



# **Board Meeting 6 September 2010**

# **Minutes and Associated Reports**

*Developing Homes and Creating Opportunities for People within West Norfolk*

**FREEBRIDGE COMMUNITY HOUSING (FCH) BOARD**

**Minutes of a Meeting of the Board held on  
Monday 6 September 2010 at 6.30pm in the  
Conference Room, Juniper House,  
Austin Street, King's Lynn**

**PRESENT:**

Ray Johnson (Chairman)  
Lesley Bambridge  
Sylvia Calver  
Barbara Davis  
Nigel Donohue  
Irene Gammon  
Bill Guyan  
Paul Leader  
Colin Sampson

**IN ATTENDANCE:**

Tony Hall	-	Chief Executive
Sean Kent	-	Executive Director (Resources)
Kassie Melnyk	-	Interim Executive Director (Operations)
Simon Swanson	-	Business Assurance Manager
Angus MacQueen	-	Governance Officer

**119/10      APOLOGIES**

Apologies for absence were received from Brian Hillman, Geoffrey Hipperson, Michael Jervis and Pat Southgate.

**120/10      MINUTES**

The minutes of the ordinary meeting held on 26 July 2010 and of the special meeting held on 23 August 2010 were confirmed as correct records and signed by the Chairman.

**121/10      MATTERS ARISING**

Confidential item

**122/10      DECLARATIONS OF INTEREST**

Confidential item

**123/10      CHAIRMAN'S CORRESPONDENCE**

**(a)      Update Meetings**

The Chairman advised that, since being appointed as interim Chairman, he had been attending regular update meetings with the Chief Executive.

**(b)      Brian Hillman**

The Chairman said that he had received a letter of resignation from the Board from Brian Hillman. Brian had given four weeks' notice, and his resignation would take effect on 21 September 2010, immediately following the AGM and special Board meeting that evening.

**124/10      CHIEF EXECUTIVE'S UPDATE**

**(a)      Significant Event**

Confidential item

**(b)      Serious Fire**

The Chief Executive reported that two FCH properties at Ten Mile Bank had been affected by a serious fire and were no longer habitable. The event had been covered in the local press. One tenant had been provided with temporary accommodation; the couple in the other property had been offered this, but had chosen to remain at the property in a caravan in the garden. Staff were liaising with Building Control officers to ensure the safety of the structures. The fire had been started accidentally by an owner occupier in an adjoining property. So far, it had not been possible to locate her or to ascertain whether she was insured.

**(c)      Cleaning Contract**

Confidential item

**(d)      Rural Alliance Meeting**

The Chief Executive said that he had attended a meeting of the Rural Alliance, which had involved the National Housing Federation, the Homes and Communities Agency and Communities & Local Government. The meeting had discussed policy developments on the proposed Community Right to Build scheme. Under this scheme, if a significant percentage of a local population agreed, a development would be able to proceed without the need for planning consent. Ministers were understood to be very interested in this scheme.

**(e)      Staff Conference**

The Chief Executive advised that the second of this year's two half-day staff conferences would be held on 15 September. The event would follow-up on

the Mary Gober Customer Excellence training, which the large majority of staff had now undertaken.

**(f) AGM**

The Chief Executive referred to this year's AGM, which would be held on 21 September at 6.30pm in the King's Lynn Corn Exchange. The meeting would be preceded by an open event for tenants, beginning at 1.30pm. This would be an opportunity for tenants to meet with staff and talk about FCH's services, and a chance for FCH to launch the Annual Report for Tenants. Work had been undertaken with a local organisation, Aspire, to find ways of encouraging people to attend. All Board members would be very welcome.

**(g) Board Appraisals**

The Chief Executive said that it would soon be time to hold the Board's annual appraisal process, and sought the Board's views about continuing with Campbell Tickell to assist with the process.

**RESOLVED:** That Campbell Tickell be engaged to assist with the 2010 Board appraisal process.

**(h) Photography Competition**

The Chief Executive explained that it had been decided to hold a photography competition, which would be open to tenants and staff. The winning entries would be displayed within Juniper House. A prize had been donated by a local photographic company. A judging panel was being put together, and it would be helpful if this could include a Board member. Lesley Bambridge, Nigel Donohue and Paul Leader all expressed an interest in this.

**(i) Creative Apprentices**

The Chief Executive said that the Borough Council had been intending to recruit to six Creative Apprentice posts. However, even though these posts would be funded externally, there was a freeze on adding to the Council's establishment, and so it had not been possible for the Council to go ahead. The Chief Executive had, therefore, agreed that FCH would employ the Apprentices. This was at no cost to FCH and the Apprentices could help with some of FCH's projects, such as at Hillington Square.

**(j) Complaints Panel**

The Chief Executive advised that it was possible that a meeting of the Complaints Panel would need to be held in the near future. If this fell after the AGM on 21 September, only two members of the Panel would still be on the Board. It would, therefore, be helpful to appoint two more members, to cover this eventuality.

**RESOLVED:** That Nigel Donohue and Colin Sampson be appointed to the pool of Complaints Panel members following the AGM on 21 September 2010.

**(k) Staffing Appointments**

The Chief Executive confirmed the following staffing appointments:

- Stuart Mansell had recently taken up the post of Assistant Director of Assets.
- Michelle Playford would be taking up the post of Assistant Director of Communications and Customer Engagement on 13 September 2010.
- Abigail Ellis would be taking up the post of Executive Director (Operations) on 1 November 2010.

Once Abigail had joined FCH, it was intended that Kassie Melnyk would continue to assist with specific projects.

**125/10      [REVIEW OF HEALTH AND SAFETY POLICY \(click here to go to report\)](#)**

The Chief Executive presented a report which reviewed the Health and Safety Policy.

In answer to a question, the Chief Executive confirmed that written procedures or guidelines were in place for all those hazards, areas and activities listed at Appendix 1 to the Policy.

The Policy was commended as being a very well written, clear and concise document.

A member commented that the Policy should include a reference to the responsibility of staff to protect the safety of FCH's customers.

**RESOLVED:** That the Health and Safety Policy be adopted, as presented, subject to the inclusion of the need for staff to protect the safety of FCH's customers.

**126/10      [ANNUAL REPORT FOR TENANTS 2009/10 \(click here to go to report\)](#)**

The Executive Director (Resources) presented a report which introduced FCH's proposed Annual Report for Tenants 2009/10.

The Executive Director (Resources) said that tenants had had real involvement in the development of the Annual Report. As well as the Tenants of West Norfolk group, other tenants had been consulted through social media and email.

