

aschamhomes

www.aschamhomes.org.uk



Ascham Homes

Annual Report 2010/11



Welcome

We are delighted to provide you with this report setting out how we have delivered services over the past year and the plans for the coming year.



Madeline Forster
*Chief Executive of
Ascham Homes*



Paul Lowenberg
*Chair of
Ascham Homes*

All housing providers have been asked by the Tenant Services Authority (TSA), the organisation that sets minimum standards for housing services, to produce an annual report for their residents.

Earlier this year we worked with many of you, through your local representatives and interested volunteers to form the 'Local Offer', this is the agreed set of housing standards by which you can judge our performance. We are pleased to provide you with this report setting out how we have performed in delivering services to you, on behalf of Waltham Forest Council, during 2010/11 and our aims for 2011/12.

2010/11 was a really exciting year at Ascham Homes. We recruited a new senior management team and started the transformation of the way we deliver services to you.

We are pleased to be able to tell you about improvements in many areas, although we recognise that we still have a way to go to reach the levels of service that you expect and that we are aiming for.

More information about Ascham Homes can be found on our website www.aschamhomes.org.uk

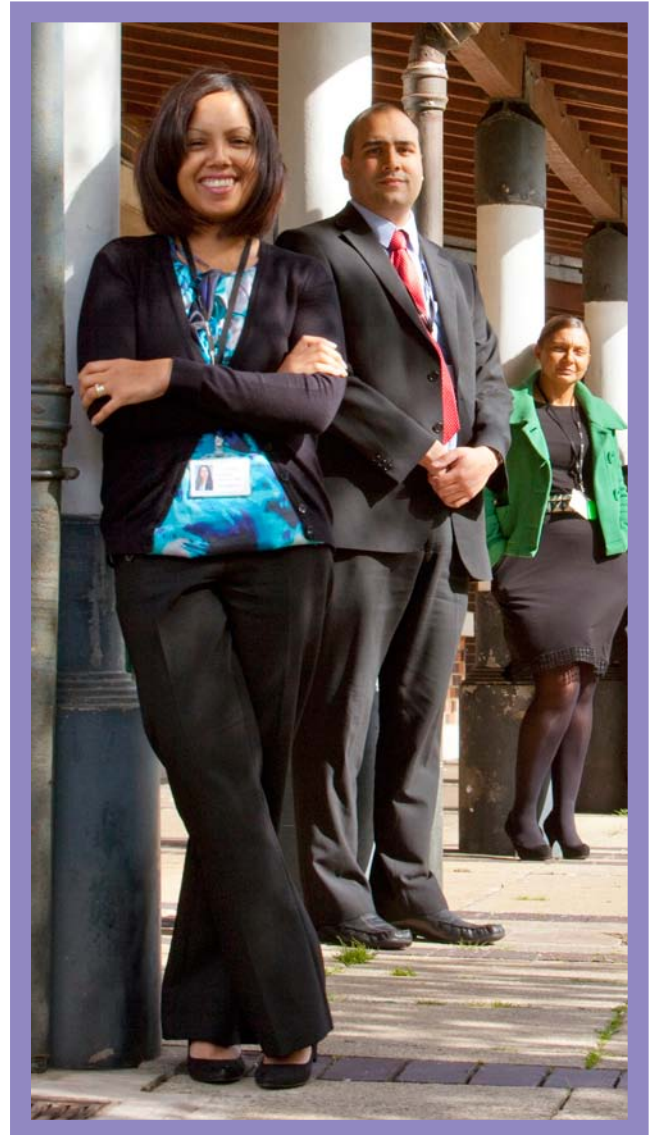
Ascham Homes' Priorities

The company priorities were developed as a result of consultation with staff, residents and the Board during the summer of 2009.

The priorities set out what is important to you and the organisation and our aim to deliver services through a well-managed company.

- People: Listening and responding to your needs
- Resources: Making the best use of your money – doing more for less
- Improvement: Achieving very high resident satisfaction through service improvement
- Development: Rewarding the 'can do' attitude and commitment of our staff
- Environment: Joint action to improve your community

Our delivery plan for 2010/11 was designed around these priorities, explained in more detail in the next sections.



People: Listening and responding to your needs

We have improved the way we involve residents and communities to encourage more people to take part in decision – making.

We have held focus groups on anti social behaviour (ASB) and on developing the Local Offer. The improvements in performance around ASB are in part due to changes we made as a result of feedback you gave us.



