

Annual Report to Tenants 2011 and Calendar:

“A time to review, reflect and plan for
the future”

Introductions

Introduction from Martin Hancock BCHA Chief Executive



Welcome to our second Annual Report for BCHA residents, in which we review our progress during 2010/11. This Annual Report aims to provide feedback to you with regard to the promises that we made in our first Annual Report published in October 2010. The report provides an overview about how we are doing against the following Tenant Services Authority Standards:

- Home - Quality of accommodation and standard of repairs
- Tenant involvement and empowerment
- Tenancy - Allocations and rents
- Neighbourhood and community
- Value for money

Performance across the organisation is generally very good and over the last year an increase in benchmarking has provided us with information about how our performance compared to other Housing Associations.

The setting up of our Resident Scrutiny Panel in 2011 will also give you an opportunity to question performance levels and scrutinise what we do and what improvements can be made. Thank you to those who volunteered to join this panel and have given so much time in preparation. It is important to us that we ensure that residents are listened to at every opportunity. Your feedback is valuable to us.

Later this year we are planning to send out a survey to all of our residents as an opportunity to provide feedback about the levels of service that you get from BCHA so look out for this. We would appreciate your response.

I hope that you find the report of interest and please feel free to provide comments back to us. This is your chance to shape our services for the future.

Martin Hancock Chief Executive

Introduction from Darren Bradley Chair of SURF



We hope that this year's report is useful for you to understand what BCHA has been doing to help all of you. This year's report was developed with help from a group of residents, to ensure this report lets you know the information you want.

The calendar theme was suggested as combining the useful information contained in the report with a calendar for you to keep important dates written down. You will also see that we have included all the dates for the Tenant focus groups for the next year. Please get involved and come along to these focus groups so that BCHA can gather more feedback.

Darren Bradley Chair of SURF

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Month:	Content:	Month:	Content:
October 2011	Tenant involvement and empowerment	April 2012	Tenancy
November 2011	Tenant involvement and empowerment continued	May 2012	Neighbourhood
December 2011	'You said.....we did'	June 2012	Photos of a Trip to Burley
January 2012	Residents of St Paul's enjoying a Nintendo Wii Competition	July 2012	Value for money
February 2012	Home-Performance information for 2010/11	August 2012	Useful key contacts
March 2012	Your home	September 2012	SURF Summer Sizzler photos

Tenant involvement and empowerment

Customer Service and Complaints

BCHA makes every effort to make information about care services accessible to you, including:

- Our website, www.bcha.org.uk - allows access to useful information
- Leaflets are available from Customer Services to provide further assistance
- Service Standards are in place to provide a minimum “promise” to our residents



BCHA is currently working towards the Customer Excellence Standard. In order to achieve this Standard we must be able to evidence a high standard of customer care.

89.5% of service users were satisfied with BCHA. This is an increase from 85.5% in 2009/10.

How have we done in 2010/11?

- **85.3% of all complaints were responded to within 14 days. We aim to improve on this during 2011/12.**
- **2010/11 saw the introduction of more satisfaction surveys for you to let us know how well we are doing.**
- **99% of phone calls in Customer Services were answered within five seconds.**
- **Out of the complaints surveys returned to us, 63.6% of people were happy with the outcome of their complaint. This is an area that we need to continue to work on to improve our service to you.**

Number of complaints and compliments received:

- Out of 197 written complaints we received, 168 of these were responded to within the stipulated timescale.
- 133 recorded compliments received about BCHA.

Involvement and empowerment

During 2010/11 we arranged road shows for our tenants to attend to get further information about BCHA and the services we provide. A series of focus groups have also taken place throughout the year.

In addition to the above, a resident scrutiny panel is also being set up in 2011 for residents to look at how BCHA is performing and to challenge any areas where we need to improve. Further details about the resident scrutiny panel can be requested from our Resident Involvement Co-ordinator, Tim Crawshaw. The panel will consist of about eight service users and will meet on a frequent basis.

SURF (Service Users and Residents Forum) continues to provide feedback to the organisation and is an integral part of consulting with you.

BCHA is always looking for residents to get involved and to provide us with feedback about how we are doing. Please contact Tim Crawshaw on (01202) 410500 to find out how you can become more involved.