In answer to questions, the Business Assurance Manager said that there were a number of typographical errors and layout considerations which would be addressed when the document was finalised.

The Board commended the Business Assurance Manager and his team on the Annual Report, which was felt to be of a high quality, informative and easy to read. It was noted that the team had produced both the text and layout in-house.

**RESOLVED:** That the Annual Report for Tenants 2009/10 be approved for publishing to FCH's tenants and the Tenant Services Authority.

**127/10        CONDUCT ISSUE**

Confidential item

**128/10        QUARTERLY PERFORMANCE MONITORING (click here to go to report)**

The Executive Director (Resources) presented a report which provided quarterly performance information for the period to 30 June 2010.

The Board was very pleased to note the significant improvements in performance relating to relet times and rent lost through voids.

It was noted that the replacement of the cleaning contractors and changes in staffing structure could have a temporary adverse effect on performance in some areas.

The Committee noted the report.

**129/10        APPOINTMENT OF SHAREHOLDERS (report not available – confidential)**

The Governance Officer presented a report which requested the Board to consider applications for Tenant shareholding. He explained that, since the agenda had been issued, two further applications for Tenant shareholding had been made. He tabled the list of applications, which had been updated to include these.

**RESOLVED:** That the three applications for Tenant shareholding contained in the tabled list be approved.

**130/10        TENANT SATISFACTION SURVEY (click here to go to report)**

The Executive Director (Resources) presented a report which advised of the results of the recent STATUS tenants' survey and some more detailed research carried out in the past few months. The Executive Director (Resources) tabled Appendix 1 to the report, which contained a full copy of

the survey results, and apologised that this had been inadvertently omitted from the agenda.

The Executive Director (Resources) highlighted that the results indicated an overall improvement in customer satisfaction.

The Executive Director (Resources) said that the results appeared to show dissatisfaction with some of the contractors undertaking Decent Homes improvement work on behalf of FCH. This would be addressed with those contractors. It also appeared that some tenants were missing the “inspection regime”; further research would be carried out on this. Further research would additionally be undertaken into the possibility of introducing a tenant incentive scheme.

The Board noted the report.

**131/10**            **ANY OTHER BUSINESS – APPOINTMENT OF CHAIRMAN**  
(report not available – confidential)

The Chief Executive tabled and presented a report which sought to determine the most appropriate process for appointing the Board’s Chairman. The report had been emailed to Board members earlier that day. The Chief Executive apologised for the lateness of the report, but explained that discussions in the previous week with the Tenant Services Authority had suggested that the Board should form a clear opinion on this.

The Board noted that an interim Chairman had been appointed until the conclusion of the AGM, on 21 September 2010. The Board considered the options for appointing a Chairman, which included external advertisement. It was of the view, however, that no long-term decision should be made until the completion of the governance review.

**RESOLVED:** That a Board Chairman be appointed at the special Board meeting immediately following the AGM on 21 September 2010, to hold office until the completion of the governance review.

**132/10**            **WORK UPDATE** (report not available – confidential)

The Governance Officer presented the work update, which included the following:

- Action Sheet
- Future Work Programme of the Board.

The Board noted the update.

**133/10**            **COMMITTEE MINUTES** (Committee minutes not available – confidential)

Bill Guyan, Vice-Chairman of the Operations Committee, presented the minutes of the Committee’s meeting held on 4 August 2010. He suggested

that the start-times of committee meetings should be reviewed, so that they were as convenient as possible for all those attending.

**134/10**      **NEXT MEETING**

The Board noted that its next ordinary meeting was scheduled for Monday 18 October 2010 at 6.30pm, but that a special meeting would be held immediately at the conclusion of the AGM, on 21 September 2010.

**The meeting closed at 8.10pm.**

**CHAIRMAN**



## Freebridge Community Housing

## Report to the Board

Author	Jo Whaley	Report Type		Impact		
Related Work Ref.		For Decision	√	High	Medium	Low
		For Information		√		
Consultation	Health and Safety Committee (includes union representatives). External Health and Safety Advisor.					

**Meeting Date: 6<sup>th</sup> September 2010**

**Report Title: Review of Health and Safety Policy**

**Purpose:**

To seek approval of a revised Health and Safety Policy.

**Policy/Strategy Implications:**

The Health and Safety policy was last reviewed in 2008. Since that time the format for policies and strategies has been revised and so this review incorporated a revision to the layout of the document, as well as revisions to the content, in light of legislative changes and Freebridge experience to date. This policy relates to the health and safety of employees specifically.

**Finance and VFM Implications:**

Whilst there are none directly in relation to this revised policy it is worth mentioning that inappropriate policy and strategy and action plans in relation to health and safety could result in increased accidents and breaches of legislation, potentially resulting in costs associated with sickness absence, insurance claims (from staff and members of the public), remedial works and fines.

**Customer Care/Equality and Diversity Implications:**

An equality impact assessment has been completed to ensure there is no disadvantage to any persons. Safe, healthy employees and work-places contribute to effective employee engagement and an environment which will be more conducive to the delivery of good customer care.

**Risk Assessment (cross-reference with FCH Risk Map):**

11.0 H&S Legislation not complied with, Impact – Critical, Likelihood - Significant

**Recommendations:** It is recommended that the Board:

- (ii) Approve the revised Health and Safety Policy and Action Plan

**Background**

The Health and Safety policy was last reviewed in September 2008. Since then we have adopted a revised format for policies, strategies and action plans, which this review incorporates.

In addition, legislation stipulates what must be in a Health and Safety policy and not all these elements were clearly defined in the existing policy. We have also reviewed the staff handbook over the last two years and set out a 'Health and Safety Policy Statement and Objectives', which needed to be reflected in the policy.

We have also recently reviewed the composition and format of the Health and Safety Committee of staff and union representatives and wished to ensure the policy gave clarity for all staff on who is responsible for what, from the Board through to staff and contractors.

The revised policy, attached as Annex 1, was reviewed by our external Health and Safety Advisor (West Norfolk Safety Ltd) and by the Health and Safety Committee. An Appendix to the policy identifies the specific operations and potential hazards which require written procedures or guidelines. The majority of these already exist in one form or another and the intention is now to collate all these into one document, which will become the Health and Safety Handbook. This, together with the policy, will be available on the Intranet, as well as in hard copy for those who need it.

