

Barnet Homes

Annual Review for 2011-12

**barnet
homes**

working together

A word from Jan

As Chair of the residents' Performance Advisory Group (PAG) I am delighted to present this Annual Report produced on behalf of the group.

We were set up three years ago to keep a close eye on performance and make suggestions for improvement. And that's what this report is all about – inside you can see for yourself how well Barnet Homes is meeting service standards set by residents and how our rent has been spent.

It's been a challenging time for everyone and Barnet Homes has put in place many measures to help residents both gain new skills and to find work, which you can see on page 4.

PAG has had a busy year too with Angela Purcell leaving to take up her place on the Barnet Homes Board and two new residents – Donna Brown and Maxwell Doku – joining us.

Members of the group were involved in appointing the new contractors for repairs and maintenance and the build up to the go-live of these contracts on 1 April 2012. Together we worked closely with Barnet Homes, especially on the repairs and gas contracts to ensure residents will see improvements.

We've been involved in workshops about antisocial behaviour with residents, although we would have liked more of you to have come along. We've also been looking at the findings of the caretaking survey carried out earlier in the year.



Looking forward, the government's welfare reform programme means that Barnet Homes will need to respond to the changes to benefits and our timetable is already set to look at this too. Helping residents through difficult times will continue to be important for the group and I know for Barnet Homes.

Jan Andersson
Chair of the Performance Advisory Group

Events that marked 2011-12

- The first community green house is set up with a management agreement with residents to undertake their local grounds maintenance.
- Two 'Love where you live' events see staff and residents working together to spruce up their local neighbourhood.
- The first seven apprentices join Barnet Homes. Four have since found long-term employment at the organisation.
- Finest Flowers gardening competition.
- Urban Gamez at Grahame Park.
- Barnet Homes signs new contracts with seven firms to provide maintenance and technical services for the next ten years from April 2012.
- Barnet Homes becomes part of a new wider organisation, The Barnet Group, with a new sister company providing adult social care, Your Choice Barnet, launched in February 2012.
- Barnet Homes' biggest redevelopment project to refurbish the three Granville Road tower blocks is successfully completed.



Urban Gamez at Grahame Park.



Finest Flowers.



Completion of Granville Road redevelopment.

How did they do?

Barnet Homes has 20 service standards, which were agreed with residents in 2010. They are designed to help assess the performance of Barnet Homes services and hold the organisation to account.

Here you can see at a glance how Barnet Homes has performed against each, based on surveys of residents and official data. As a group we have scrutinised many of these through the year.

The standards were based on guidelines originally issued by the housing regulator with additional standards added for leaseholders and for the important area of health and safety.



1. Enquiries

We will deal with your enquiries in a prompt, polite, friendly, sensitive and effective manner with a can-do attitude.

How we did this year...

96% of letters were responded to in ten working days.
Work has been done to support customer surveys for the Contact Centre.

2. Repairs

We will get repairs right first time in terms of: appointments, quality of work and quality assurance.

How we did this year...

99% appointments kept
90% repairs completed on time
97% passed quality checks
99% of tenants surveyed were satisfied.

3. Cleanliness

All blocks will have high standards of cleanliness inside and out, and this will be closely monitored.

How we did this year...

91% of blocks achieved a rating of good or above at reality checks.

4. Safety and spending

We will complete all necessary health and safety works and consult residents annually on their spending priorities for work.

How we did this year...

All assessments and priority repairs have been completed. A programme of other larger repairs that are required has begun, with priority being given to properties rated at the highest risk. Residents were consulted before work started.

5. ASB

In the case of serious antisocial behaviour, we will contact you within one working day.

How we did this year...

All were contacted within the day.

8. Moving home

We will provide advice on moving home that answers your query during the initial phone call or interview.

How we did this year...

94% of new tenants were satisfied.

10. Adaptations

We will acknowledge referrals for major adaptations within two working days of receipt from your occupational therapist.

How we did this year...

79% acknowledged in time.

9. Rent credits

We will oversee a year on year improvement in the percentage of rent account credits refunded within 20 working days of the request.

How we did this year...

100% of the 173 requests were refunded in time.

7. Service charges

There will be a year-on-year improvement in the accuracy of estimated service charge bills.

How we did this year...

Estimated bills were within 1% of the final bill for 2011-12.

6. Grass cutting

Communal grass will be cut 14 times a year.

How we did this year...

74% rated grounds maintenance as good in a satisfaction survey.