October 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6 <i>Tenant Focus Group</i>	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30 <i>British Summertime ends. Move clocks back</i>
31						

Tenant involvement and empowerment

Valuing differences

One of our values is 'recognising the importance of every individual'. We aim to treat you fairly and with respect. We will not be prejudice because of the way you look, the way you live, or where you come from.

BCHA has a Single Equality Scheme, which is a three year strategy which aims to embrace diversity and a culture of equality for all.

The scheme considers the diverse needs of our service users and explains how we will improve our services. It includes annual targets which are monitored every three months and an action plan produced for each of the three years. The scheme was developed and agreed with the Disability and Equality Action Group (DEAG), a BCHA consultation group which includes both service users and staff.

We have produced two customer profile reports which have directly led to writing and posting an Adaptations Leaflet to 150 elderly residents or those with mobility or

sensory impairments, and asking all residents about their preferred method of contact and recording the replies.

During 2010/11 we completed 13 minor adaptations (all under £100 each).

Adaptations are considered for tenants who may have accessibility issues, for example getting in and out of the bath



Service users raised £350 for a local Children's Hospice by completing a sponsored walk along Bournemouth Beach.

We have designed a new single equality and diversity form for the whole

organisation to use, which includes an explanation of why we ask and record sensitive questions about age, religion and sexuality.

We have introduced a language translation leaflet into all our welcome packs. Finally we have created a folder of information about diversity and equality which is available at each supported housing scheme.

Residents and service users have given presentations about their personal perspective of living with a disability. They have helped run a tea and cake afternoon to raise awareness about World Mental Health Day, have visited schemes in Bridport and Bournemouth to talk to residents about disability issues, and have attended a Dorset Police event in Dorchester for people from minority ethnic communities.

The second year of the Single Equality Scheme will see further improvements as we understand and respond to your diverse needs.

November 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9 <i>Tenant Focus Group</i>	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

'You said.....we did'

During 2010/11 you asked on 73 occasions for improvements to your properties and the surroundings. You also made suggestions about activities to get involved with. In the majority of cases these requests were met. The following are just a few examples of the many requests received and how we listened to our residents this year.

Scheme/Service	'You said.....we did'
Dorset Offender Resettlement Service	Residents asked if it would be possible to have staff email addresses as an additional means of contact.	At the service forum meeting on 9th April, staff email addresses were supplied to residents. Staff contact details are now also included in service user induction packs.
Westbrook Court	Using money raised for a gardening fund, residents asked for a new table & chairs for the garden.	A new table and chairs were purchased for the garden so residents could enjoy the sunshine.
Waylen Street (Reading rough sleepers)	Residents asked in a house inspection if it would be possible to redecorate the house to give it a new lease of life.	This was discussed in house meetings and it was decided to start on one side of the house. So far we have painted the bathroom, hallway, laundry room and the lounge.
Bournemouth Refuge	During a house meeting residents asked for a trip for them all to go on.	Staff arranged a trip for residents to Paultons Park.
General Housing	Occupational Therapist requested we provide window openers, install a lever tap and a wheelchair accessible plug socket for a tenant.	Housing Officer raised order for Mears to fit the requested items, which were fitted.

December 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25 <i>Christmas Day</i>
26 <i>Boxing Day</i>	27 <i>Bank Holiday</i>	28	29	30	31 <i>New Years Eve</i>	

Nintendo Wii Competition at St. Paul's



“I love playing this, it was really thoughtful of someone to donate the money for it.”



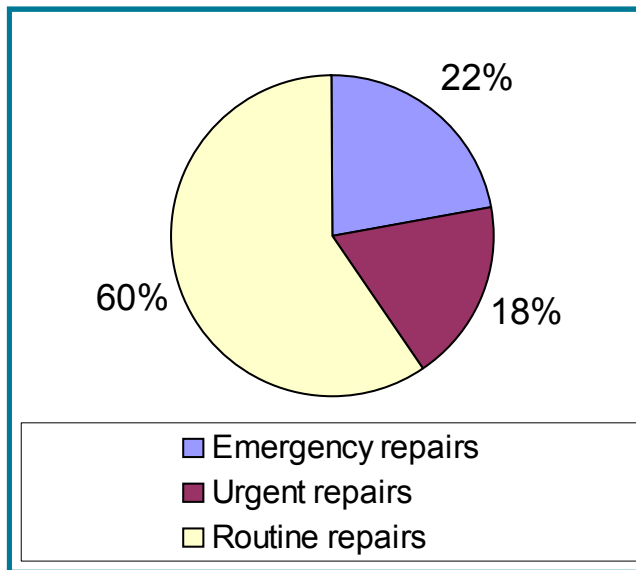
January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1 <i>New Years Day</i>
2 <i>Bank Holiday</i>	3	4	5	6	7	8
9	10	11 <i>Tenant Focus Group</i>	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Your home - 2010/11 Performance

Every month we measure the performance of our maintenance service to ensure that we are providing the best possible service to you and improve on any areas of weakness.

