

Annual Report Summary 2010 / 2011

Sharing our performance with you

Welcome to the summary of our Annual Report.

We have listened to your comments throughout the year and hope you will agree that we have implemented a number of your suggestions, such as offering evening and weekend repairs appointments. In December we celebrated our 5th Anniversary which was a huge milestone; it was great to

see a number of our customers involved in these celebrations. It is rewarding to see all that has been achieved so far and our Board Members and colleagues are keen to take on the challenges to come.

Last year we delivered 6,000 copies of the full report. Following consultation with our customers it was felt this year we would have the full version available upon request but deliver a shortened version

to you. The summary includes 20 key messages taken from the full report.

If you would like to read the full version of the report please contact us using the details provided at the end of the summary.

Nick Atkin Chief Executive
Ingrid Fife Chair of the Board

1

The amount of information we hold on our customers and their needs has improved. In 2009/2010 we had information on 89% of our customers, in 2010/2011 we have 96%.

This means we can tailor our services to you – for example over the cold period we used the information to contact and visit vulnerable people.

2

We held a number of benefit surgeries and a 'better off in work' event. We are looking at new delivery methods and ways to encourage customers to attend.

During 2010/2011 we saw 601 customers with 1211 queries.



Amber Cairns, the Trust's Welfare and Benefits Advisor.

8

During the year we launched a Handy Person Service and an Assisted Gardening Service for older and vulnerable customers. These services were funded using savings made from other areas of the business.



Repairs to showers taking place.



Bob and Barbara Doran enjoying life at home.

3

Bob and Barbara Doran returned to their Bankfield home in March after the refurbishment of 39 homes on the street, at a cost of £55,000 per house.



The Trust's Handy Person at work.

9

Your satisfaction with the repairs and maintenance service has decreased since last year from 79% to 75%.

The target for next year is 90%. In order to achieve this we have trained a number of Operatives who are multi-skilled in the various trades e.g. joinery, electrics.

We introduced a work programme which helps to plan the repairs appointment system as well as the extended hours repair service.

10

By March 2011 the number of requests for level access showers had reduced to 34, with waiting times from 18 months in 2009/2010 to less than 6 months.

4

During the year we have had a decrease in complaints upheld and complaint totals which we see to be positive. The number of compliments we have received has also increased.

Year	2009 / 10	2010 / 11
Enquiries	94	68
Complaints	450	344
Complaints Upheld	294	170
Percentages Upheld	65%	49.4%
Compliments	173	217

We take any learnings from complaints and compliments to improve services.

5

In December customers moved into our first development at Clarke Gardens. The apartments and bungalows are now home to young families and people with various health needs. We also have three schemes on site in Widnes and expect to start further developments after a successful bid for funding.

6

We now offer weekend and evening repairs. Appointments are now available on Tuesday and Thursday evenings until 9pm and on Saturday mornings between 9am and noon.

7

Between April 2010 and March 2011 we have completed over 8.5 miles of boundary replacements to over 1,200 of our customers homes by investing just over £1.8m.



An example of the boundary fencing.

12

Our Improving Customer Experience programme is on track; customer access points are now open at Daresbury Point in Runcorn and Foundry Lane, Widnes. The newly formed Customer Services Team will be in post and taking calls from 1st October 2011. The introduction of the team should impact on satisfaction results across the Trust as they aim to resolve queries at the first call.

13

We reported last year that the new Choice Based Lettings Scheme would be in place in Winter 2010. The development of the scheme has taken longer than anticipated to finalise due to the number of Local Authorities involved. The policy has now been agreed.

The projected date for delivery is Spring/Summer 2012.

11

In April we increased our rents by 8.3% but we still have some of the lowest rents in the area.

14

During the year we sponsored community groups via small scale grants which totalled £12,475.

Projects that we have supported include providing sports kits, New Shoots fruit and vegetable scheme and a royal wedding street party.

15

Over the year we held 39 community events – which included Riverside Youth Festival and the Keep Warm Keep Well campaign.

We have undertaken research amongst our customers in the form of open discussions and then phone questionnaires. A strong theme that came out of the research was a request for more local events and fun days.

The team is planning a programme of events for the forthcoming year which will include a number of new activities. All events will be advertised on the website and in REACH.



17



In January we received national recognition for tackling anti-social behaviour.

We became one of only a handful of housing organisations in the north west to be accredited by the HouseMark and Social Landlords' Crime and Nuisance Group.

18



We have created and developed a Customer Scrutiny Panel to help challenge us, ensuring we deliver excellent customer service.

The Panel have started work on the repairs and maintenance service and will report findings to the Board in November 2011.

16

BEYOND THE GARDEN GATE

We have £40million to invest over the next five years improving neighbourhoods and communities in Runcorn and Widnes. The team has been to West Bank and Ditton and will soon move to Weston.

19

On 1st October 2011 we will launch the following local offers -

- Repairs and Maintenance
- Estate Services
- Anti-social Behaviour
- Involvement and Empowerment

More information on our local offers will be available from 1st October on the Trust's website.

We hope you agree this format is better value for money, if you have any suggestions on how we can deliver the report next year please contact us using the details below.

Anna Lambert, Communications Manager
Tel: 0151 510 5107
Email: anna.lambert@haltonhousing.org

20 Value for Money

Last year we produced over 6,000 copies of the 20 page report and delivered a copy to every customer at a cost of £7,544.

This year – in order to reduce the printing costs we have printed 200 copies of the 16 page full report and printed 6,000 4 page summaries which are delivered along with the quarterly REACH magazine at a cost of £4,334.