

Tenancy Sustainment Thematic Review – Group Scrutiny Panel (2025)

The Wheatley Group Scrutiny Panel – made up of over 20 customers from across Wheatley Homes Glasgow, South, East and Loretto – carried out a review in 2025 to understand how well Wheatley helps tenants stay in their homes. The Panel chose this topic because tenancy sustainment is an important measure of how effectively housing organisations support people to manage and keep their tenancy.

To do this, customers met regularly between April and September 2025, spoke with staff, visited services, reviewed performance information, and gathered tenant and staff feedback through surveys.

What the Panel looked at: The review focused on Wheatley Foundation services, which offer practical help to tenants who need support. This included things like:

- **Home Comforts** – free, good quality upcycled furniture for people setting up or maintaining their home.-quality upcycled furniture for people setting up or maintaining their home.
- **Financial Wellbeing support** – advice and help managing money.
- **My Great Start** and other pre-tenancy support initiatives.-tenancy support initiatives.

Panel members also visited the Home Comforts depot in Glasgow and the Foundation's partner SHAX in Dumfries, to see how furniture is collected, refurbished and distributed.

What the Panel found

1. Strong tenancy sustainment across Wheatley

Wheatley Group is performing well, with **93% of tenancies sustained in 2024/25**, higher than the Scottish average. Some areas have improved year-on-year, helped by new support services.

2. Support services make a real difference

From a survey, both tenants (83%) and staff (80%) agreed that Foundation services help people stay in their homes. Staff across the Group consistently refer customers for support.

3. Many tenants don't know enough about the support that exists

The customer survey showed that awareness of key services like Home Comforts and My Great Start could be improved. Staff awareness was much higher.

4. Home Comforts is a vital service: Home Comforts supported over 289 new customers last year and had 807 referrals. Tenants were impressed by the quality and safety of items and the care taken to refurbish them.

5. Personalised support matters Tenants said they value:

- annual wellbeing checks
- help for vulnerable people
- support during the first year of tenancy
- easy access to advice and practical help

These comments align with Wheatley's ongoing focus on personalised services.

Key Recommendations: The Panel suggested a number of practical improvements:

Increase awareness

- Promote Foundation services more widely, including through videos, social media and site-based materials.
- Make sure support services are routinely discussed at sign-up and ATVs.
- Highlight Revolve accreditation to show the quality and safety of Home Comforts furniture.
- Promote green initiatives such as upcycling workshops.

Improve insight and data

- Use ATVs to better understand tenants' support needs.
 - Collect more feedback from customers using services like Home Comforts.
 - Improve the way tenancy failure reasons are recorded.
 - Feed learning from this review into Wheatley's new 2026–2031 strategy.
-

Overall conclusion

The Panel found Wheatley staff open, helpful and committed to improving services. Members were impressed with the range of support available and the quality of work delivered through Home Comforts and the Foundation. The review helped increase their own understanding of what's on offer, and they believe their recommendations can help make these services even more visible, accessible and effective for customers in future.