In 2010/11 5542 maintenance jobs were carried out, as shown in further detail in the graph below:



This section provides further details about how well we did during 2010/11 compared to the previous year (2009/10).

Repairs carried out on time: Target is 95%:

2010/11 performance was 99.7%, broken down as follows:
Emergency repairs = 99.5% on time
Urgent repairs = 99.8% on time
Routine repairs = 99.7% on time
In 2009/10, 99.6% of maintenance jobs were completed on time.

Performance improvement? 

Repairs carried out right first time: Target is 92%:

2010/11 performance was 95.8%,
In 2009/10, 95.6% of maintenance jobs were completed right first time.

Performance improvement? 

% Service Users satisfied with last repair: Target is 100%:

2010/11 performance was 100%,
In 2009/10, 99.7% of tenants were satisfied with the last repair carried out.

Performance improvement? 

% Quality of Service: Target is 95%:

2010/11 performance was 99.5%,
In 2009/10, 98.9% tenants were satisfied with the quality of service.

Performance improvement? 

% Quality of Work: Target is 95%:

2010/11 performance was 99.7%,
In 2009/10, 99.5% tenants were satisfied with the quality of the work.

Performance improvement? 

Attendance on time: Target is 100%:

2010/11 performance was 99.7%,
In 2009/10, 98.9% tenants were satisfied that the worker visited the property on time.

Performance improvement? 

% Gas servicing completed on time: Target is 100%:

2010/11 performance was 99.2%,
In 2009/10, 94.5% of gas servicing was completed on time.

Performance improvement? 

February 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22 <i>Tenant Focus Group</i>	23	24	25	26
27	28	29				

Your home

Quality of accommodation

100% of the homes we own now meet the Decent Homes Standard.

With this completed, we are looking to introduce a higher standard, Decent Homes Plus, and we have begun consultation with residents as to what this should include.

76.2% of you are satisfied with the quality of your accommodation

Repairs and maintenance

We are currently introducing changes to our repairs and maintenance service.

With effect from 1st June 2011 BCHA now delivers most of the repairs and maintenance services to your homes in house. We will work hard to ensure we continue to provide a good service to you.

We have obtained a new telephone number for reporting repairs which is free for all phone calls from landlines. This number is 0300 1234 001. This free phone line has been introduced following feedback from you.

Gas servicing

We continue to manage the gas servicing programme to make sure that we comply with the regulations and help ensure your safety within your home.

The average cost of maintenance per property per week for 2010/11 was £28.45, compared to £29.33 the year before. This cost has continued to reduce since 2007/08, when it was £34.31.

As well as complying with the regulations, annual servicing and safety checks help to ensure that the gas appliances we own are operating safely and efficiently.

In 2010/11 we completed an average of 99.9% of gas servicing before the 12 month anniversary of the last service and safety check.

Adaptations

One of the actions from the annual report to tenants in 2010 was for repairs and maintenance to develop a policy for adaptations and to implement the policy. We introduced a new policy and

procedure in September 2010 regarding aids and adaptations after consultation with tenant's representatives.

A leaflet has been produced to explain our approach to aids and adaptations and this has been sent out to all tenants who have notified us that they have a disability. The leaflet is also available to all tenants in reception, via the BCHA website and on request.

We carry out customer satisfaction surveys on all adaptation work and the feedback in 2010/11 was 100% positive.

Tenant involvement

We continue to work closely with the Service Users and Residents Forum (SURF) to enable tenants and other service users to have an opportunity to influence maintenance related services. In particular, following the termination of the Mears contract, SURF have been actively involved in the weekly Maintenance Implementation Team meetings currently taking place at BCHA.

March 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25 <i>British Summertime. Move clocks forward</i>
26	27	28	29	30	31	

Tenancy

Allocations

During 2010/11, 883 lettings were made across all BCHA properties. We aim to ensure that we meet the needs of our tenants when letting properties and to make sure that we treat you fairly.

