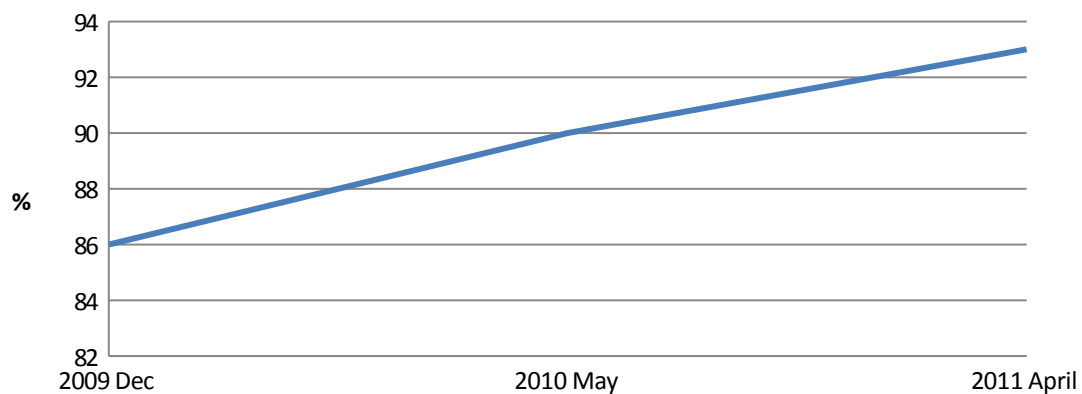


## **ANNUAL PERFORMANCE REPORT 2010/2011**

### **HOUSING SERVICES**

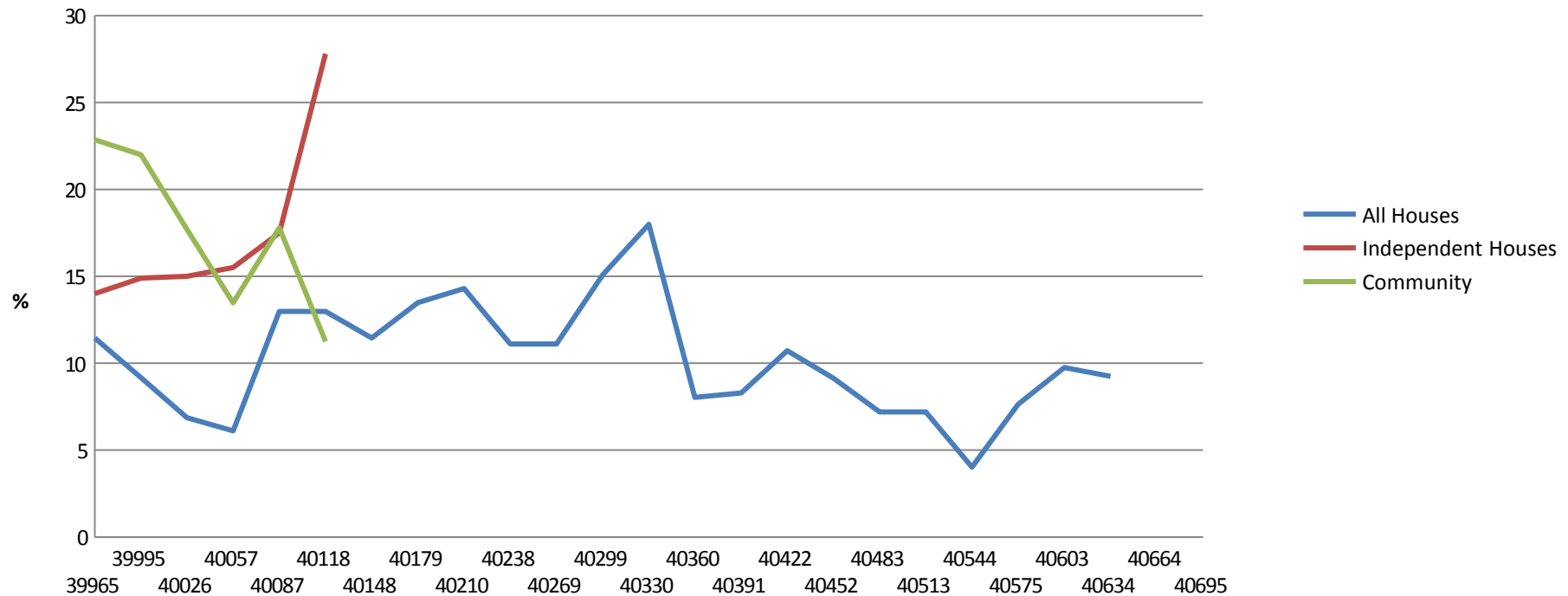
We have a suite of performance indicators to measure the service that LIFE offers to tenants and service users. Targets have been set against these indicators and this report shows the annual performance against the targets.

