

**Inclusive
communities
where everyone
matters**

**Calendar
2018**



FOUNDATION



INTRODUCTION

Welcome to our Annual Housing Report for 2017, presented to you as a calendar for 2018. This report is for our customers. It gives important information about Foundation's performance as a registered social landlord. In preparation for the report, our customer trustee, Andrew Holmes, met with customers to ask how they would like the information to be presented. Customers said they would like a calendar, as it would help them to manage appointments.

They also said they would like to see images of staff and customers and hear stories of their inspirational work together. We hope you like it!



"As the customer representative, I seek to take into account the views, experiences and aspirations of customers, by providing a route by which their own experiences could further support better planning and potentially, improve

upon the current support services they are receiving. Most importantly, I give customers a voice in which they will be heard, and never ignored."

Andrew Holmes our Customer Board representative.





January, 2018

January

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October

November

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New Year's Day

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Notes

(no forgetting that birthday!)





PARTNERSHIP WORK

Foundation forms part of Beacon in Leeds, an accommodation focussed service. Paul's story reflects our belief that having a safe place to live can create powerful opportunities for change.



2016/17 Rent statistics:

96.1% of rent collected

6.6% Voids

10.3 Average days to re-let



Paul has overcome addiction and shares his story to inspire others: (see page 3 content in Impact Report)

“No one ever told me before that I have something to offer. Before I only knew I was good at selling drugs, I didn't know I was good at anything else. Other people out there need more help than me. Maybe I can help them.”



February, 2018

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Shrove Tuesday

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Ash Wednesday
Valentine's Day

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Notes

(no forgetting that birthday!)





FOUNDATION GROUP WORK

Across Foundation, staff and customers are working together to co-deliver group activities. Customers help develop programmes of activities ranging from beauty therapies, music sessions, photography and group outings to museums, parks and even the circus!

2016/17 Foundation Financial Summary

March 2017 our pension deficit stands at £2.58M



£11.3million

Income

£6.1million

Staff costs

£3.4million

Housing costs

£125k

New pension scheme deficit costs

£1.3million

Other

£366k

Surplus



“To be honest, both mentally and physically I’m in a much better situation. I put this down to the support and help I’ve received thus far.”



March, 2018

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St David's Day

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Mother's Day

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St Patrick's Day

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British Summer
Time begins

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Good Friday

31

Notes

(no forgetting that birthday!)





CHILD THERAPEUTIC SERVICE

Foundation Child Therapeutic Service utilises creative therapies to help children who have witnessed domestic abuse. Through play, children are supported to explore difficult feelings and heal from traumatic experiences.

Repairs and maintenance:

1857 repairs / maintenance jobs completed in 16/17 and a total of £327,000 spent on repairs



Types of jobs:

11%	Cleaning	22%	Joinery
12%	Locks / Security	7%	Glazing
7%	Decoration	16%	Plumbing
		10%	Heating



“My support worker is easy to get along with. It’s easy to talk about your problems.”



April, 2018

January

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November

December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 April Fools' Day Easter Sunday	2 Easter Monday	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23 St George's Day	24	25	26	27	28
29	30	1	2	3	4	5

Notes
(no forgetting that birthday!)





FOUNDATION FOR CHANGE (F4C):

F4C is a programme that aims to help perpetrators understand and take responsibility for their behaviour in a way that leads to positive change.



Repairs Customer Service

296

1 day emergency repairs

72% completed on time

548

7 day priority repairs –

69% completed on time

1013

28 day routine repairs

75% completed on time

93%

of customers are satisfied with repairs and maintenance undertaken on their property



“You care about me and my outcomes, never give up on me even when I am hard to work with.”



May, 2018

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Early May Bank
Holiday

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Spring Bank
Holiday

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Notes

(no forgetting that birthday!)





WORKING WITH WOMEN

Foundation offer services that support women and children who are victims of domestic abuse; a refuge service for victims and their children, a Navigator service preventing victims with complex needs from becoming homeless and The Sanctuary Scheme which helps in a practical way to ensure that victims feel safe in their homes, fitting extra security measures.



2016/17 Customer survey results:

54.3%

of our customers responded to this years survey

96.2%

rated responsiveness of staff as good or great

96.5%

overall satisfaction as good or great

96.7%

rated approachability of staff as good or great

97.6%

rated reliability of staff as good or great

94.9%

rated empathy of staff as good or great



“My worker is really supportive. I can talk to her about anything. She’s being very good in getting me a stable place for me and my son.”



June, 2018

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Father's Day

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Notes

(no forgetting that birthday!)





YOUNG PEOPLE

Customers from the North Yorkshire Young People's Pathway have been enjoying the beautiful surroundings, spending time outdoors, sharing social time with peers, taking on different challenges and appreciating nature!



2016/17 Customer survey showed that customers have the following top 3 priorities:



Accommodation

86%



Managing Money

60%



Health

54.7%



“Being out here was such an amazing experience. I was tired at the start of the day but now I’ve got loads of energy.”



July, 2018

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Notes

(no forgetting that birthday!)





CUSTOMER VOLUNTEERS AND PEER MENTORS

Foundation customers have been taking on volunteering roles, within our organisation and in the community. We also have a number of customer peer volunteers, individuals who are willing to share their own life experience for the benefit of others.



2016/17 Property statistics:

93%

customers rated satisfaction with repairs as OK or better in the 2017 customer survey

95.6%

customers rated satisfaction with standard of accommodation as OK or better in 2017 customer survey

86%

of customers rated satisfaction with rent levels as OK or better in 2017 customer survey



**“I like to help people and
love having the opportunity
to do so.”**

Peer Mentor Quote



August, 2018

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Summer Bank
Holiday England

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Notes

(no forgetting that birthday!)





