

# FOUNDATION

## Annual Housing Report 2016

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# Welcome



Maggie

**Maggie Jones**  
CEO

Welcome to Foundation's Housing Report for 2015/16, we hope you find it easy to read and interesting. This report is all about being open and honest with customers about our progress in improving the housing service we provide. As you will see in the pages which follow, we are very pleased to have improved in some areas, but there is still more we can do and we know that the single most important route to better services is the *active involvement of customers*.

We had the best response ever this year to our customer survey and we have been working with customers to test new ways of getting feedback, such as through regular text surveys. Across all our teams there are more opportunities for customers to get involved and give us the priceless benefit of their experience to change our work for the better. Thank you to all those customers who have given us such great advice this year; we look forward to building on this to involve even more of you in the future to make sure we provide the very best housing service possible.

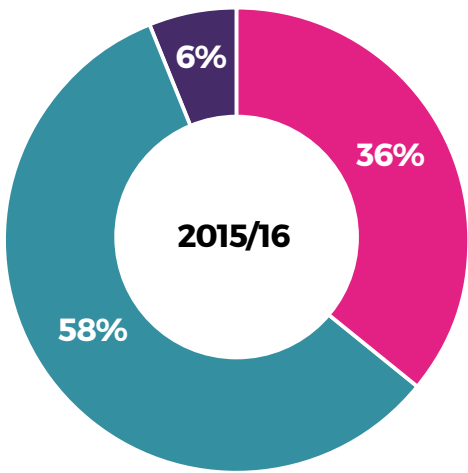
Please let us know what you think of the report and of how we are doing in supporting you. You are our most important critical friends and you know our work from the inside, so we really do want to hear your views and ideas.



# Financial Data

## Income

£12.6m






**Rent**  
£4.5M

**Contracts Income**  
£7.2M

**Other Income**  
£0.7M

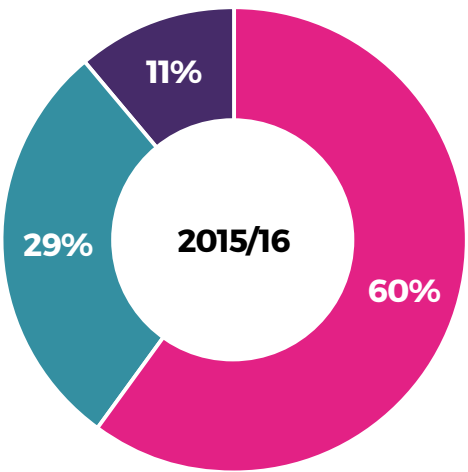
## Value for Money (VFM) through business improvements

We work with our suppliers to reduce our cost base and set annual targets across the organisation to reduce cost and increase efficiency. The following improvements and quantifiable savings have been achieved in 2015/16:

-  Travel costs target of 10% saving exceeded at **15.3%**
-  Utility bills reduced to **88.7%** of target
-  New mobile phone contract delivering annualised savings of **£30k**

## Spending

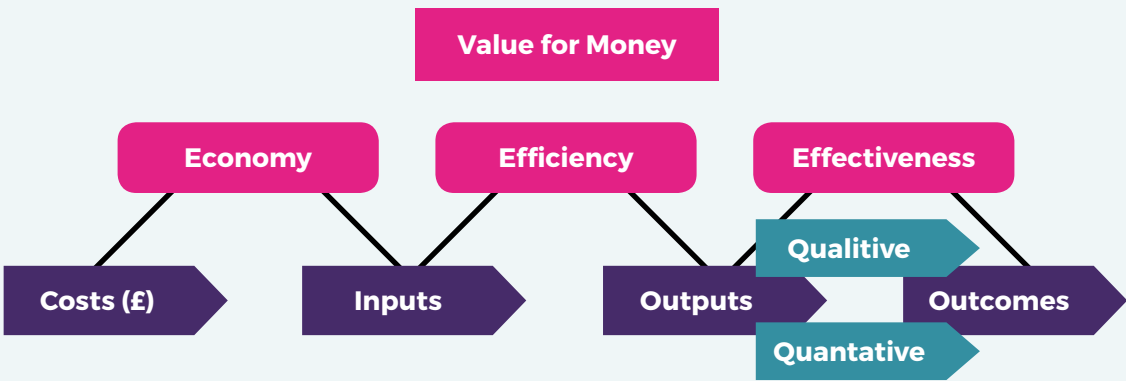
£12.6m



**Staff Costs**  
£7.5M

**Office**  
£1.4M

**Property & Furnishings**  
£3.7M





# Property Data



**90.1%**

Rent Collected

– the % of rent owed that we have collected. We aim for this to be 95%.



**6.2%**

Voids

– the % of time that properties are not let to a customer. We aim for this to be no more than 5%.



**9.4 Days**

Average days to re-let

– the number of days between one customer moving out and another moving in. We like this to be 10 days or less.