At our successful residents conference in October we were encouraged to see a significant number of you who had not attended similar events before, as promoting wider diversity is a key theme in the 2011/12 review of how we engage with all our residents. That conference led directly to the shaping of the Local Offer and the key priorities for Ascham Homes this year.



You told us that you wanted to receive regular updates about the services we provide and, as a result, a quarterly resident newsletter was launched in January 2011. There is a residents' editorial panel that reviews all of our publications before they are published to make sure that they are relevant and talk about the things you want to hear about.



Resources: Making the best use of your money – doing more for less

Ascham Homes has managed its budget successfully, increasing reserves and achieving a net surplus of £149,000.

Robust budgets have been set for 2011/12 and the savings made have enabled an additional £300,000 to be used for Decent Homes improvements.

The original 2010/11 Decent Homes programme planned for improvements to 1,984 tenanted dwellings. By getting value for money from new works contracts and finding efficiencies in the programme, it has resulted in the programme now covering improvements to 3,290 homes for less than the original budget.

Some major works programmes and the Residents Prioritised Works (formally known as MRA) were delayed to allow streamlined activity and are now progressing well. We also have more robust contract management in place meaning we make sure that our contractors deliver on our promises to you.

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Improvement: Achieving very high resident satisfaction through service improvement

We have made significant strides in improving the quality of our ASB service, which has resulted in increased satisfaction of those using the service. The service has been overhauled and staff have had additional specialist training.



We are now working closely with the Council and the Metropolitan Police to put together a co-located ASB service for the borough that will focus on the most serious cases.

We have included aids and adaptations for those that need them within Decent Homes works and have reintroduced a decoration scheme for over 100 homes in 2011/12. By using recycled paint and encouraging our contractors to use trainees from the borough, we hope to be able to do more.

Development: Rewarding the ‘can do’ attitude and commitment of our staff

We have reviewed the way that we plan the work of our staff and review their progress.



All staff at Ascham Homes are now encouraged to be proactive in agreeing their annual objectives, to come up with ways that they can deliver the priorities of our residents. All work that is planned for staff and teams is in line with the priorities of the delivery plan for the business and they are held accountable for the performance of the services we provide to you.

We provide a summary of our performance in every residents newsletter. These summaries come from a large number of indicators monitored by the Council and our Board. We check this on regular basis to monitor our progress in delivering services to you.

Environment: Joint action to improve your community

We know that working in partnership can best deliver results and we continue to work with the Council and the Police around integrated and effective interventions on issues that affect our neighbourhoods.

A number of Ascham Homes led partnership projects are underway that are aimed at improving our environment, such as increasing recycling on our estates, re-using furniture from empty properties and using recycled paint for decorations.

A backlog of works on repairs to communal areas was completed in 2010/11 by the allocation of an additional £300,000 from within the agreed budget. At Batten House and Essex Close physical works to the estate have been carried out in response to serious issues residents were facing.

Partnership projects are underway that are aimed at improving our environment, such as increasing recycling on our estates, re-using furniture from empty properties and using recycled paint for decorations.

Local Offer for 2011/12

To help us improve our services, it is important that we understand what your priorities are and what you think about our performance and our services.

We carried out two consultation weeks last year where we met with residents to discuss how we should deliver our services.

We also consulted our Board, Contract Panels (five groups of residents who regularly meet with Ascham Homes to discuss key issues and performance for their area), the Council and Tenants' Council to find out what they thought.

These thoughts were taken to the Residents' Conference in October 2010 to further develop the Local Offers and the final Offer was sent to residents in March 2011.

Ascham Homes' priorities in 2011/12 will be to focus on the issues that you want us to prioritise, in particular improving the way we manage neighbourhoods, investing in your homes and developing better ways to communicate with you and learn from you.

Resident involvement and empowerment

This covers customer service, resident involvement and our response to complaints.

Local Offer - We will:

- Review the ways that you can get involved with Ascham Homes to make sure that you can contribute to the development of the services that we provide
- Communicate more effectively with you about the work that we are doing
- Carry out short telephone surveys to get your feedback on all our services so that we can improve satisfaction with the services we provide
- Publish quarterly newsletters
- Publish key Board decisions on our website
- Achieve a high level of customer satisfaction, ensuring that your views are taken into account in our service delivery



Your home

This covers the Decent Homes Standard which requires Ascham Homes to 'ensure all homes are warm, weatherproof and have modern facilities.' The Decent Homes standard also covers repairs and maintenance.