#### **Satisfaction Rate (target 92%)**



The satisfaction rate has been measured thorough 6 monthly questionnaires to tenants and service users. This year we have succeeded in reaching and passing the target.

### Void Rate (target 10%)



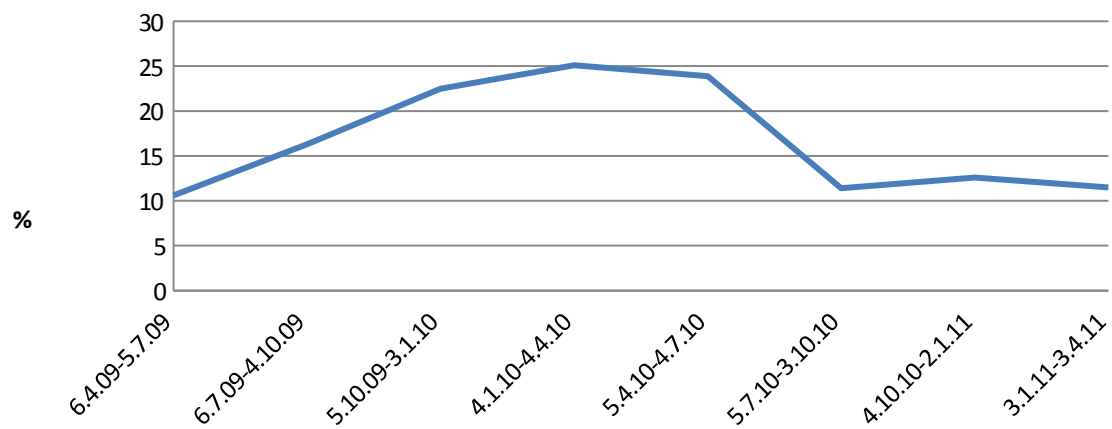
The average void rate for all houses in 2010/2011 was 8.1% - a significant improvement on 2009/10. The 10% target was achieved throughout 2010/11 except for November 2010. In July 2010 we changed the way we collected the data which meant we had no data for the first two months.

The average void rate for the 6 **Independent houses** for 2010/2011 was 17.4%, a reflection on the lower staffing levels and the ability to respond promptly to referrals and network to ensure a steady flow of referrals.