At your July meeting you received an 'Annual Health and Safety Update Report', in which I gave examples of a number of activities undertaken over the past 12 months and discussed the audit completed by Mike Grammer of West Norfolk Safety. I noted in that report that as a result of activities already completed and the plans in place for further actions, Mike was satisfied that we could reduce the 'risk rating' of general Health and Safety, within the Corporate Risk map.

Within the Business Plan, Health and Safety is considered under 'Fit For Purpose' and there is a requirement for an annual Health and Safety Action Plan. The plan is developed by Management Team, in conjunction with Mike Grammer. Each Assistant Director will pick up activities in relation to this within their operational plans. Annex 2 is the current years' action plan.

This plan is dynamic and regularly updated and a 'traffic light' system indicates the current status of the years' priority actions. The first item on the plan, 'Policy and Arrangements' is considered highest priority, then reducing priority down through the plan. Where actions are completed and will become routine annual activities they will be 'black-out' in the plan, but remain on it. For the purposes of this report and so members can see actions already completed over the year, I have left these 'green', although some will become black in due course.

The audit undertaken by Mike Grammer covers some 39 discrete areas with a health and safety implication, from 'Accidents' and 'Asbestos' through to 'Work Places' and 'Young People'. Each of these is sub-divided into a number of elements contributing to that area of risk i.e. within 'Accidents' there are three areas as indicated on the Action Plan (7.1-7.3). This plan indicates progress, following this years' audit (July 2010), where our controls were not satisfactory or not fully embedded (where the likelihood for harm is high) after the audit in 2009. There will be others of the 39 areas where our controls are not yet 'green' or 'black', but where the likelihood for harm is low. These will be prioritised for action as activities on the current plan are completed.

It is pleasing to note that already 23 out of 57 actions for 2010/11 have moved from a 'Red' or 'Amber' rating to 'Green' and a further 5 from 'Red' to 'Amber'. Mike attributed some of this movement to the revised format for the Health and Safety Committee and accredited health and safety training provided to a number of managers, in addition to in-house training on accident investigation.

Objective 4 Fit For Purpose			
			
<b>Health and Safety Policy</b>			
<b>Last Reviewed</b>	<b>Sept 2010</b>	<b>Next Review</b>	<b>Sept 2012</b>
<b>Responsible Officer</b>	<b>Chief Executive</b>		

### 1. Policy statement

It is the policy of Freebridge to give and maintain the highest priority to the Health and Safety of all staff and to carry out its operations without creating an unacceptable risk to human health. We will therefore do all that is practicable to prevent injury and to protect everyone from reasonably foreseeable work hazards, including all those who may come into contact with the organisation. We will comply with all relevant health and safety legislation.

### 2. Definitions

**Hazard** - A hazard is anything with the potential to cause harm, e.g. electricity, chemicals, working up a ladder, noise, a keyboard, a bully at work, stress

**Risk** - The risk is the chance, high or low, that any hazard will actually cause somebody harm.

**Competent Person** – A competent person is someone who has sufficient training and experience or knowledge and other qualities that allow them to satisfactorily carry out a particular activity. The **nominated competent person/s** will be the person/s contracted to provide the organisation with expert health and safety advice and guidance

**Accident and Incidents** – We define an accident as an uncontrolled, unplanned, random and unexpected event that could result in loss, harm or injury. An incident is an event that gave rise to an accident or had the potential to lead to an accident.

### 3. Policy objectives

The promotion of effective Health and Safety practice is the responsibility of all staff. Freebridge has the following objectives in relation to Health, Safety and Welfare:

- To establish Health and Safety responsibility as a primary function of all staff, with clearly defined responsibilities and to ensure that it is appropriately resourced.
- To provide all staff with the necessary information, training, instruction and supervision to enable them to carry out their duties in a safe and effective manner.
- To provide staff with work methods, work areas, premises and plant, including safety equipment, which are safe to operate.
- To safeguard staff, visitors and the general public from any hazards resulting from the use or disposal of substances, processes or equipment from Freebridge operations.
- To maintain programmes which ensure that all legislation, regulations and codes of practices relating to Health and Safety at work are known and complied with.
- To consult and communicate constructively with staff to improve the Health and Safety aspects of the work environment
- To regularly assess and review the Health and Safety effectiveness of operations to ensure continuous improvements.

#### 4. Responsibilities

The Board	Has responsibility for ensuring that good health and safety management and practice is promoted and that this policy and strategy underpins all aspects of our operations.
The Chief Executive	Overall responsibility for the implementation of this policy and strategy. May delegate elements of implementation to other senior managers.
The Assistant Director of Human Resources	Ensures that Freebridge has appropriate competent advice to support the organisation, oversees the administration of accident and incident procedures and the provision of appropriate occupational health advice and guidance.
The Nominated Competent Person	Responsible for: <ul style="list-style-type: none"> <li>• The provision of timely health &amp; safety advice</li> <li>• Providing expert input into health &amp; safety inspections, audits, reviews and investigations</li> <li>• Supporting the organisation in the production and maintenance of policy and procedure.</li> </ul>
The Health and Safety Committee	Influence the development of health and safety policy and promote co-operation amongst staff in instigating, developing and monitoring, health and safety measures including the review of accident statistics and trends
All Members of Management Group	Responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff, including the assessment of risks and the development and implementation of plans to remove or minimise risks.
All staff – whilst	Have a responsibility to:

<p>working for Freebridge and any of our customers</p>	<ul style="list-style-type: none"> <li>• Co-operate with management on health and safety matters</li> <li>• Not interfere with anything provided to safeguard their health and safety</li> <li>• Wear PPE provided and ensure satisfactory condition is maintained (report faulty/damaged/worn PPE to management for replacement).</li> <li>• Take care of their own health and safety</li> <li>• Report all health and safety concerns to their manager</li> <li>• To use all tools and equipment in accordance with the training provided and to report anything which may present a danger to themselves or others</li> </ul> <p>Deliberate or negligent breaches of this responsibility may result in disciplinary action being taken.</p>
<p>Contractors and other persons working on Freebridge premises or working on Freebridge' behalf in customers premises .</p>	<p>All such persons must comply at all times with the local health &amp; safety rules as well as those of their parent organisation. Where FCH requirement is the more onerous, this must take precedence. Failure to comply with this requirement will be deemed to be a serious breach of trust and may result in the contractor's employee/s being barred from work on FCH premises or on our behalf.</p>

## 5. Strategy

### 5.1 Risk Management and Risk Assessment

As required by our Risk Management Policy, managers identify those aspects of our operations that could pose a risk to the health, safety and well being of staff, customers and members of the public. Matters connected with the health and safety of our customers, including the management of contractors, is covered in the policy on 'Tenant Safety', which forms part of the Tenant Handbook.