LEGAL SERVICES

In 2016/17 Foundation's Legal team assisted 723 clients and dealt 50 queries from staff about our properties, helping Foundation to practice the best possible standards as a registered social landlord and saving the organisation around £4000 in legal fees. Through the year, Foundation Legal Services team prevented 379 families from becoming homeless.

2016/17 Complaints and anti-social behaviour:



84

complaints received in the year

100%

were acknowledged within 48 hours and 82% received a full response within 15 working days

98%

of our Stakeholders reported being satisfied with the way in which we respond to complaints (2017 Stakeholder Survey)

104

Anti-social Behaviour Reports were received in the year

100%

were acknowledged within 48 hours

75%

of ASB reports were about noise / nuisance behaviour

82

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



“My experience with Foundation has been exceptional. I have had more help and support from this service than I could ever have expected. Thank you!”



September, 2018

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HOUSING

In 2016/17 Foundation provided housing to 1155 people and support to a further 1628 customers to secure or maintain their accommodation.

Every month Foundation send out a text survey to customers moving into Foundation accommodation



3.65/5

Average rating of 3.65 out of 5 for condition of property at move in

4.3/5

Average rating of 4.3 out of 5 for satisfaction with service received



“My house is my saviour it helped me get my pride back.”



October, 2018

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British Summer
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Halloween

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Notes

(no forgetting that birthday!)





SOCIAL INCLUSION

Foundation support their customers to develop the skills required for independent living, from managing a budget, to planning and cooking healthy meals, to maintaining their property.

Foundation measure their success through understanding how their customer's social inclusion has improved through contact with Foundation services.

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



38%	more registered with a dentist
9.4%	more registered with a doctor
11.5%	more registered to vote
9.5%	more have a bank account
17.1%	more have access to a computer
6%	more involved in a local club / activity
7.8%	more in employment
20.4%	more involved in informal learning



“I have got loads of information from you of how to live independently and am extremely grateful for your guidance.”



November, 2018

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Bonfire Night

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Notes

(no forgetting that birthday!)





CO-PRODUCTION

Foundation is committed to moving from being an organisation that delivers for its customers, to one which delivers with them. We believe that all customers bring assets and strengths to Foundation which can be employed to improve the organisation and the services we collectively provide. Across our organisation teams are working with customers to co-produce opportunities for social inclusion.

Foundation Tameside co-produced a “Connecting with your community” event. 9 customers attended a pre planning meeting, deciding on a health and wellbeing and community safety as the focus for the main community event. They worked with partner agencies to design the event which included opportunities for all customers to engage with health checks for blood pressure and cholesterol, referrals for smoking cessation, healthy eating and weight loss courses and dental registration. Neighbourhood police provided information on community safety and the use of emergency and non-emergency numbers.



“I got involved with organising customer events which is something I would of never have done. I can’t believe how much my confidence has grown, I feel on top of the world!”



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Christmas Eve

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Christmas Day

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Boxing Day

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New Year's Eve

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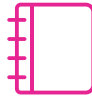
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OUR OFFICES

Barnsley

Unit 18, Mount Osborne
Business Centre,
Oakwell View, Barnsley
S71 1HH
Tel 01226 779321

Bradford

Ground Floor,
Broadacre House
Annexe, George Street,
Bradford BD1 5AA
Tel 01274 303550

Calderdale

21 Bull Green,
Halifax HX1 2RZ
Tel 01422 386910

Craven

The Carriage Works,
3-5 Cross Street, Skipton
BD23 2AH
Tel 01756 701195

Darlington

Hallmark House,
1a Chancery Lane,
Darlington DL1 5QP
Tel 01325 289410117

East Mount Road,

Darlington DL1 1LE
Tel 01325 351579

Doncaster

Unit 5 First Floor,
Portland Place,
Trafford Way,
Doncaster DN1 3DF
Tel 01302 323159

Durham

76 North Road, Durham
DH1 5SQ
Tel 01913 862303

Harrogate

12 Haywra Street,
Harrogate HG1 5BJ
Tel 01423 500905

Kirklees

1A Lord Street,
Huddersfield HD1 1QA
Tel 01484 550686

Leeds

Tennant Hall, Blenheim
Grove, Leeds LS2 9ET
Tel 01133 030220

Redcar

PO Box 226,
Redcar TS10 9BB
Tel 03004 562214

Richmondshire

The Galleries, Ryders
Wynd, Richmond
DL10 4JU
Tel 01748 850756

Ryedale

Next Steps Community
Cafe, Church Street,
Norton YO17 9HP
Tel 01653 472296

Scarborough

22 Victoria Road,
Scarborough YO11 1SD
Tel 01723 361100

Selby

Cygnets House,
3 Church Lane,
Selby YO8 4PQ
Tel 01757 210415

Springboard

Moor Lane Youth
Centre,
Wains Road, Acomb,
York YO24 2TX

Tameside

Staff office,
Rear of flat 3
Ambleside,
Stalybridge SK15 1EB
Tel 01613 047187

Wakefield

The Loft, Trinity House,
Trinity Church Gate,
Union Square,
Wakefield WF1 1TX
Tel 01924 247247

York

Room D005,
Ground Floor D Block,
Hudson House, Toft
Greet, York YO1 6JT
Tel 01904 557490

FOUNDATION

Registered Charity: 515517
Company limited by guarantee: 1829004

www.foundationuk.org
www.foundationdomesticabuse.org

 [foundationuk.org](https://www.facebook.com/foundationuk.org)



Inclusive communities where everyone matters
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