2010/2011

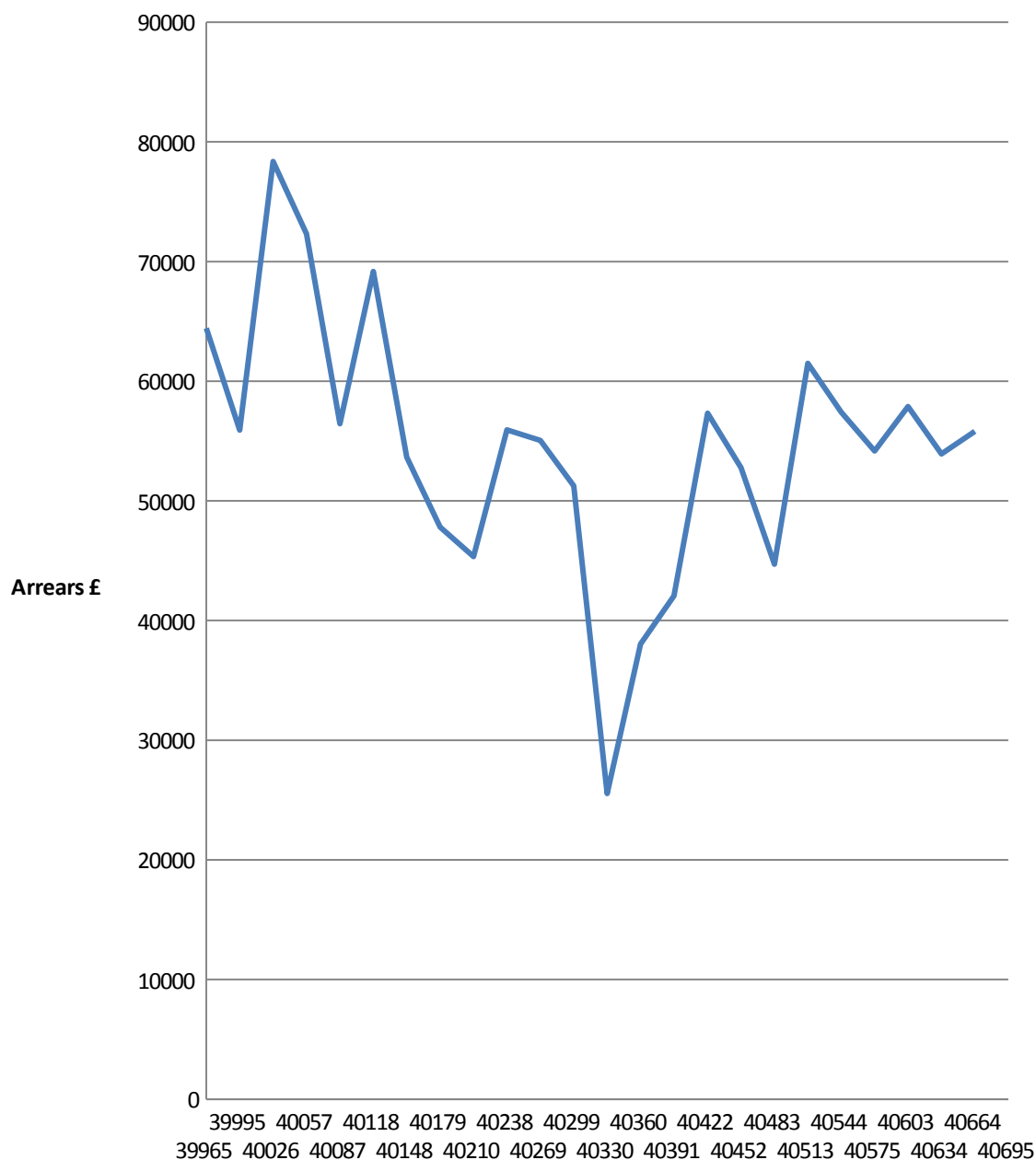
The average void rate for **community schemes** was 17.5%. The main reason for this being high was due to there being a suspension on referrals in Kent where other services from other providers were being closed and places were held open for potential clients to transfer.

## Supporting People Void Rate



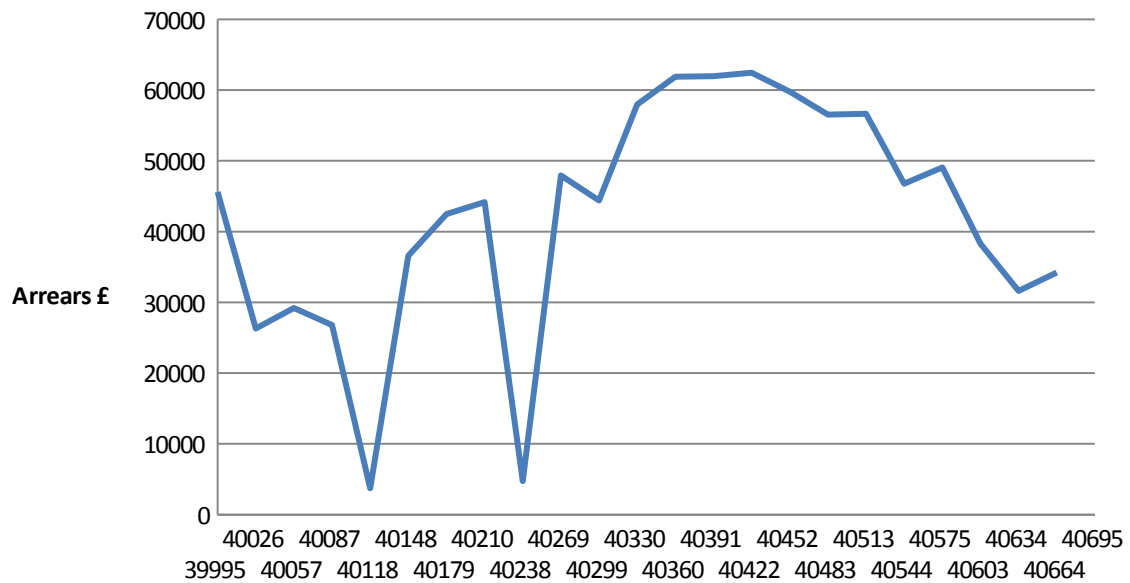
Quarterly statistics on various performance indicators, including the void rate, are sent to each Supporting People Team. This is the collective void rate for all Supporting People funded services i.e Supporting People funded houses and Community Services. Again this shows a marked improvement on 2009/10.

