

Annual Housing Report 2015

This report is produced for you, our tenants, as part of Foundation's requirements as a Registered Social Landlord (RSL) to tell you how we're performing. We welcome your feedback at any time on this report or any aspect of our services.

This report has been co-produced with Nicholas Levison, a customer on our Leeds service.

Inside you'll find:

Interview with Chair of Trustees	2
Financial Data	3
Property Data	4
Customer Survey results	5
Customer Involvement	6-7
Feedback Data	8
Social Inclusion	9
Nick's Story	10
Day in the life of a Support Worker	11
Team contact details	12



All data in this report
is from 2014-15

What does the board do and what is your role? The board provides strategic direction and a governance mechanism to ensure Foundation is delivering against its mission. However it should not interfere with the day to day operations. In my role as chair, I have to chair meetings ensuring we cover all subjects on the agenda and make the necessary decisions; support and encourage the other trustees and the Chief Executive and ask the difficult questions on behalf of others in the organisation.

What attracted you to get involved with Foundation? I enjoy being involved with running organisations and before becoming an academic, I ran my own company. I believe in what Foundation is trying to achieve by supporting people and giving them a chance to achieve what they want to achieve – often in really difficult circumstances.

What are the main things discussed at board meetings? As well as the board, we have two sub-committees who meet before the board to scrutinise what's going on and report to us. The board meeting is for making decisions, so we start with an information session, then debate any issues before making a decision or referring back to the committee. We've had some big issues around funding so we talk a lot about money I suppose!

An interview with...

Nigel Lockett

Foundation, Chair of Trustees



What is the benefit of customer trustees and where particularly can customers help Foundation? Customer trustees are really important to Foundation because they bring a different perspective which is important when running an organisation. They also bring an awareness of what the organisation is trying to achieve and what it's like in practice.

We've got some really good ideas about how to start co-creating opportunities for staff and customers to work closely together. We want to see customers engaged at all levels across the organisation and growing in confidence so that when they attend a board meeting they feel they've earned their place and have something of value to add.

What challenges does Foundation face moving forward? Foundation is facing really challenging financial constraints. Our services are constantly under threat because we don't know if contracts will be renewed or if their value may be suddenly reduced which has serious implications for customers, staff and the whole organisation. However I am really optimistic about the future because everybody I've met understands what we're trying to achieve. Our big challenge is to get others on board, raise our public profile and not just rely on commissioners. In 5 years' time I think we will see a very different organisation with more funding streams, still focussed on housing but also looking at those extra things that customers want to improve their life opportunities.

£14,400,000
 £14,350,000
 £14,300,000
 £14,250,000
 £14,200,000
 £14,150,000
 £14,100,000
 £14,050,000
 £14,000,000

£14,331,000



Income

£14,213,000



Spending

Income and
 spending have
 both fallen from
 2013/14.

This is mainly
 due to lower
 income from
 contracts and
 lower staff costs.

Financial Data

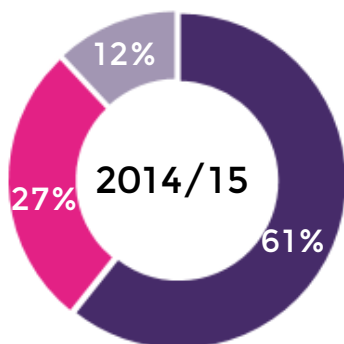
This page tells you about our income and spending in the last year

Spending

STAFF: £8.6 million, 61%

PROPERTY: £3.9 million, 27%

OFFICE: £1.7 million, 12%

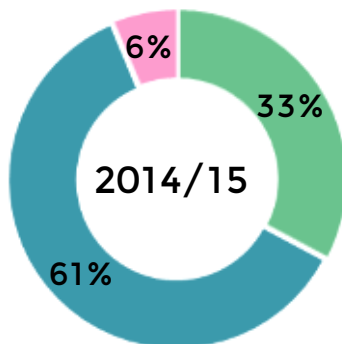


Income

RENT: £4.7 million, 33%

CONTRACTS: £8.7 million, 61%

OTHER: £0.9 million, 6%

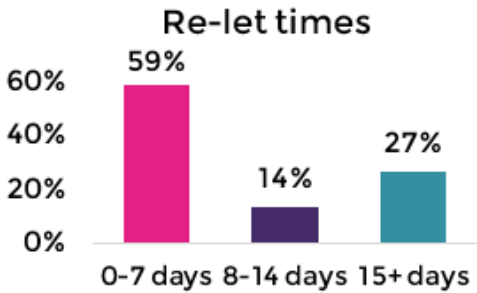


Rent is a third of our income, therefore it is really important that we collect as much of the rent due to us as possible.

