

Welcome to Your Housing Annual Report

1st April 2018 – 31st March 2019

This year has seen excellent improvements take place within the Housing Department, with the launch of our NEW Independent Living Service and the Income Team moving into the Department.

Key Achievements

We launched our new Independent Living Service, following an independent review, which brought about some exciting changes, including the introduction of personalised independence plans (I-Plans) to ensure customers are supported to live as independently as possible. Existing staff have received extensive training to support their transition into the new Independent Living Co-ordinator role and are in regular contact with customers to ensure support is flexible and tailored to individual needs. A new Facilities Co-ordinator is working with the wider team to ensure our Independent Living Schemes continue to be safe places to live.

The Income Collection Team is now based within the Housing Department, which enables closer working across the teams to help customers sustain their tenancies. As part of their transition to the Department, the team was restructured, creating five additional positions including an enhanced Financial Inclusion Service. The team are focused on providing greater support to customers with the roll out of Universal Credit across the Borough.

Following consultation with all tenants, our Tenancy Agreement has been revised and updated to reflect recent changes in government policy and legislation. We have also introduced Introductory Tenancies for all new tenants. Introductory tenancies last for 12 months and allow new tenants the opportunity to be provided with extra support so they are able to transition to a full or Secure Tenancy after the initial introductory period.

The Housing computer system has been upgraded and will allow us to provide a more efficient and effective service for our customers. Housing and Income Collection Officers have been provided with tablets so they have access to real time information when they are out and about in the Borough.

Activities Co-ordinators *(with pictures)*

We have recruited two Activities Co-ordinators as part of the Independent Living Service review. They have been busy developing an exciting programme of social activities alongside key partner organisations to support customers to keep active, maintain their independence and reduce feelings of social isolation.

The Activities Co-ordinators work with customers to ensure the programme meets their interests and needs and have arranged a range of activities, including:

- Cooking demonstrations
- Memory lane discussions
- Craft classes
- Poetry workshops
- Fun fitness classes
- Gardening activities
- Sing-a-longs
- Games sessions
- Walking groups

The activity programmes are designed to help those living in Independent Living to lead full and active lives.

The Activities Co-ordinators deliver activities directly and in partnership with others including; LLeisure; Crime Stoppers and Inspire Libraries. This partnership approach ensures that we can maximise opportunities for tenants to get involved in activities both in schemes and within the local area.

We have received some really positive feedback about the Activity Programme:

“The food was delicious and healthy; I am definitely going to have a go at cooking this at home”

Tenant, The Willows, following a cooking demonstration and tasting activity

“It’s great to see Mum playing Boccia, as she has really missed playing carpet bowls at the club. She had to stop when her health declined”

Son of tenant, Venn Court

“We really enjoyed walking the Blue Line and we are trying to increase the amount of steps we are doing every day. We are keen to carry on with the walking group and will try and meet every Friday morning.

Tenant, Hopkins Court

“We really enjoyed the [gardening] activity, as we have not done any gardening for a long time. It was lovely to make some arrangements to take away for our flats.”

Tenant, Southfields Court

Key Facts - as at 31st March 2019

Housing Department

4420	Number of properties the Council owns
1,768	Number of households on the Council’s waiting list
37	Properties sold under the Right to Buy

145	Households where homelessness was prevented as a result of housing advice
180	Homeless interviews completed
1,151	Customers signed up to Your Voice, Your Views – www.broxtowe.gov.uk/getinvolved

Housing Revenue Account (HRA)

In 2018/19 Broxtowe Borough Council received £16.1 million in income to the Housing Revenue Account. £15.0 million came from housing rents; the remainder was from garage rents, Independent Living management charges and leaseholder service charges.