Supported by our nominated competent person/s, managers undertake an assessment of activities and workplaces where there is the potential for harm, these are reviewed on an annual basis, or following any accident or incident, or when work practices change. These assessments must consider the diverse needs and circumstances of people we employ and those who will visit our premises and seek to accommodate these where it is reasonably practicable to do so.

For some hazards such as hazardous substances, manual handling, lone working, machinery and fire, competent persons carry out specific risk assessments. Where risk assessment identifies hazards which require specific control methods such as inspection and testing regimes (i.e. lifts and lifting equipment) or safe systems of work (i.e. handling of hazardous

substances or working in noisy environments) these are developed. The attached Appendix 1 lists all potential hazards that may require written procedure.

The findings of all risk assessments are recorded and measures drawn up to eliminate, reduce or control any significant and unacceptable risks. Assistant Directors lead on the measures to eliminate or reduce risks.

## **5.2 Accidents and Incidents**

All accidents and incidents should be reported, recorded and where appropriate investigated in accordance with guidelines available to all staff. Managers are responsible for ensuring that the procedure is followed.

The HR Department collates information on all accidents and incidents provided by staff and managers and where appropriate reports to enforcement agencies under RIDDOR (the reporting of injuries, diseases and dangerous occurrence regulations 1995). HR also provides the Health and Safety Committee with accident and incident statistics and information. Outcomes of investigations, reviewed by Assistant Directors, are shared with management colleagues to ensure any learning is passed on.

## **5.3 Emergency Procedures including Fire and First Aid**

Freebridge appoints adequate numbers of trained staff to provide support and leadership in the event of emergencies. This includes Fire Wardens and Marshals and First Aiders. Fire and emergency procedures are available to all staff, appropriate to their place of work and take account of the diverse needs of the range of people we employ.

## **5.4 Occupational Health**

The Assistant Director of Human Resources is responsible for ensuring that appropriate arrangements are in place for the provision of occupational health advice and guidance, including routine medical surveillance where required i.e. for 'vibration white finger', noise induced hearing loss and respiratory problems.

Appropriate provision is made for the management of Stress and other occupational conditions and there are procedures in relation to the employment and retention of people with disabilities.

## **5.5 Training**

Managers ensure that all new starters receive health and safety induction training as soon as they start work, which includes the following information in an appropriate format for their needs:

- Health and safety policy and safety rules/procedures applicable to their place of work and job role.
- Fire safety and evacuation
- First aid arrangements and accident reporting procedures
- Specific hazards about the job

- Safety equipment and clothing
- How to report faults/hazards and get advice.

Staff whose job roles involve a variety of high risk activities receive, in addition to the above, specific training in the risk assessment process and hazard identification.

Managers ensure that once equipment requiring specific training, including vehicles, is identified, that staff receive training from a competent person. Managers are responsible for ensuring that HR are informed of any training provided to ensure accurate records are kept. This ensures that any refreshers or updates are carried out in good time. HR support managers in this process.

We provide training, accredited where appropriate, for those managers and staff who may be required to undertake specific health and safety activities, such as accident investigation, risk assessment or the training and assessment of colleagues, so that they are deemed to be competent.

## **5.6 Communication and Consultation**

In the interests of creating and maintaining a positive health and safety culture which secures the commitment and participation of all employees, we encourage full consultation on health and safety matters at all levels and ensure that such matters are a standing item on management and staff meeting agendas. Consultation and all information provided is in appropriate formats for the diverse range of people we employ.

We have established a Health and Safety Committee, chaired by a member of the Executive Team which meets regularly to consider corporate health and safety matters. There is a sub-group which meets at Property Services, whose staff carry out our most hazardous activities, to consider local matters. Union Health and Safety representatives are members of the Committee and we ensure we comply with the requirements of the Health and Safety (Consultation with Employees) Regulations 1996.

All staff are made aware of any change or addition to policy and procedure, changes in legal requirements or recommended best practice, planned safety training applicable to them and instruction on any new technology, equipment or changed working practice.

There is an area of the company intranet dedicated to Health and Safety. Health and Safety is on team meeting agendas and there are regular 'toolbox' talks at Property Services. The Staff Bulletin also carries features on health and safety issues and an email inbox is provided for staff to report any hazards they spot in the course of their jobs, in addition to reporting these to their line managers.

## **6. Monitoring**

An annual audit of all health and safety practices and compliance with relevant legislation and approved codes of practice is undertaken by external

advisors and findings presented to the Management Team and Health and Safety Committee.

The Board receives an annual update on health and safety activity, which includes accident statistics, key actions undertaken in the year to reduce or eliminate risks highlighted at the previous audit and any new areas highlighted for action in the coming year.

## **7. Review**

This policy is subject to at least annual review by the Management Team in the light of changes in legislation or Association policy or significant change to business activity and will be formally reviewed by the Board every two years.



## Specific Arrangements




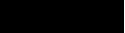
## APPENDIX 1

(Listed in alphabetical order; hazards/areas/activities requiring written procedures or guidelines as part of the risk control measures)

<b>Operation/Activity</b>
<u>Accident/Incident Reporting, Investigation and Learning</u>
<u>Asbestos (identification, treatment, management incl. training)</u>
<u>Biological Contamination (Sharps, Body Fluids etc)</u>
<u>Carpentry Workshop</u>
<u>Communal Areas (General Housing) e.g. lifts, stairwells, corridors.</u>
<u>Communal Areas (Sheltered) e.g. Lounges, bathrooms, laundry, kitchens</u>
<u>Communal Areas – External (paths, bin stores, car parks etc)</u>
<u>Control of Contractors</u>
<u>CoSHH</u>
<u>Driving &amp; Freebridge Vehicles</u>
<u>Drugs &amp; Alcohol</u>
<u>DSE Assessments and Use of I.T. Systems</u>
<u>Electricity at Work</u>
<u>Emergency Planning</u>
<u>Fire Protection</u>
<u>First Aid</u>
<u>Furniture &amp; Furnishings</u>
<u>Gas Safety (including appliance servicing &amp; maintenance)</u>
<u>General Housekeeping</u>
<u>Grounds Maintenance</u>
<u>H&amp;S Committee</u>
<u>Health Surveillance (White Finger, Noise induced hearing loss etc)</u>
<u>Home Visits</u>
<u>Legionella</u>
<u>Local Arrangements (specific to various office buildings and work spaces)</u>
<u>Lone Working and personal safety (incl. personal alarms)</u>
<u>Manual Handling Risk Assessment</u>
<u>Night Working</u>
<u>Occupational Health Services and Management of Health at Work</u>
<u>Outdoor Working (including on or near water)</u>
<u>Passenger Lifts</u>
<u>Permits to Work</u>
<u>Personal Protective Equipment</u>
<u>Premise Access &amp; Egress</u>
<u>Recycling</u>
<u>Risk Assessment</u>
<u>Site Visits</u>
<u>Snow &amp; Ice</u>
<u>Stores</u>
<u>Stress Management</u>
<u>Tobacco Smoking</u>
<u>Training (induction, specific task, specialist &amp; refresher)</u>
<u>Use of Equipment &amp; Machinery in the Workplace</u>
<u>Violence in the Workplace</u>
<u>Waste Management</u>
<u>Work At Height</u>