It took on average 10.3 days to re-let properties during 2010/11. This is an improvement from 2009/10 when it was 11.6 days.

**Did you know?
96.4% of our general needs tenants were satisfied with the allocations process.**

In the last annual report to our tenants we acknowledged there was work to do regarding overcrowding and under occupation of our properties. A review is currently being undertaken of our General Needs properties and we will ensure that we actively move tenants where overcrowding exists. BCHA will seek to transfer a family which is overcrowded to another property when a suitable sized property becomes available. Where an

urgent move is necessary but no property is available BCHA will try and obtain the assistance of the local authority.

Case Study:

A couple with a young child moved into a small two bedroom flat. In due course the size of the family increased. Over the following months there were issues with mould growth. BCHA conducted a survey which revealed that there was nothing structurally wrong with the flat. The overriding issue was that the property was too small for the family.

BCHA has found a more suitable property for the family.

Rents

We work to collect rent from you but also to offer help when you fall behind with payments. The amount of rent we managed to collect from you improved to 94.1% during 2010/11, compared with 93.5% the previous year. However, there is more to do to improve this figure.

Overall the amount of rental income that

we lost due to properties remaining empty during 2010/11 did increase slightly compared to the level in 2009/10. 3.9% of income was lost compared to 3.6% in 2009/10. This is an area for improvement.

73.4% of you believe that the rent we charge provides value for money.

Tenure

We have a comprehensive set of policies and leaflets in place which include giving you information about your tenancy, how we deal with rent arrears and evictions.

**Did you know?
95.6% of tenants in general needs housing and 85.2% in supported housing are satisfied with the overall service provided by BCHA.**



April 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4 <i>Tenant Focus Group</i>	5	6 <i>Bank Holiday: Good Friday</i>	7	8 <i>Easter Sunday</i>
9 <i>Bank Holiday: Easter Monday</i>	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Neighbourhood

Anti-social behaviour (ASB)

BCHA remains committed to ensuring that you feel safe in your home and any anti-social behaviour which gets reported to us is investigated appropriately. We have an anti-social behaviour policy in place.

We take anti-social behaviour seriously and we will act on any complaint that we receive.

Over the coming year we will be reviewing our ASB procedures and also looking at the what we tell you when you sign your tenancy. We are also looking to review how we log anti-social behaviour complaints on our housing system so we can monitor how we deal with these complaints more closely.

During 2010/11 275 tenants were evicted (53) or asked to leave (222). 49% (135 cases) of these were for drug use, violence or other types of anti-social behaviour.

Did you know?
82.8% of you feel secure in your home.

Case study:

A tenant living in a block of flats was constantly denying access for property inspections and gas servicing.

The housing officer actively liaised with the Police whilst continuing to observe the property. The Police set up surveillance of the building in a nearby property. At this point residents of the local neighbourhood became aware of the increasing activity within the building and reported this to BCHA.

Later, the Police were able to enter the building where a large quantity of drugs were seized. The property was secured.

A prime example of how staff, the community and statutory bodies work together to combat neighbourhood problems of anti-social behaviour such as drug use.

Local area co-operation

As the case study on this page indicates BCHA continues to have good links with local Councils, Police forces and community groups to help tackle

problems in your neighbourhoods. This ensures that areas are safe for you to live in. In order to prevent anti-social behaviour we work with mediation services and other public bodies to gain a better understanding of this issue.

Managing communal areas

In last year's report we told you that consultation with tenants on neighbourhood and communal areas policies was to take place. This has been completed and the policies have been prepared.

Did you know?
73.9% of you feel satisfied with the cleaning and upkeep of internal communal areas (corridors etc). This is an area for improvement.

All Housing Officers are responsible for property inspections across our General Needs properties and these happen on a regular basis.

Where we are responsible for communal areas, we work to ensure that these gardens and shared areas are managed and maintained to a high standard.

May 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7 <i>Bank Holiday</i>	8	9	10	11	12	13
14	15	16 <i>Tenant Focus Group</i>	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Service user trip to Burley



June 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4 <i>Bank Holiday</i>	5 <i>Bank Holiday</i>	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27 <i>Tenant Focus Group</i>	28	29	30	

Value for money

At BCHA we work hard to deliver value for money in all of our services to you. This involves providing a service to you at a cost that you feel is right.