## Repairs & maintenance



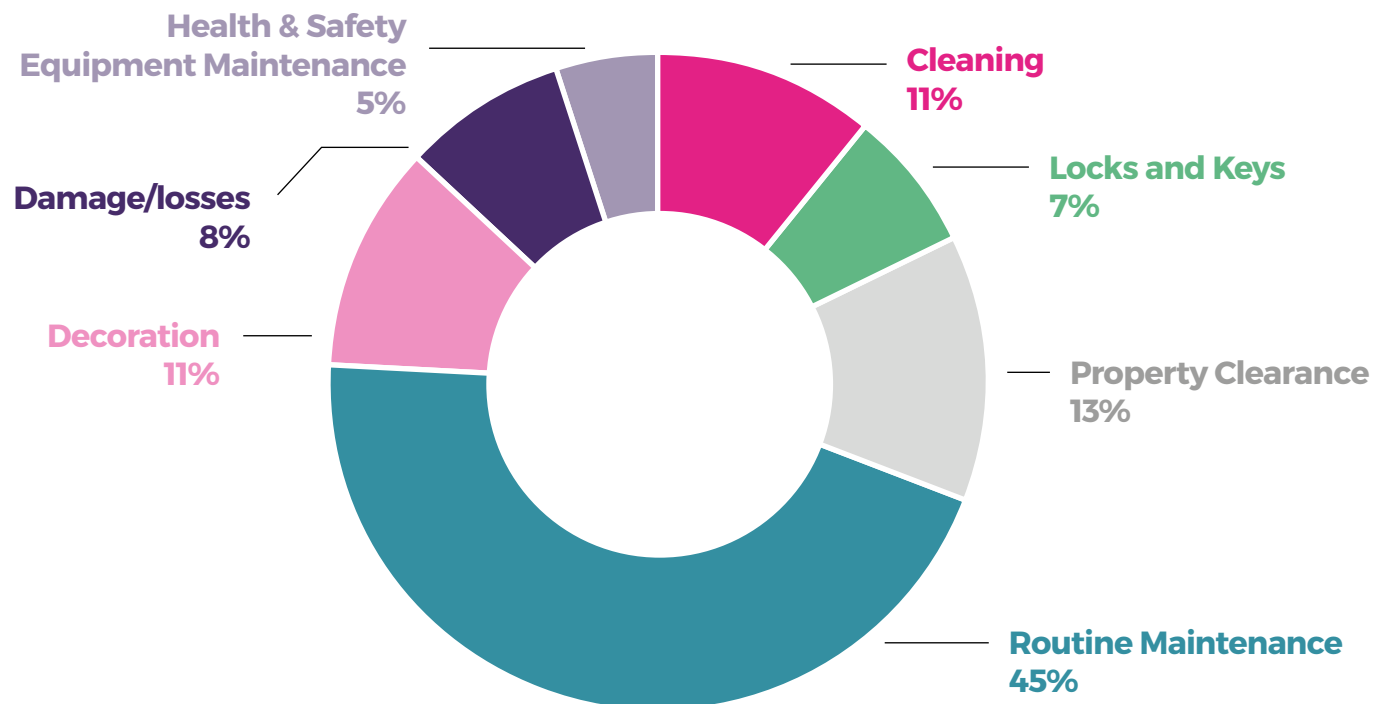
Almost  
**2500**  
repairs / maintenance  
jobs completed in 15/16



**£463K**  
spent on repairs



Average spend  
per property  
**£800**



# Customer Survey

Every year we ask all customers to complete a survey telling us what they think on a range of subjects - from their priorities and our staff to how they want to be involved and the properties they live in.



**63%**

of our customers responded to this years survey



**96.2%**

overall satisfaction as 'Good' or 'Great'



**97%**

rated reliability of staff as 'Good' or 'Great'



**95.3%**

rated responsiveness of staff as 'Good' or 'Great'



**96.1%**

rated approachability of staff as 'Good' or 'Great'



**95.8%**

rated empathy of staff as 'Good' or 'Great'

## Top 3 priorities



**1st** Accommodation  
81.6%



**2nd** Managing Money  
54.3%



**3rd** Health  
52.4%

*"I feel supported and that I can now have a future. I am happy now"*

Redcar Customer

*"Foundation has given me the chance to change my life with getting back on my feet and getting me on the road to having my own house again and my life on the up with the support given"*

Kirklees Customer

## Property

**91%**

customers rated satisfaction with repairs as OK or better in the 2016 customer survey

**86.3%**

of customers rated satisfaction with rent levels as OK or better in 2016 customer survey

**96.2%**

customers rated satisfaction with standard of accommodation as OK or better in 2016 customer survey