Local Offer - We will:

- Involve you in the procurement of a new repairs service
- Improve the proportion of routine repairs completed on time to 99%
- Increase the number of repairs done to a good quality and at the first fix to 93.75%
- Improve the remaining 733 of your homes to the Government's Decent Homes Standard
- Install an additional 250 new kitchens or bathrooms
- Involve you in improving and maintaining the open spaces and communal areas
- Complete the external decorations to 650 homes
- Complete all Decent Homes works to all blocks, ensuring that they are fully compliant with fire safety regulations
- Take advantages of new technology and works to improve environmental efficiency and reduce fuel poverty
- Improve the security of your homes through the servicing and maintenance of door entry systems, making sure that some 650 systems are operational by the end of March 2012
- Re-introduce the assisted decorations scheme for at least 100 elderly and vulnerable residents

Tenancy

This standard covers allocations and tenure. The allocation of homes is managed by the Council. Ascham Homes works closely with the Council's Housing department to ensure that the right properties are allocated to the right people.

Local Offer - We will:

- Have a clear lettings policy and void standard
- Offer advice and assistance to help prevent homelessness where possible
- Develop and deliver a service offer for vulnerable tenants, visiting the most vulnerable at least 6 times a year

Neighbourhood and community

This covers neighbourhood management and ASB.

Local Offer - We will:

- Deliver a new Neighbourhood Management Structure so that all staff work in one neighbourhood together to deliver your services and solve any problems
- Improve your satisfaction with overall services to 80% by the end of the year
- Publish a clear and concise ASB policy that will set out what you can expect should you experience ASB
- Make sure that every time you contact us about ASB, we respond to you within 7 working days and at least 80% of those who make a report will be happy with the way that we have handled the case
- Integrate the Council's estate cleaning services into Ascham Homes so that cleaners and caretakers on estates are working together to provide you with a more joined up service
- In partnership with the Council, improve the environment on some of our most challenging estates, focussing this year on Tenby Court and Attlee Terrace
- Assist the Council in developing a strategy for garages that helps to regenerate those estates most in need

Value for money

Ascham Homes is required to have in place a robust approach to managing our resources to provide cost-effective, efficient, quality services and homes.

Local Offer - We will:

- Deliver 3% savings on our budget over the year
- Work to ensure we get the best outcomes within the available resources and publish targets once the Board has approved them
- Programme the work we do in your homes and the environment around you to make sure that we minimise the disturbance to residents.
- Introduce parking charges on estates which have been identified as having parking problems
- Deliver £800,000 extra investment in the repairs to your homes
- Review all back office services to maximise the focus on what matters to you

Our performance 2010/11

Repairs	Result 2009/10	Result 2010/11	Target	Trend
Percentage of repairs where an appointment was made and kept	98.82%	99.57%	98.0%	↑
Average relet times (days)	27.3	27.6	<27 days	↓
Repairs completed 'right first time'	91.28%	91.04%	95.0%	↓
Resident satisfaction with day to day repairs	90.93%	93.60%	90.0%	↑
Number of annual gas checks completed as a % of those due	99.98%	100.00%	100.0%	↑
A: Emergency repairs completed in 24 hours	98.05%	98.99%	98.0%	↑
B: Urgent repairs completed in 3 working days	99.28%	98.54%	98.0%	↓
C: Routine repairs completed in 21 working days	97.03%	98.63%	98.0%	↑
Tenant satisfaction with major works	98.2%	94.7%	90.0%	↓
Rents & Garage Lettings	Result 2009/10	Result 2010/11	Target	Trend
Percentage of tenants with more than 7 weeks gross rent arrears	7.77%	8.14%	7.50%	↓
Current tenant arrears as a percentage of the annual debit	4.80%	4.47%	3.50%	↑
Percentage of rent collected (excl. arrears b/f)	99.59%	99.08%	100.79%	↓
% of garages let	69.22%	70.01%	70.00%	↑
Rent collected as a proportion of garage rents owed (profiled)	98.47%	97.84%	95.0%	↓