## Current arrears (target to reduce by 10%)



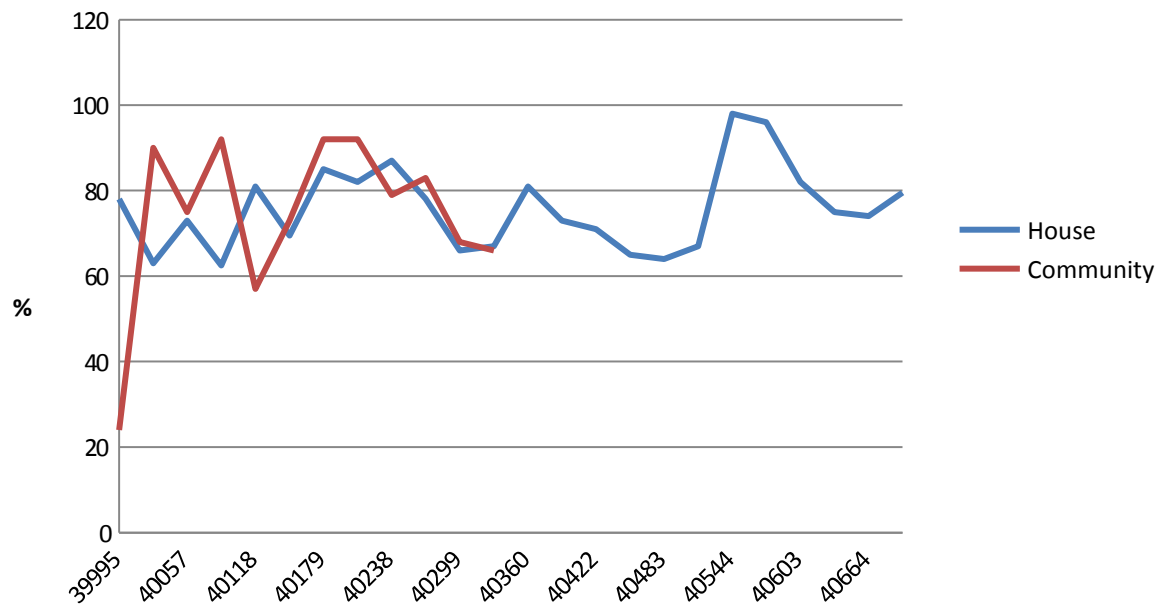
The accuracy of arrears figures was affected during summer 2010 when Supporting People Manager software was introduced. Total arrears have remained static over the year but compares favourably with 2009. The figures shown above include all rent outstanding at one point in time, including the current week's rent debit. Housing benefit payments are paid one month in arrears which can distort the picture. The figures are inflated by approximately £12,000 of disputed housing benefit payments from Aylesbury and Walsall.

### Former arrears (target to reduce by 10%)



The accuracy of arrears figures was affected during summer 2010 when Supporting People Manager software was introduced. Former tenant arrears have fallen due to a small number of payments from tenants who have left the service but mainly as debts outstanding are written off as irrecoverable; for example, because the tenant's whereabouts are unknown.

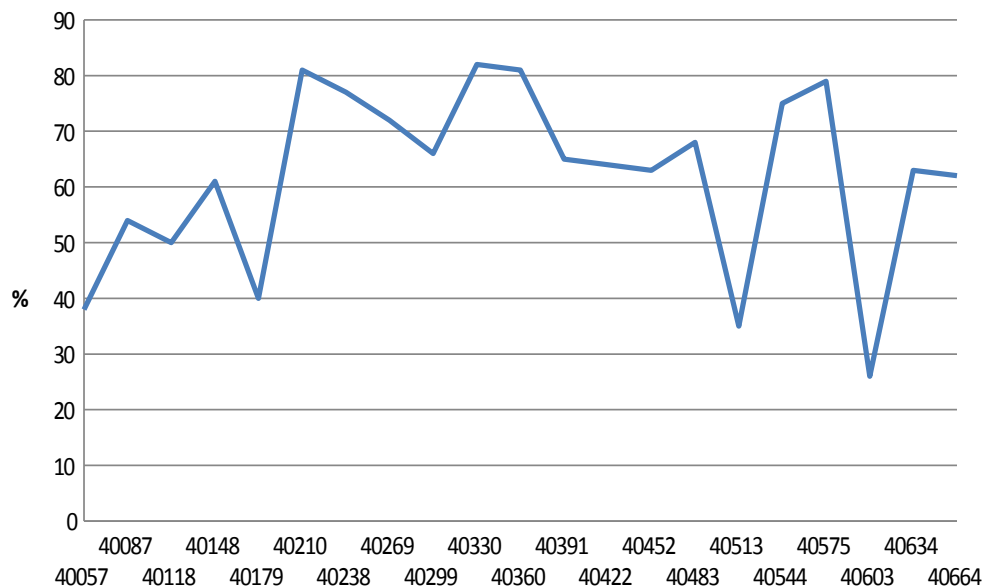
## Support Plans Reviewed Monthly (target 95%)



Individual Support Plans should be completed between the Support Worker and the tenant on a monthly basis. The trend has been steady over the year; the target of 95% has been reached twice over the year.