90.4% Rent collected

6.2% Void %

11.3 Average days to re-let



In 2013/14 only 46% were re-let in 0 - 7 days.

Voids are properties which are empty between one customer moving out and the next moving in. We want to keep the void % as low as possible so we aim to **re-let** properties as quickly as possible.

This ensures that the number of customers in our accommodation is maximised and the lost income from voids is minimised.

We are working hard to improve rent collection and re-let performance

We managed 687 properties as at the end of 2014/2015

Property Data

Here's how we're performing on rent collection, re-let times and repairs

Repairs and Maintenance is another important part of our work. This year we introduced a new form for recording repairs. The first data from this should be available soon.

We spent nearly £400,000 on repairs and maintenance in 2014/15. That's about £582 for each property.



96.6% **Overall satisfaction**
% Great or Good

97.0% **Staff Reliability**
% Great or Good

96.8% **Staff Responsiveness**
% Great or Good

96.6% **Staff Approachability**
% Great or Good

Top 3 Support Priorities
% customers selecting option

Accommodation 83.6%

Managing Money 59.1%

Health 51.4%

0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

I have been delighted with the service offered and I can't think of another service that could have done as much.
Wakefield customer

Every year we do a survey to ask our customers what they think of us.

Customer Survey 2015

These are the results for the survey carried out in 2015.

It keeps my mind at ease knowing I am safe and that's a big deal when you suffer mentally. I think Foundation is the best place I've lived since I've been homeless.
Harrogate customer

65.0% **Rent Levels**
% Great or Good

72.0% **Repairs and Maintenance**
% Great or Good

73.2% **Property Standard**
% Great or Good

68.6% **Heating and Insulation**
% Great or Good

The initial interview was comprehensive so they had a good knowledge of my situation and what my needs were. I am slowly but surely grasping the wealth of support that is available to me so eventually I will be able to support myself independently.
Tameside customer

This year Foundation has been working on new ways to ensure that customers are right at the centre of all we do. Foundation wants to move from being an organisation that delivers *for* its customers, to one which delivers *with* them. We believe that all customers bring skills and valuable experience to Foundation which can improve the organisation and the services we provide.

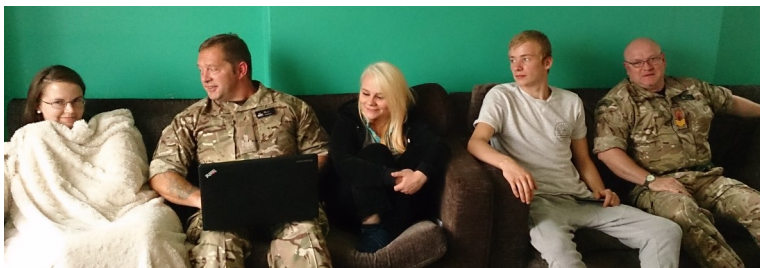
Co-production means that those receiving a service play an active and equal part in planning, changing and delivering the service. Customers are “qualified by experience” and have much to contribute in finding out what works, supporting fellow customers and making sure Foundation meets the changing needs of customers of all ages and from all walks of life. Their skills complement those of trained staff and their experience brings a relevance and grounding to the organisation which will help Foundation continue to be one of the best organisations to be part of. These ideas can be summed up in the slogan: **Nothing about us without us is for us.**

Maggie Jones, CEO

Co-Production

Delivering a service *with* our customers, not *for* them

→ Durham customers take part in and help run a diversity awareness group session.



← Scarborough YP customers discuss careers with representatives from the army.

→ Harrogate customers participate in a 'Cook and Eat' session.



← Customers from Leeds football group which meets twice a week. They often enter tournaments and one customer was selected to represent England at the homeless world cup.

Customer Involvement

Our aim is to involve customers at all levels of the organisation

Across Foundation there are already many opportunities for you to get involved, including:

- Fit Kit sessions
- Football group
- Breakfast club
- Walking group
- Cook and Eat sessions
- Fishing group
- Gardening group
- Volunteering opportunities
- Interview panels
- Service reviews
- Newsletters
- Join central groups

We need you to help us grow these groups so we can offer more and better options to customers now and in the future.