11. New homes

We will oversee a year-on-year improvement in satisfaction with new homes being safe, secure, clean, tidy and ready to move into.

How we did this year...
80% were satisfied with the condition of their home.

12. Domestic violence

We will offer a meeting within 24 hours of receiving a report of domestic violence.

How we did this year...
88% offered a meeting within 24 hours.



13. Assist calls

We will answer at least 90 per cent of alarm calls within 30 seconds of the call being received by the Assist centre.

How we did this year...
92.9% answered in time.



16. Urgent works

Urgent health and safety works will be completed within 24 hours.

How we did this year...
97% of urgent repair work was completed within 24 hours.

15. Complaints

When we receive a complaint, staff will listen, apologise and try to put things right quickly and informally.

How we did this year...
Only 1 in 15 were escalated beyond the first complaint.

14. Housing support

Housing support plans will be reviewed with the resident at least every three months.

How we did this year...
100% of the housing support plans were reviewed for each resident every three months.

17. Profiling

We will ask for profile data for all tenants and leaseholders moving into a new home.

How we did this year...
We are now collecting this information from at least 84% of new residents each month.

18. Spending

Residents will help to decide on annual spending priorities through consultation.

How we did this year...
June's *athome* and November's residents' Hub meeting asked tenants for their spending priorities.



19. Involvement

Residents will be encouraged to get involved in developing and improving a range of services.

How we did this year...
This year we collected feedback from 15 surveys on a variety of topics and services. We held four resident Hub meetings across the borough and 3,000 households are registered on our Viewpoint consultation panel.

20. Partners

We will work with our local partners such as Barnet Council, and publish our successes in *athome*.

How we did this year...
An example of working together has been our support for Barnet Council's family focus and its community coaching projects.

A helping hand in difficult times

The financial climate continues to have an impact on us all. Barnet Homes' ongoing 'Feeling the squeeze' campaign offered a variety of support for residents throughout the year – from individual money advice and regular features in *athome*, to training and apprenticeships to give residents the skills to find work.

To help residents gain more financial independence, many initiatives focused on preparing for work, gaining new skills and experience of employment. These included:

- work clubs for residents to support each other
- free training for a qualification in housing, along with work experience
- a Workfinder programme for residents at Grahame Park and Stonegrove
- ten apprenticeships with Barnet Homes and contractors
- a training and employment fair with local employers and colleges
- 'You can do it' confidence and empowerment workshops
- coffee and coaching for women
- financial management workshops for young tenants.

Barnet Homes continues to offer a wide range of training, apprenticeship and volunteering programmes to help you into the workplace.



Some of Barnet Homes' first apprentices.

More information about these opportunities can be found at www.barnethomes.org Alternatively, call Jacqui Jones on **020 8359 4777** or email jacqui.jones@barnethomes.org

Where your rent goes

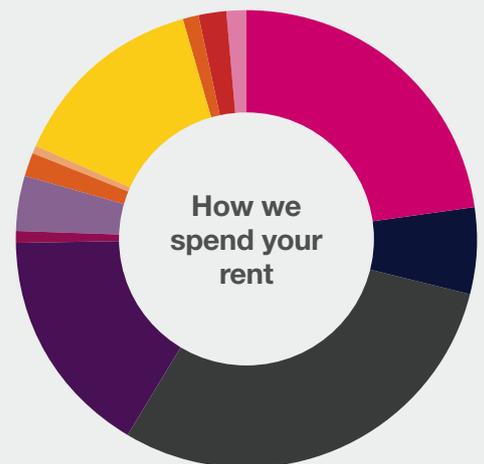
Your rent is set by a government formula. The 2011/12 average weekly rent and service charge is **£92.32**.

Barnet Homes reviews spending to ensure services are provided at the best possible value for money, and that spending reflects residents' priorities.



Here's how your rent was spent in 2011-12.

- Rent we have to return to government (£21.04)
- Loan interests and charges (£5.75)
- Contribution to major works (£27.36)
- Repairs and maintenance (£14.83)
- Rent losses through bad debts (£0.78)
- Caretaking (£3.81)
- Grounds maintenance (£1.33)
- Antisocial behaviour (£0.60)
- Housing management staff and costs (£12.89)
- Call centre staff and costs (£0.96)
- Other estate services staff and costs (£1.80)
- Other service areas staff and costs (£1.16)



Want more?

You can find audited accounts and much more information on performance in 2011-12 on the Barnet Homes website www.barnethomes.org