## Freebridge Community Housing - Annual Health and Safety Action Plan

Symbol & Colour Coding Key	
Low Risk because completed	
Medium Risk programmed for completion	
High Risk no current control	
Ongoing Controls already in place	

### Key to Responsibilities:

JW - Jo Whaley, DC - Dave Clements

MG - Mike Grammer, TH - Tony Hall






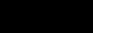












CD - Colin Davison, RC - Robert Clarke

MT - Management Team,

MF - Malcolm Fry, SM - Stuart Mansell

Last Update

**Jun-09**

Ref	Activity	Previous rating - 09	Current rating	Due Date	Actions	Who By
<b>1</b>	<b>Policy &amp; Arrangements</b>					
1.1	Provide Access to Health & Safety Policy and procedures for all employees			Aug-10	Health & Safety file on intranet	JW/DC
1.2	Conduct annual Review of Policy			Sep-10	Review current policy to ensure that it meets business needs	JW/MG
1.3	Monitor Health & Safety performance			ongoing	Health & Safety Committee backed up by accident statistics	JW/TH
1.4	Ensure that responsible persons are identified in policy			Aug-10	Nominate persons for all aspects of policy to ensure accountability	JW/MG
<b>2</b>	<b>Annual Health &amp; Safety Plan</b>					
2.1	Carry out health and safety audit			Jul-10	West Norfolk Safety to complete audit	JW/TH
2.2	Complete health and safety plan			Jul-10	Management Team to draft plan	MT
2.3	Monitor Progress of Health and Safety Plan			ongoing	Monitor Via committee and MT	JW/TH
<b>3</b>	<b>Risk Management</b>					
3.1	Review Property Services Risk Assessments			Jul-10	complete full set of assessments for all activities	CD
3.2	Juniper House Risk Assessments			Sep-10	Review required but the risk level is considerably lower that PS.	JW/DC

3.3	Property Services COSHH Assessments			Sep-10	Many substances used by estate improvement officers not covered in existing assessments	CD
3.4	Review Juniper House COSHH Assessments			Sep-10	Although substances should be low risk a register should be established	DC
3.5	Review Sheltered Scheme and Area Offices COSHH Assessments			Sep-10	Ensure generic substances used across all schemes where possible	RC
<b>4</b>	<b>Staff Welfare &amp; Local Risk Control</b>				<b>Actions</b>	
4.1	Regular site inspection for Property Services			Sep-10	Nominate person and design form relevant to site	CD
4.2	Regular Site inspection for Juniper House			ongoing	Dave Cook completes - ensure support for recommendations	DC
4.3	Regular site inspections for Sheltered schemes			ongoing	Scheme managers complete these	RC
<b>5</b>	<b>Training</b>				<b>Actions</b>	
5.1	Review employee training programme (PSD)			Oct-10	Employee training reviewed proportionate to risk	CD
5.2	All new employees receive health and safety training (PSD)			ongoing	Complete consistant induction training	CD
5.3	Identify H&S training needs of employees (across FCH)			Oct-10	Training needs identified for PS, need to do rest of FCH	MT
5.4	Ensure training strategy is reviewed at least every 2 years			Oct-10	Include in HR policy review	JW/MG
<b>6</b>	<b>Contractors</b>				<b>Actions</b>	
6.1	Policy and procedures to Control Contractors			Oct-10	Establish written policy & procedures to be followed	CD/SM/MF
6.2	Implement procedures			Oct-10	Ensure that suppliers are selected on agreed criteria	
6.3	Monitor Contractors			ongoing	Carry out random site inspections, audits	
6.4	Ensure that only approved contractors are used			Nov-10	POP system to control ordering from approved suppliers	
6.5	Management of high risk suppliers			Dec-10	Carry out internal audits of high risk suppliers	

<b>7</b>	<b>Accident Reporting Procedure</b>					
7.1	Establish new accident reporting procedure			Aug-10	Procedure established and will be placed on intranet	JW
7.2	Train selected members of staff to carry out accident investigations			completed	Various members of staff trained	JW
7.3	Produce suitable documentation for investigations			Aug-10	Form to be placed on intranet for easy access	JW
<b>8</b>	<b>Asbestos</b>					
8.1	Control of Asbestos at Work Policy			Nov-10	Ensure current policy is workable and revisit where necessary	SM
8.2	Update Database to reflect accurate presence of Asbestos containing materials in communal areas			ongoing	Reflect works in Asbestos Register	SM/CD
8.3	Train all front line staff in Asbestos awareness			Dec-10	All new front line staff to be trained upon induction	CD
8.4	Provide information for tenants			ongoing	Advise tenants when ACM are removed	SM/RC
<b>9</b>	<b>PPE (Personal Protective Equipment)</b>					
9.1	Assess PPE issued against hazards present			Oct-10	Compile PPE classification list by job or machine	CD/SM
9.2	Record Issue of PPE			Oct-10	Set up management system for PPE	CD
<b>10</b>	<b>Machinery</b>					
10.1	Ensure that only authorised users are permitted to operate the more hazardous machinery			ongoing	Recent training carried out in woodworking shop should reduce risk	CD
10.2	Ensure that defect procedure is in place for all company owned or hire equipment			Sep-10	Audit trail to ensure that defects are rectified and machinery is maintained	CD
10.3	Ensure that all equipment is maintained in line with manufacturers recommendations			Sep-10	Records need to be kept on all equipment owned or hired to the company	CD
<b>11</b>	<b>Fire</b>					
11.1	Review fire risk assessments of communal areas			Nov-10	May - November Schedule	MG
11.2	Review fire risk assessments of sheltered schemes			Nov-10	annual process	MG
11.3	Review office fire risk assessments			Jan-11	as above	DC