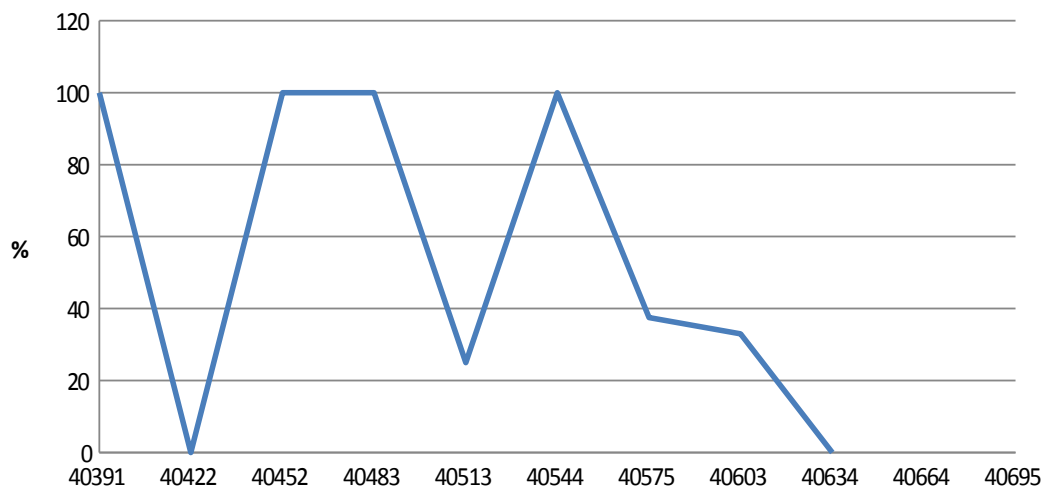
Measurements for Community only commenced July 2010 and so there was no comparable date for 2009/10

## Referrals interviewed within 5 days -SP funded houses (target 100%)



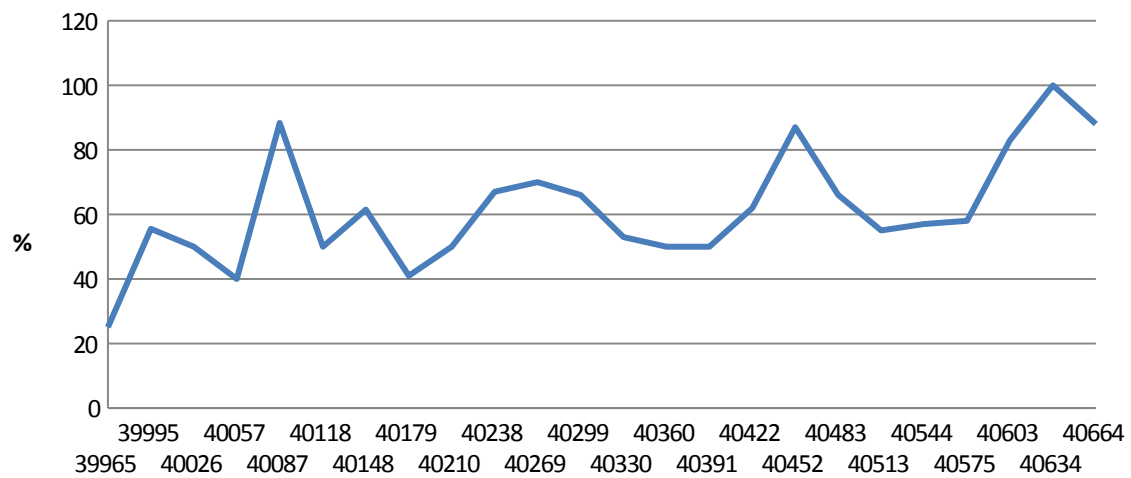
Once a referral has been received at Head Office and passed to the appropriate area, the support worker is required to interview the tenant within 5 working days. Data for June 11 was not recorded. 70% of referrals received were interviewed; 51% of interviews resulted in admission; Dartford Life House received the most referrals - 33

## Referrals interviewed within 10 Days - Community (target 100%)





## Supporting People Forums Attended



Supporting People forums provide a very valuable way of keeping up to date with what is happening within the local area. Forums can be attended by managers or support workers.