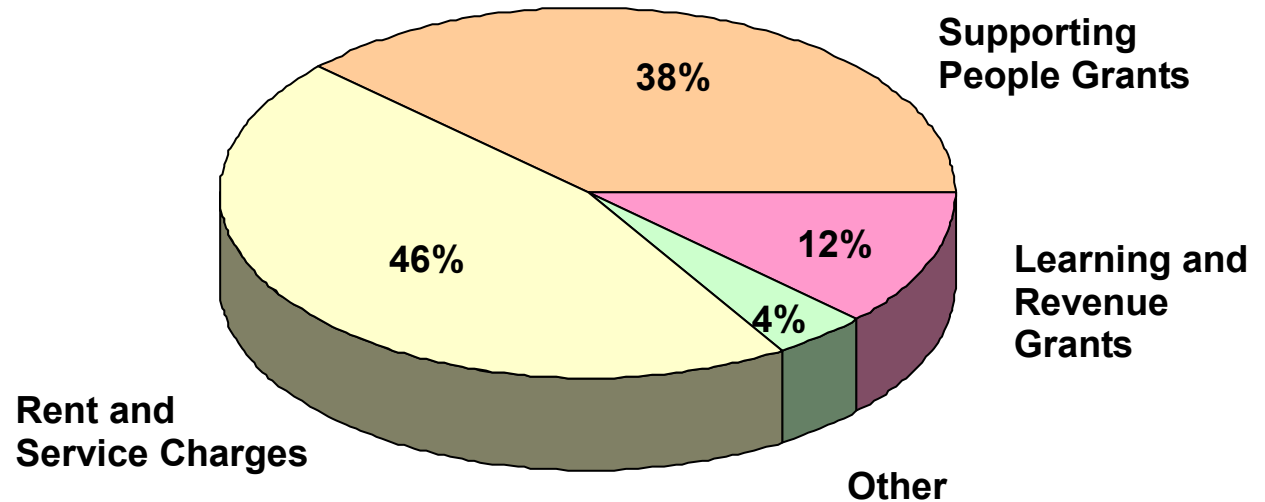
However, we realise that to aim for value for money we can not let that affect how we deliver the service and the quality of those services.

Over the last year we continue to provide a lot of performance and financial data to Housemark, a national club, which we use to benchmark our services. This is helpful so that we know how BCHA is performing against other similar organisations. Currently the 2010/11 data is being submitted, however, the 2009/10 report is now available from Housemark.

It is always helpful to hear the ideas of our tenants as to how we can improve services but achieve value for money at the same time, so please get in touch.

Included in this report is a feedback form for you to provide your comments to us. Perhaps you have an idea that will save both you and us money.

In 2010/11, our income came from the following areas:



Savings and efficiencies

During 2010/11 efficiency savings were identified across BCHA. Efficiency savings are basically us saving money by doing things differently. Examples include:

- Changes in how we manage rent arrears and income recovery led to an efficiency saving of £85,000 for the year.
- The cost of gas servicing for 2010/11 was reduced leading to a £13,000 saving.
- Savings through the use of Future Jobs Fund Workers totalled £29,000.

The examples above and other identified savings provided BCHA with a saving of £316,000 for 2010/11, against a budget figure of £244,000. This money is being reinvested into our 'New Ways of Working' Project. This project will, this year, provide a 24 hour customer service support centre for you.

The target figure for 2011/12 is £248,000 efficiency savings.

July 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8 <i>Tenant Focus Group</i>	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27 <i>Bank Holiday</i>	28	29	30	31		

SURF Summer Sizzler



*“What a great day,
sunny and fun.
Loved it.”*

*“Not played
rounders since
school, we should
do it more.”*



*“Days out like this
are great.”*

September 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19 <i>Tenant Focus Group</i>	20	21	22	23
24	25	26	27	28	29	30

Don't give up before you've started.
If you're facing homelessness or housing issues,
We can help you find a way forward.

Just call **01202 410 500**

Or visit: **bcha.org.uk**



Help with housing, learning and living.
Call: 01202 410 500 Fax: 01202 410 600 Email: enquiries@bcha.org.uk
St Swithuns House, 21 Christchurch Road, Bournemouth, BH1 3NS

find a way forward. **bcha.org.uk**

**NATIONAL
HOUSING
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