11.4	Establish fire equipment list by individual site			Oct-10	List equipment against requirements of risk assessment	RC/DC
11.5	Annual checks of fire extinguishers			ongoing	Contracted out	DC
11.6	Review Property Services FRA (Fire Risk Assessment)			Jan-11	annually	CD
<b>12</b>	<b>Accidents</b>					
12.1	Ensure that nominated persons complete accident reports			Aug-10	Make all employees aware of nominated persons	JW
12.1	Ensure that all reportable accidents are investigated			ongoing	HR follow-up with managers where required	MT
12.2	Review accident statistics to ensure trends are identified			Aug-10	Health & safety committee to review	JW
12.3	Ensure that recommendations from accident reports are actioned			ongoing	Ensure that information is fed to correct person to action	MT
12.4	Ensure that risk assessments are reviewed where necessary			ongoing	If there is an incident or significant change	MT
<b>13</b>	<b>Electricity</b>					
13.1	PAT (Portable Appliance Testing) Testing			Oct-10	Establish policy and procedure to ensure no slippage	SM
13.2	Installation Tests			Oct-10	Establish list of premises and dates of installations tests and establish clear procedure for future certification	SM
<b>14</b>	<b>First Aid</b>					
14.1	Ensure adequate first aid cover is in place			Aug-10	Review first aid assessment and training records	JW
14.2	Ensure first aid boxes are correctly filled			Aug-10	Establish checklist and responsible persons	JW
14.3	Ensure that adequate first aiders are present			Aug-10	Carry out first aid risk assessments	JW
<b>15</b>	<b>Statutory Checks</b>					
15.1	Fork Lift Truck			ongoing	Procedure in place	CD
15.2	Passenger Lifts			ongoing	As above	SM
15.3	Stair Lifts			Oct-10	Procedure needed to ensure none missed	SM
15.4	LEV (Local Exhaust Ventilation)			ongoing	Procedure in place	CD
15.5	Pressure Vessels			ongoing	As above	CD

## Freebridge Community Housing

## Report to the Board

<b>Author</b>	Simon J Swanson	<b>Report Type</b>		<b>Impact</b>		
<b>Related Work Ref.</b>		<b>For Decision</b>	√	<b>High</b>	<b>Medium</b>	<b>Low</b>
		<b>For Information</b>		√		
<b>Consultation</b>	Management Team					

**Meeting Date: 6<sup>th</sup> September 2010**

**Report Title: Annual Report for Tenants 2009/10**

<b>Purpose:</b> To seek approval of the Annual Report for Tenants 2009/10 - which has been prepared, as required by the TSA, in consultation with a number of Freebridge tenants.
<b>Policy/Strategy Implications:</b> Compliance with the TSA's Regulatory Framework for Social Housing in England from April 2010 which states that all providers "shall by the 1st October in each year publish a report for their tenants (and shared with the TSA)".
<b>Finance and VFM Implications:</b> None.
<b>Customer Care/Equality and Diversity Implications:</b> The Annual Report has been written in a style that gives the opportunity to feedback to us their views on our performance against a set of national standards and in this first year it introduces the principles of the "local offer". Through the process of producing an annual report, our aim is to improve the relevance of services to tenants needs and aspirations, and in doing so improve customer satisfaction.
<b>Risk Assessment (cross-reference with FCH Risk Map):</b> This report is key to demonstrating that the Provider is complying with the standards contained within the TSA's Regulatory Framework for Social Housing in England from April 2010.
<b>Recommendations:</b> It is recommended that the Board  (i) Approve the Annual Report for Tenants 2010 for publishing to Freebridge's tenants and the TSA.

## 1. Background

1.1 As part of the new regulatory framework, the TSA require registered providers to set out their service offer for their tenants against a set of standards. Although the format of the report is not prescribed it is required to be published by 1<sup>st</sup> Oct each year. The information should be "used and useful".

1.2 It is essential that tenants are involved in both scrutinising and assisting in its development. A number of tenants have helped in putting this report together and we aim to get additional feedback throughout the year in order to continually improve the document.

1.3 As this is the first year the TSA expect providers to set out their plans for developing locally tailored offers.

1.4 The Annual Report attached. The Board is requested to approve the document following which it is planned to send it to publishers on 8<sup>th</sup> September.



# 2010 Annual Report for Tenants

*Developing homes and creating opportunities in West Norfolk*





**Freebridge**  
COMMUNITY HOUSING

Introduction from Freebridge's Chief Executive Tony Hall and the Chairman of the Tenant's of West Norfolk Mr Albert Havard - **03**

The Tenant Involvement & Empowerment Standard - **05**

The Home Standard - **07**

The Tenancy Standard - **09**

The Neighbourhood & Community Standard - **10**

Complaints - **12**

Our Plans for the Local Offers - **13**

Thanks and How To Get Involved Further - **14**

Freebridge Community Housing's 2010 / 2011 Business Plan - **15**

Freebridge Community Housing's Vision & Values - **16**

### Further Information:

There are a number of further documents available to view that support the content of this Annual Report for Tenants including the Stock Transfer Monitoring : Tenant Promises Tracking Matrix, Compliance with the TSA Framework Matrix, a Governance Appendix and the results of the recent STATUS Survey. These documents are available to view at our website [www.freebridge.org.uk](http://www.freebridge.org.uk) or by writing to us at the address below. If you have any further queries please call Simon Swanson on **01553 667746** or email at [simon.swanson@freebridge.org.uk](mailto:simon.swanson@freebridge.org.uk)

As per the TSA's Framework document (and on further advice from the tenants we have worked with on this document) we have not included details on the Governance and Viability Standard and have included details on the Value For Money standard across the other standards reported on in the main document



**Tony Hall**  
*Chief Executive*

Welcome to the first Freebridge Community Housing Annual Report to tenants. All landlords like Freebridge are required to produce such a report and we think it is a great opportunity to further share our performance with you. We have tried to make sure that it is both interesting and useful to you, and would welcome any ideas and feedback, please let us know what you think.