## QUALITY ASSESSMENT FRAMEWORK SCORES

<b>QAF's</b>	<b>Level</b>	<b>Validated or Self Assessed</b>	<b>Date</b>
<b>Bedford</b>	<b>C</b>	<b>Validated</b>	<b>2010</b>
<b>Belfast</b>	<b>B</b>	<b>Validated</b>	<b>2011</b>
<b>Bournemouth</b>	<b>C</b>	<b>Validated</b>	<b>2009</b>
<b>Bracknell</b>	<b>B</b>	<b>Self Assessed</b>	<b>2007</b>
<b>Bucks</b>	<b>B</b>	<b>Validated (desktop)</b>	<b>Jan 2011</b>
<b>Hampshire</b>	<b>B</b>	<b>Validated (desktop)</b>	<b>Jan 2011</b>
<b>Dartford</b>	<b>B (with action plan)</b>	<b>Validated</b>	<b>Jan 2011</b>
<b>East Kent</b>	<b>B</b>	<b>Validated</b>	<b>2010</b>
<b>Slough</b>	<b>B (with some A)</b>	<b>Validated</b>	<b>March 2010</b>
<b>Surrey</b>	<b>Awaiting report</b>	<b>Validated</b>	<b>March 2010</b>
<b>Telford</b>	<b>B (with some A)</b>	<b>Self Assessed</b>	<b>Dec 2010</b>
<b>West Sussex</b>			<b>Last carried out 2005</b>

## LEAGUE TABLES

Void Rates Based on Quarterly return to Supporting People

House/Community Service (2009/10 position)	Q2 5.7.10 – 3.10.10	Q3 4.10.10 – 2.1.11	Q4 3.1.11 – 3.4.11	Q1 4.4.11 – 3.7.11	Average
Farnborough (2)	0.9	0.7	0.5	0.4	0.6
Chertsey 1 (15)	0	0	3.3	0.3	0.9
Aylesbury (26)	3.7	0	0	0.4	1.0
High Wycombe (3)	0	0	1.8	5.1	1.7
Bournemouth (19)	4.7	0	0.6	1.9	1.8
Crawley (5)	2	1.8	2.9	0.9	1.9
Littlehampton (10)	3.6	0	4.7	0.3	2.2
Chertsey 2 (17)	10.4	0	0	0	2.6
West Sussex Community (30)	6.2	2.2	0	2.9	2.8
Haywards Heath (6)	0.9	1.1	0	9.2	2.8
Worthing (18)	2.2	0.5	5.8	5.8	3.6
Fleet (1)	3.8	8.4	2.7	1.6	4.1
Slough 1 (25)	0	1.8	2	13	4.2
Slough 2 (13)	0	1.3	0.7	15.8	4.5
Twickenham (9)	9.9	0	9.9	0	5.0
Bath (7)	0.9	7.7	7.7	na	5.4
Bedford (21)	1.8	14.3	5.3	15.6	9.3
Woking (27)	11.5	10.4	15.9	0.2	9.5
Telford (8)	0	26.9	14	0	10.2
Belfast (29)	19.2	22.2	11.4	2.9	13.9
Hampshire Community (23)	25.1	19.2	12.9	6.2	15.9
Bracknell (24)	30.8	2.7	17.3	39.8	22.7
Dartford (4)	38.5	17.6	9.3	34.3	24.9
East Kent Community (28)	32.7	31.8	40.4	37.3	35.6

**Referrals interviewed within 5 days**

%	House	
100	Belfast (2)	Chertsey 2
95	Dartford (6)	
90	Littlehampton (17)	
89	Chertsey 1 (9)	
88	Slough 1 (9)	
83	Telford (7)	Bracknell (1)
80	Worthing (5)	Aylesbury (5)
75	Woking (10)	
70	Haywards Heath (7)	
60	Twickenham (14)	
58	Bedford (16)	
53	Bath (to April 2011) (13)	Slough 2 (13)
56	Crawley (11)	
55	Bournemouth (6)	
44	Fleet (6)	
21	Farnborough (4)	
0	High Wycombe (12)	




