Our performance 2010/11

Estates Services	Result 2009/10	Result 2010/11	Target	Trend
% of Estate Inspections accompanied by customers	61.04%	47.84%	65.0%	↓
% of actions addressed within target time from estate inspections	N / A	90.24%	100.0%	N / A
% of estate inspections completed of those due	98.80%	99.19%	99.1%	↑
% of estate inspections and grounds maintenance achieving an acceptable standard (Combined)	N / A	99.82%	95.0%	N / A
Customer Services	Result 2009/10	Result 2010/11	Target	Trend
% of letters from the public responded to in 10 calendar days	99.42%	96.53%	100.0%	↓
% of stage one complaints responded to within 10 Calendar days	N / A	94.40%	90.0%	N / A
% of member enquiries answered in 10 calendar days	92.52%	95.68%	100.0%	↑
Average time taken to answer calls at Ascham Direct	N / A	56.19	<20 Secs	N / A
Tenancy Services	Result 2009/10	Result 2010/11	Target	Trend
% of ASB complainants contacted within 7 working days	N / A	100.00%	100.0%	N / A
% of repeat ASB complainants over the last 6 months	N / A	2.25%	<5%	N / A
% of repeat ASB perpetrators over the last 6 months	N / A	3.85%	<5%	N / A
Squatter and unauthorised occupancy turnaround times	56.0	28.7	<65 days	↑



Ways to get in touch

You can phone us:

Phone Ascham Direct on 020 8496 4197

The lines are open 8am – 8pm from Monday to Friday.

If you live in Billericay or Wickford, you can phone Ascham Direct on 0845 3000 363 (charged at the local rate).

You can write to us at:

Ascham Homes
Willow House
869 Forest Road
Walthamstow
London E17 4UH

You can e-mail us at:

direct@aschamhomes.org.uk

You can visit us at:

Ascham Homes
Willow House
869 Forest Road
Walthamstow
London E17 4UH

Open 8am – 6pm on Monday
9am – 5pm from Tuesday to Friday.

Ascham Homes (Billericay office)
16 Morris Avenue
Billericay
Essex CM11 2JR

Open 9am – 11am on Tuesdays and Thursdays.

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<p>Тази публикация Ви информира за годишния отчет на домовете Аскам за 2010/11. година. Ако желаете този отчет в превод, моля отметнете езика, на който го искате, попълнете името и адреса си, и върнете целия формуляр на адреса даден по-долу.</p> <p style="text-align: right;">BULGARIAN <input type="checkbox"/></p>	<p>Niniejszy dokument zawiera informacje na temat raportu rocznego Ascham Homes za rok 2010/11. Jeśli chcieliby Państwo otrzymać ten raport w innym języku, prosimy o zaznaczenie odpowiedniego języka, podanie imienia, nazwiska oraz adresu i odesłanie całego formularza na adres podany poniżej.</p> <p style="text-align: right;">POLISH <input type="checkbox"/></p>
<p>Esta publicação informa-o(a) sobre o Relatório Anual da Ascham Homes para o ano de 2010/11. Se deseja obter uma tradução deste relatório, por favor assinale o idioma de preferência, escreva o seu nome e morada e devolva o formulário completo ao endereço indicado infra.</p> <p style="text-align: right;">PORTUGUESE <input type="checkbox"/></p>	<p>Această publicație vă oferă informații despre Raportul Anual Ascham Homes pe perioada 2010/11. Dacă doriți tradus acest raport, vă rugăm să bifați limba pe care o doriți, completați-vă numele și adresa și trimiteti formularul complet înapoi la adresa de mai jos.</p> <p style="text-align: right;">ROMANIAN <input type="checkbox"/></p>
<p>Bu yayın size Ascham Homes'un 2010/11. Yıllık Faaliyet Raporu ile ilgili olarak bilgi vermektedir. Eğer bu raporun bir çevirisini arzu ediyorsanız, lütfen istediğiniz lisanı işaretleyin, adınızı ve adresinizi tamamlayın ve de formun tamamını aşağıda verilmiş olan adrese geri gönderin.</p> <p style="text-align: right;">TURKISH <input type="checkbox"/></p>	<p>یہ اشاعت آپ کو ایشیم ہومز کی سالانہ رپورٹ برائے 2010/11 کے بارے میں بتاتی ہے۔ اگر آپ کو اس رپورٹ کا ترجمہ چاہیے تو برائے کرم اپنی ضرورت کی زبان پر نشان لگائیں، اپنا نام اور پتہ مکمل کریں اور مکمل فارم کو نیچے دئیے گئے پتے پر بھیج دیں۔</p> <p style="text-align: right;">URDU <input type="checkbox"/></p>
<p>Name _____ Address _____ _____ _____ Telephone No</p>	<p>Return to: Scott Cook Housing Client Team Cedar Wood House 2D Fulbourne Road Walthamstow E17 4GG</p>