter decluttering Support Group.

"Helped with supporting moving into my home, had no-one else to support to contact outside teams to set up accounts, home and she knew who and how to get things set up for me."

"Whenever I had a question about any housing issue, I was given support and directed to the correct team and helped me contact them I. Also, I have been helped to settle into my home and feel safe by helping me secure the home with alarms. My SSO went above and beyond"