( ) 2009/2010 position in brackets

**Completion of Individual Support Plans**

%	House/Service		
95	Chertsey 2 (7)		
94	Farnborough (2)		
92	Chertsey 1 (4)		
88	Haywards Heath (9)	Worthing (8)	Fleet (1)
87	Hampshire Community		
86	Littlehampton (1)		
83	Bracknell (5)	Crawley (11)	East Kent
82	Dartford (9)		
80	Slough 1 (8)		
77	Aylesbury (14)		
76	Woking (13)		
71	Telford (10)		
68	Belfast Community		
63	Twickenham (15)		
61	Bournemouth (16)		
57	Belfast (18)		
39	West Sussex Community		
37	Slough 2 (3)		
36	High Wycombe (12)		
30	Bedford (17)		

( ) 2009/2010 position in brackets

## OVERALL PERFORMANCE AGAINST TARGETS

PI	Assessment 2009/2010	Assessment 2010/2011	Comment
92% tenants satisfied with service			Positive trend continues. Increase target to 94%
10 % voids		 All Houses   Community   Independent houses	Significant improvement – stretch target to 8%  Particular issues at East Kent has distorted outcome. Retain 10% Target  Challenging due to staffing hours but retain target at 10% due to financial impact
Supporting People Void rate	NA		Add target to 10% in line with voids
Current arrears reduce by 10%			Systems now more robust and trend downwards. Aim for 10% reduction in arrears from figure as at July 2011
Former tenant arrears reduce by 10%			Systems now more robust and trend downwards. Aim for 10% reduction in former arrears from figure as at July 2011
95% ISPs reviewed		 Houses   Community	Improving performance – retain 95% target  Performance satisfactory overall Reduce target to 90% to reflect difficulties in making contact with tenants at times
100% Interviewed within 5 days		 Houses   Community	Performance satisfactory overall with wide disparities between houses. Retain 100% target
100% SP Forums attended			Significant improvement since 2009/10 Retain 100% target

## COMPLAINTS AND COMPLIMENTS - JULY 2010 TO JUNE 2011

### Summary

The annual report includes both formal and informal complaints. Informal complaints are those that have been received by front-line staff and dealt with by them to a satisfactory conclusion and telephone complaints that do not wish to go through the more formal complaint process. 95% of complaints/compliments were received about the Housing service.

### Total number of Complaints and Compliments for all LIFE services

19 formal complaints were received (5 external).

61 informal complaints were received (19 external).

68 compliments were received in total for all services.

98% of formal complaints were completed and closed within the timescales as set out in the policy. No complaints reached the appeals stage. The average response time for acknowledging complaints has been 7 days, this again exceeds the time-scales as set out in the policy. This is an increase of 1 day to the last annual report, although 63% complaints were responded under the 4 working day guidelines some timescales were in excess of 10 days which increased the annual average response time.

### Housing Service Complaints

11 external complaints received were from neighbours complaining about the noise from the property in the evenings and weekends where the issues were dealt with by the appropriate support staff and managers. A significant learning point was that responding promptly to neighbours when nuisance was happening made a big difference to their level of tolerance and the ongoing relationship they had with the LIFE house. 44 complaints were regarding various tenant issues such as items going missing, visitors, mail being opened etc.. One serious complaint involved salt being put into milk; here the HR & Customer Service Manager attended a house meeting with all tenants, support staff and manager to discuss the health dangers in this. Other issues included maintenance, changes in line management, allegations of drug use, lack of support at weekends, cleanliness of property. All issues were dealt with within the timescales as set out in the policy.

### Volume and progress of complaints

Resolved	Total	%
Stage 1	61	100%
Stage 2	19	99%
Stage 3	0	
Unresolved	1	99%
Stage 1 Extended		
Stage 2 Investigation	1	99%

## Compliments

Department	Nature of Compliment	
Care		
Corporate Services	1	Good work completed by organisati
Education	10	Excellent Talks
FertilityCare	2	Thank you for treatment and service
Housing	53	Support provided by support staff
Helpline	2	Care & Support from service

Compliments to Housing were received from 21 former tenants and their families, health visitors, Social Services , housing officers, and Connexions workers. For example, Belfast Trust Wellington Park Social Services said “LIFE provides the ideal environment for this young person (who was leaving care) by providing the appropriate levels of support, that encourage developing skills for independent living” This was a very positive relationship and the social worker also came to the house to join in the 18th birthday party for this young person.