47% of you, our customers, have told us that you would like the opportunity to be involved with Foundation decision making.

If that's you, whether it's coming along to an activity, helping run a group session, joining the board as a customer trustee, if you have skills to offer or anything else.....**Please contact us!!**

186 Complaints

99.4%

Acknowledged within 2 days

3/4 from customer or neighbour

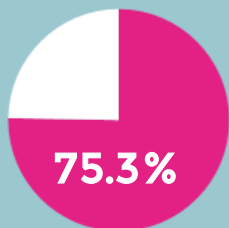


83.3%

Full response within 15 days

133 (71%)

Reports of Anti Social Behaviour (ASB)



Satisfied with response

75.3%



2/3 of ASB reports regarding Noise or Nuisance Behaviour

Complaints, Compliments and ASB reports

Feedback Data

Foundation values all feedback received as it helps us to improve

91 Compliments



60% from customers

Most compliments were regarding specific members of staff.

If you have any thoughts or ideas about this report or our services, we want to hear from you!

Please speak to your Support Worker or contact your local office using the details on the back of this report.

We also carry out monthly text surveys asking customers to rate the condition of their accommodation when they moved in and their overall satisfaction with the service received when they leave our services on a scale of 1-5.

Average rating for condition of home at move in

3.7

Average rating of satisfaction when leaving service

4.4

11.1% more are registered with a Doctor...



35.2% more are registered with a Dentist...



7.2% more are in Employment...



1.4% more are in Education...



14.8% more are involved with
a Club / Society...



At start and end of support, we ask customers about 12 measures of:

Social Inclusion

This page shows the change from start to finish across the organisation.

12.3% more are registered to Vote...



22.3% more have received
Informal Learning...



10.3% more are members of a Library...



16.3% more have regular access
to Computer / Internet...



10.4% more have a Bank Account...



...at the end of support compared to at the start

I have been working with Foundation for several years now on and off. I suffer from a personality disorder and when I first came to Foundation I was living in dangerous conditions. My Foundation support worker is very helpful, puts in bids with me every week and does a regular support plan.



I have had the opportunity to get involved in lots activities with Foundation. I come to breakfast club and play football twice a week and I completed a 6 week sports leadership course run by Manchester City Football Club.

Nick's Story

Nick tells us about his own journey with Foundation

I am currently on an IT course and have been on an assertiveness course run by Leeds MIND. I also do an art class and regularly attend Leeds United football matches with Foundation which I really enjoy and really improves my confidence. I recently spoke at a National Housing Federation conference about how football has helped my physical and mental well-being. My support from Social Care has now ended as I no longer require the service.

Things are brilliant for me now. I am a lot more confident and much happier. My mental health has really improved.

I don't just think we make a difference, I know we make a difference!

NAME: Brent Riley

TEAM: Leeds Adults

TIME WITH FOUNDATION: 9 Years

The best part of the job is seeing people grow. There is no better way of doing that than helping customers to find, set up and sustain accommodation and settle into the community. We help people access the services they need.

A Day in the Life of a.....

Support Worker

Nick interviews his Support Worker to find out more about what he does

No two days are the same as a Support Worker.

Typical activities include:

- Crisis management – we are often the first port of call for our customers when something goes wrong
- Visits to meet with customers
- Liaising with landlords about repairs
- Helping customers manage money
- Accompanying customers to appointments
- Property health and safety checks

When we work with customers, it's about empowerment—we try and get customers to do things for themselves.

Inclusive communities where everyone matters

Barnsley	01226 779321	Head Office / CST	0113 3030 150
Bradford	01274 303550	Redcar	0300 456 2214
Calderdale	01422 386910	Richmond	01748 850756
Craven	01756 701110	Ryedale	01653 472296
Darlington	01325 289410	Scarborough Adults	01723 361100
Doncaster	01302 323159	Scarborough YP	01723 503287
Durham	0191 386 2303	Selby	01757 210415
Hambleton	01609 767008	Tameside	0161 304 7187
Harrogate	01423 500905	Wakefield	01924 247247
Kirklees	01484 550686	York Adults	01904 526240
Leeds	0113 3030 220	York YP	01904 675837



Empowerment



Inclusion



Innovation



Professionalism

FFOUNDATION

Inspiring independence. Transforming lives.