*"Love my new flat had loads of help from Foundation to get me moved"*

Scarborough Customer



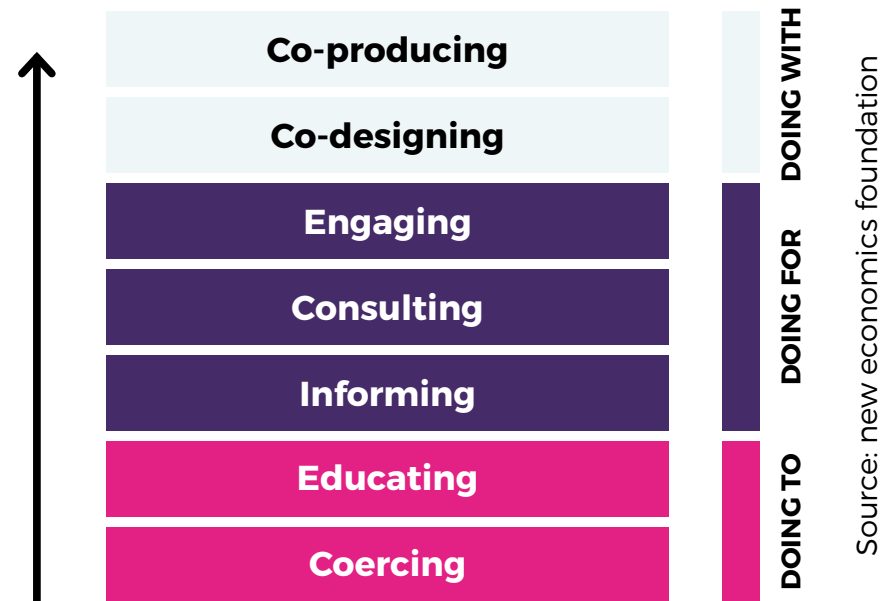


# Co-production

## What is co-production and effective customer empowerment?

**Maggie Jones defines what Co-Production is for Foundation:**

“Co-production is the process by which those receiving a service play an active and equal part in planning, changing and delivering the service. “Qualified by experience”, our customers have much to contribute in the development of our service delivery. Their skills complement those of trained staff and their experience brings a relevance and grounding to the organisation. Co-production is not a set of separate structures or meetings. It is a culture of respect and power sharing which underpins every relationship and activity, from the way people are welcomed to the strategic decisions made by the trustee board. Co-production with our customers will ensure Foundation remains one of the leaders in our sector.”



**Co-producing**

**Co-designing**

**Engaging**

**Consulting**

**Informing**

**Educating**

**Coercing**

**DOING TO** **DOING FOR** **DOING WITH**

Source: new economics foundation



# Co-production

## Customer Story

Thomas, a Durham customer, has embraced co-production, working on numerous projects to support the development of the organisation. Having self-identified areas where he felt his skills could be of benefit, Thomas worked on a course overview and learning plans for a community learning project. He has also provided distance support for the Foundation volunteering handbook and induction process. Here is his experience in his own words:

“Simply put, co-production is cooperatively working together alongside staff. It involves the customer being part of something and makes things, such as group sessions, personal. It allows for inclusion into what Foundation is providing. The benefits of co-production for me are that it has allowed me to in many ways feel useful again and given me a chance to stretch my brain. It also gave me a reason to get out of the house as I do have mild agoraphobia. Terms such as ‘sense of purpose’ and a ‘sense of achievement’ would also be apt descriptions.

Through co-production I've been given the opportunity to work alongside staff members in a volunteer role for Durham customers. I am currently going through the induction process and working towards a small library and reviewing some of the educational resources.”



# Feedback

We like to provide customers with lots of opportunities to provide feedback on the services we provide. There are a variety of ways they can do this – making a complaint, giving us a compliment, reporting ASB or responding to text or other surveys.

## Complaints

**76**

complaints received in the year

**100%**

were acknowledged within 48 hours

**82%**

received a full response within 15 working days

**120**

Compliments were received in the year regarding the service received or the support received from specific members of staff

## Anti-Social Behaviour (ASB)

**118**

ASB reports were received in the year

**99%**

were acknowledged within 48 hours

**62%**

of ASB reports were about noise / nuisance behaviour



## Monthly Text Surveys

Every month we send customers moving into our properties or leaving our services a text asking them to rate their experience.



Average rating of 3.5 out of 5 for condition of property at move in



Average rating of 4 out of 5 for satisfaction with service received

*"A definite 5. Everyone I spoke to was extremely helpful. I cannot thank you all enough."*



# Social Inclusion

Improving and promoting our customers' social inclusion is one of our core values. We ask customers to measure themselves against 12 indicators of social inclusion at the start of support and again when they leave support. We aim for positive improvements in all areas.

All figures are based on % saying yes when they come to us and % saying yes when they leave



**36.8%**  
more registered  
with a dentist



**10.1%**  
more registered  
with a doctor



**18.5%**  
more registered  
to vote



**12.4%**  
more have a  
bank account



**15.8%**  
more have access  
to a computer



**10.6%**  
more involved  
in a local club /  
activity



**3.2%**  
more access to  
local library



**5%**  
more in  
employment



**23.3%**  
more involved in  
informal learning



# Contact Us

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