£71.26 Average weekly rent

Where the money was spent

£6.3 million	Charges for capital (Includes depreciation, gains/losses on disposal of properties and interest payable on borrowing)
£4.6 million	Supervision and management (Includes staffing costs)
£3.2 million	Repairs and maintenance (Includes repairs costs, contractor costs, void work, electrical testing etc)
£1.8 million	Capital expenditure financed by HRA (Includes a direct contribution from the HRA towards capital expenditure costs)

Total = £15.9 million

Repairs and Maintenance Budget Relating to Day-to-Day Repairs

£692k	Employee costs
£298k	Sub-contractors and specialist contractors
£581k	Other expenditure (includes vehicles, tools, materials, administration, premises, clothing etc.)

Your Homes

187 Kitchens and bathrooms modernised

24	Gas central heating replacements
22	Electric heating and hot water replacements
182	External wall insulations
125	Replacement roof coverings
537	Homes repainted, including new soffits and fascias
36	UPVC window replacements
110	External door replacements
27	Communal door replacements

Aids and Adaptations Case Study *(with pictures)*

During 2018-19, we have undertaken work to assist tenants to live independently and remain in their homes, with 61 major adaptations and 296 minor adaptations completed.

These adaptations have improved access in people's homes and range from big projects such as installing wet rooms and stair lifts through to smaller works, such as setting up half-steps and handrails.

These works have significantly improved the lives of our tenants.

One major project we undertook involved a ground floor extension including the installation of a bathroom to ensure the property was more suitable for the tenant's needs.

The family was grateful for the support they had received from the Council, with the tenant's husband saying:

"The difference it has made to the whole family is huge. My wife can now escape when she needs to and have some much needed time alone. The children still have their own space and with the extension we now have space for a dining table so we can all eat together as a family."

Complaints

We value all feedback about the services we deliver to customers and understand that at times we do not always get things right. We want to hear from you if you do not feel you have received the level of service you expect from us, so that we can learn and make improvement to our services.

Service Area	Complaints Received
Housing Options	19
Housing Repairs	45
Neighbourhood Services	26
Strategy and Performance	5
Total	95

15 complaints were not resolved under Stage One of the Complaints Process and were investigated under Stage Two.

34 complaints were upheld

Out of the complaints investigated under Stage Two, three were upheld and three partially upheld. Every complaint we receive is reviewed to identify any learning we can undertake to improve services for the future. For example, we have looked at how messages regarding new policies are communicated effectively to tenants.

The main reason for Complaints received in 2018/19 was that customers did not feel they had received a service within the time scales they expected. We have reviewed processes and procedures to ensure they are as robust as possible and provided staff with further training to prevent similar issues arising again.

You Said: "I am not happy about the contact I have had with a member of staff."
We Did: Staff concerned have attended training to ensure excellent customer service is always provided.

You Said: "I didn't know when my repairs were going to be completed following an emergency call out."
We Did: Senior Maintenance Officers will inform tenants of likely timescales for follow on repairs.

You Said: "Officer didn't attend appointment at time stated"
We Did: Reviewed how appointments are booked in and how customers are advised of delays.

You Said: "I don't know who to contact regarding my lease."
We Did: All teams have been advised that queries received from leaseholders will be dealt with by the Leasehold Officer.

Compliments and Comments

We also like to hear from you when we get things right, or go beyond your expectations. If you would like to compliment us for a job well done, or have suggestions about how we can improve, please let us know.

"The Repairs Operatives did a brilliant, brilliant job. Very pleased with everyone."

“I wanted to thank the Housing Officer for all the help and support they gave me. You made going through a rough time easier, so thank you. Things are much nicer and I can enjoy my home again.”

“The Income Collection Officer has been amazing when dealing with my rent queries, particularly during the time I found myself out of work.”

“The Lettings Officer has been very kind and patient and explained the process at every step.”

“I would just like to say how well impressed we are with the Cleaner at my Independent Living Scheme. The whole place is fresh and sparkling.”

“Thank you to the Independent Living Co-ordinator for coming out to check my lifeline unit, after I identified a fault with it. I am grateful for the quick, efficient service.”

“The Homeless Prevention Officer has been an amazing support and has worked very hard with regards to my case.”