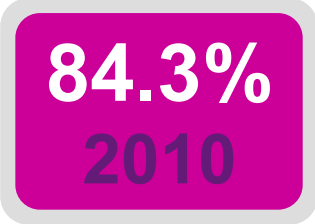
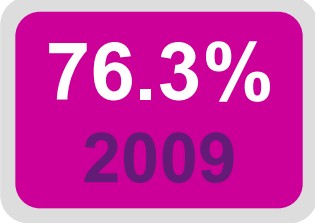
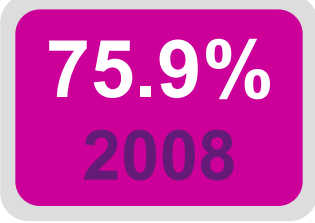
We are required by the Tenant Services Authority, our regulator, to publish a report that demonstrates how we are meeting each of the National Standards, including "Local Offers". Each standard is briefly set out in the report together with details of what we intend to do with the "Local Offers".

Since Freebridge was established in 2006 we have come a long way; many tenants are seeing the benefits of the Decent Homes investment programme with around £60million having been spent on kitchens, bathrooms, windows, doors and central heating. This however is a service improvement journey and we know there are changes that you want.

This report includes the 2010/11 business plan. The original business plan was developed in consultation with tenants following the transfer from the council and is designed to develop the tenant promises. The board have renewed the plan each year.

It is supported by improvement plans following our Audit Commission inspection and routine internal audits of various aspects of our services. We have confidence in the figures reported in this document as a result of our internal business assurance process and external validation.

Having listened to what you tell us our plans concentrate on improving your satisfaction and delivering better performance. We can only achieve this with your help so please use every opportunity to provide us with feedback.



**Above: Tenant satisfaction over the last three years.**



TOWN (Tenants of West Norfolk) welcomes this Annual Report which gives you, the tenant, the opportunity to see how Freebridge has performed over the past year. It explains where we have been and where we are going, and it appears to be positive in all respects.

One of our many aims since transferring from the Borough Council has been to listen, observe and help to action the improvements that you would like to see in the relationship between tenant and landlord. In particular what we have hoped to achieve over the last few years has been to improve and increase communication. Whilst there is still a way to go hopefully you have seen a great deal of improvement in this area and we are confident that any outstanding issues will be resolved by tenants and Freebridge continuing to work together.

There has been a great deal of work put into the Decent Homes Programme for example and we are pleased to see that that the work is well on schedule. From feedback TOWN has received we understand that as whole tenants are very pleased with the improvements that have been made. It is of course part of TOWN's responsibility to help represent tenants by working closely with all of the relevant departments within Freebridge to not only contribute feedback from tenants but to co-operate with Freebridge when consultation is necessary.

If Freebridge are to continue to be the well respected housing association they set out to be they need your feedback to be able to achieve the continuing goal of tenant awareness and tenant satisfaction.

Hopefully you're aware that as tenants we are to be given the opportunity to be even more involved with our housing provider, with the formation of a panel to scrutinise and improve where necessary the effectiveness of the service we receive from our landlord. If you would like to be involved with TOWN and possibly this new panel we would welcome you getting in touch, no matter what age you are or whatever group you represent. Failing that you may be interested in getting involved in regional forums to forward your views on to us to discuss with Freebridge on your behalf.

Please do let us know by getting in touch with the Communications and Customer Engagement team, as below Why not give them a ring today - we need you.

Call Jamie Williamson or Annette Hyam on: 01553 667739 / 667740



**Albert Havard**  
TOWN Chairman



# the tenant empowerment standard which contains requirements relating to the following areas :

• Customer service, choice and complaints • Involvement and empowerment, and • Understanding and responding to diverse needs of tenants

Hillington Square

**55.0%**  
**2008**

**59.6%**  
**2009**

**73.5%**  
**2010**

Tenant Satisfaction  
Over the Last  
Three Years

Freebridge Community Housing has always attempted to provide our customers with choices and information from the very first offer document that we produced prior to our transfer from the Borough Council of King's Lynn & West Norfolk. We continue to provide the same through our Ask, Listen, Act & Learn initiative – a staff programme where encouragement is given to ask what tenants want, to listen to what tenants have to say, to act on that and to then learn from what has been said. We hope this will ensure that choice is an essential element of all that we do from deciding on the colour of a new door to what goes into our Service Standards.

We aim to communicate information clearly and at the right time. We are moving from an organisation that *told* you what was happening to one where two-way conversations are encouraged; resulting in both of us being better informed. Some of this came about through a change in our attitude influenced by talking with tenants at various events, some from us embracing new technology. During the summer of 2009 for instance the "Let's Talk" trailer tour visited over fifty locations in our area, from Brancaster in the North to Feltwell in the South. We talked with our tenants to find out what they wanted from us and to inform them what was going on within Freebridge, and we were able to begin to work to our Ask, Listen, Act & Learn initiative.

At the Let's Talk events :

- you asked why can't your repairs team tell us when they are coming? So we've now introduced an appointments system.
- you told us that it was inconvenient to you when we closed over the Christmas period, so we stayed open over the Christmas week in 2009 and intend to do so in future years.
- you told us you found it difficult to get involved in certain opportunities because of the distance to our main office in Kings Lynn so we've been investigating how people can get involved through email, Facebook and Twitter and even the old fashioned telephone!

We continue to communicate using our Streets Ahead magazine, and we've started to use email and text messaging in this area too. As mentioned we have also recently embraced social media by setting up Freebridge Twitter and Facebook accounts - the latter of which has been very successful with several hundred tenants now signed up with us, many of whom have never engaged with us before. We want to give our customers a choice in the way we communicate with them and at the same time ensure that we do so in a cost effective manner.

Freebridge has always offered a wide range of opportunities to get involved with the management of our housing as outlined in our document The Road To Empowerment and those opportunities available allow tenants to influence our policies and housing-related services. Opportunities available have included working with TOWN, our main tenant group; to attending events such as the Anti Social Behaviour Conference and Branding Workshops we ran during the last year. In addition to this we have been consulting with tenants in a number of areas regarding "Local Offers" for service delivery most notably with our work on the Fairstead Estate with the Fairstead Charter and more recently in Terrington St Clement, see page 13. Although satisfaction at tenants views being taken into account has risen in the last three years we're keen to improve this further. Freebridge has provided a number of ways to help increase tenants' ability to be more effectively involved with us. These include a variety of courses run through our Tenant Academy (including English Speaking for Other Languages and a selection of IT classes), we have also helped provide further training from the Board Development Agency to tenant members of TOWN and those tenants on the Board.