## EQUALITIES & DIVERSITY

A Single Equality Scheme produced in summer 2010 set out how the Housing Service was going to deliver LIFE’s commitment to equality and diversity for its employees and service users. Many foundations were already in place and services were responsive to the diverse needs of the people we help. However, there was still room for improvement and an action plan identified those areas where gaps existed or where work was needed to inform our policies and procedures. Overall progress has been slow, partly due to internal restructures and conflicting priorities in workload. Of the 15 actions, 2 have been completed, 9 are underway and 4 have not yet commenced. Good progress has been made on identifying our service user profile through the introduction of Supporting People Manager enabling us to use that information to shape services provided.

## **“You Said, We did” June 2011**

In early 2011 we sent out a questionnaire to all tenants in each of the 27 LIFE houses asking questions about the services we provide. 44 people returned the forms. Thank you to those people. **93% said they were satisfied with the service provided – 3% more than in the 2010 survey.** This is great news as we value your input and your comments have helped us work out what we need to do to improve our services. LIFE also held a Housing Forum in March and suggestions from tenants were made on how the service can be improved. The table overleaf shows the suggestions you made and the things we intend to do as a result whereas the summary below shows the key points from the results. **In the questionnaire responses, tenants said that compared to 2010:-**

- The quality standards of the accommodation have improved and they feel safer and more secure although confidence with Health & Safety issues has reduced very slightly, eg. knowing what to do in a fire or emergency .
- They are now more aware of the consequences of rent arrears.
- They prefer to give ideas through house meetings, face to face with staff or suggestion forms, and feel overall ideas are listened to. 97% believe that they are treated equally whatever their background.
- The support planning process has improved with 20% more stating that their needs are identified and listened to and more tenants are now involved with their risk assessments
- All understand what abuse is but 4% less know how to report it
- 3% fewer tenants feel comfortable in making a complaint but 8% more feel confident that any complaints would be dealt with in a positive way.



YOU SAID	WE DID
35% said you didn't receive information about the availability or locations of cultural or religious centres	All support workers will show tenants where this information is in the house (usually in a file in the lounge/ shelf) and remind them at a house meeting. We will also change the admission book page to say we can supply on request..
Problem with the windows at the Bath house	Unfortunately, the house is a listed building and so the windows cannot be replaced.
Items have been stolen in the house	Support workers will give advice on keeping belongings safe and what to do in the event of a theft such as keeping valuables in locked bedrooms. We will involve the police if necessary.
<ul style="list-style-type: none"> <li>We are unhappy that fathers/ friends not being able to stay</li> <li>Visitors should be allowed to stay over once per week</li> </ul>	This is difficult to manage where there are shared facilities and space restrictions and may not be welcomed by all tenants. However, we will consult further with tenants and support workers on a limited scheme of permitted visitors for one night per week.
There are issues with messy tenants and cleanliness	We will impress on tenants that all must abide by the cleaning rota and that this is part of the tenancy obligations. Written warning will be issued if this is not complied with. LIFE provide a regular cleaning service of communal areas as a back up.
There have been mice within one LIFE house	Staff called environmental health, put down baited traps, spoke to all tenants of the risks of leaving open foodstuff available/cleanliness of the house.
LIFE should be stricter and enforced rules when broken by tenants eg must stay 5 nights per week (having a signing in/out book for tenants)	Breaches of tenancy conditions are taken seriously – we will increase the formal use of warning letters and introduce a Recharge Policy for damage to LIFE property We will consult on the introduction of signing in/out arrangements for tenants through house meetings although this has not proved popular everywhere in the past

YOU SAID	WE DID
<ul style="list-style-type: none"> <li>• Make sure there is staff cover for absence</li> <li>• Stop staff leaving early so there is no support</li> </ul>	<p>We will ensure staff cover for planned or long term absence and ensure contact details are publicised when staff absence occurs at short notice</p> <p>Staff sometimes have to attend meetings or training off site or vary leaving times to take back hours owing for working longer on other days. They will always work their contracted hours. We will make sure tenants know when staff will be available for support on each day.</p>
Give information about being a Dad and invited Dads on day trips	<p>Information about how to involve fathers more was given out to support workers at the Housing Forum.</p> <p>Dads can be involved in any Life Skills if approved through Visitor Time. They will also be involved in house meetings &amp; day trips where possible.</p>
All kitchen cupboards should have locks.	These will be in place for all tenants' kitchen cupboards by the end of 2011.
Get tenants opinions/ ideas more often	We have increased the opportunities to give ideas eg new former tenant/service user feedback form. We know we haven't always given feedback regularly and will address this.
Have more events like the Housing Forum	There will be an annual Housing Forum. We will look at the venue to make it more accessible to more tenants.
CCTV is needed for Dartford house	CCTV has now been installed within the Dartford, this was transferred from a house that was closed.