In Freebridge's early days we held limited personal data\* on our tenants and this meant we were unable to understand the needs of different tenant groups. As a result of this we ran our Getting To Know You survey asking for personal information to help us to do this. Having completed the work on this survey Freebridge now hold over 70% of the personal data on tenants which in turn helps allow us to provide services which are appropriate for the tenants we have - did you return yours? If not we'd still like it! Holding this information also allows us to check that we are treating tenants with fairness and respect and from a number of tenant focus groups we have held it seems that we are getting better at doing this. We have also been actively promoting the purchase of a share in Freebridge for just £1. This allows you to participate in such events as our Annual General Meeting . Have you got yours yet? If you haven't and want to, let us know.

Are there other ways you would like to be involved? What else could we be doing though? Do you think there are other areas where you think we need to improve? If so tell us about it on the response slip at page 14.

\*By personal data we mean details of your age, religion, sexuality etc.



# the home standard *which contains requirements relating to the following areas :*

- Quality of accommodation • Repairs and maintenance

## Kitchen Installation



**784**

**Kitchens**

**471**

**Bathrooms**

**499**

**Heating  
Systems**

**Our Installations  
2009/2010**

Since the transfer of housing from the Council, Freebridge have been progressing our Decent Homes programme which is due to be completed by 2012. The extension to the 31st December 2010 deadline was agreed by the then Office of the Deputy Prime Minister because of the extent of work we had to undertake.

In the 2009 / 2010 year Freebridge installed 784 kitchens, 471 bathrooms, 499 central heating systems, 742 doors, installed new windows in 1190 houses and rewired 754 of our properties spending just under £20 million over the year. Satisfaction with the work being done appears high with a 95.4% satisfaction rating however concerns were raised at some recent tenant focus groups. Therefore we need to be more vigilant about the work completed by contractors working for Freebridge, and their attitudes, and this is something we will be looking into further (with the help of tenants) in the next year.

We also need your help with the Annual Gas Safety Checks we complete. To complete these checks we need access to your home so if you hear from us please may sure you get back to us as soon as possible to ensure we get the check completed as quickly as we can.

As well as the specific Decent Homes work, we've also begun working on updating and improving our non-traditionally built housing stock, starting on our estates at Fairstead and North Lynn. In addition we've also started working with Hemingway Design on a massive regeneration project at Hillington Square in King's Lynn, and we've even been building our very first new housing in Upwell, Outwell and Great Massingham with 22 new homes due to be built in the 2010 / 2011 year.



A great deal of change occurred with our repairs service which saw performance levels drop during the year. However having made the changes we were able to bring all three of the repairs categories back into the target range by the end of the year, with the performance levels as follows - emergency repairs at 99.3%, urgent repairs 95.2% and finally routine repairs 93.5%.

**71.8%**  
2008

**74.2%**  
2009

**82.4%**  
2010

**Above: Satisfaction with how we deal with repairs and maintenance**

Despite these changes the satisfaction with the repairs has shown an increase from 72% back in January 2008 to 82% in March 2010. We were also able to reduce the cost of the average job from £181 to £113 and as a result improve our value for money. We know this is an area where you want to see more improvement still and we're working on this through a number of changes in 2010 / 2011 including the introduction of appointments.

Our performance on reducing the average re-let times for empty properties has improved considerably after some changes in how the work is managed. At the end of the year we were down to a figure of just 14 days, 7 days better than the Annual Target set at the start of the year, and 65 days better than what we were achieving at the end of the 2008 / 2009 year.

What else could we be doing though? Do you think there are other areas where you think we need to improve? If so tell us about it on the response slip at page 14.

## Tenant Garden

£64

Average Weekly Rent at Freebridge

£81

Average Weekly Rent at another local HA

17p

Average Freebridge Rent Increase in 2010

652

Number of Properties Let Last Year

Freebridge continues to work with the Council to provide access to housing through the Homechoice letting system run by them. In addition we work with their Homeless Team to help provide temporary emergency accommodation and also information to help allow them to develop their own housing and development strategies.

Freebridge allocation and lettings policies (and the associated appeal process) are available for all to see via our website at [www.freebridge.org.uk](http://www.freebridge.org.uk) and are monitored and reported on to our Operations Committee. We review these policies annually to ensure they are effective and make changes as necessary.

Freebridge charge rents in accordance with the objectives and framework set out in the Government's Direction to the TSA and have communicated the rent increase in 2010 via our magazine for tenants, Streets Ahead.

Freebridge use a Starter Tenancy policy (agreed on by tenants at the time of transfer) in order to establish good practice before conversion to full Assured Tenancies, this has been in place since the stock transfer in 2006. A review of this policy was carried out in 2009 with a report going to the Board who approved it's continuation.

We have now introduced Service Charges in certain areas to help ensure we recover the full costs of the additional services we provide and this is something we will work further on in the next year. In addition to this we are looking at ways of helping tenants who want to move to smaller properties to in turn help house more people on the Council's housing waiting list. This is a subject that has received some national coverage and we want to see if we can work together to satisfy needs.

What else could we be doing though? Do you think there are other areas where you think we need to improve? If so tell us about it on the response slip at page 14.



Freebridge Tenants at the  
Hillington Square Consultation Day



Freebridge have been involved with a great deal of change in this area over the last few years in a continued attempt to make the neighbourhoods you live in the best they can be.

Cleaning rotas for communal areas are now published within each block and we have worked to align our plans with those of the Council. Further to this we have been involved in joint procurement work with the Borough Council, the College of West Anglia and Wherry Housing Association to ensure that we are achieving the very best value for money we can get when contracting certain work out. We have also been involved in discussions with other Housing Providers with regard to conducting work for them - again with a view to providing a better value for money service.

We have and will continue to work with our various partners regarding the neighbourhoods we work in. Last year we held an anti social behaviour conference where tenants were joined by representatives from Norfolk Constabulary, Borough Council, The Discovery Centre and Freebridge to discuss what we were doing in this area, what we had planned and what other ideas and thoughts attendees had. We have co-funded a mobile CCTV unit which we've deployed in various areas when problems have occurred. We have been involved in inter- agency estate walkabouts to help ensure everyone involved in managing these areas understands what is required of them and what is going on. We have worked with local schools to help educate young people regarding the damage that anti-social behaviour can have on people's lives and have supported work such as the Gardening Club in North Lynn to help allow young people the opportunity to be involved in something positive in their community. We've also been involved in Clean Up Days, Civic Pride Events, Fun Days, the Tenant Road Shows mentioned earlier and have of course been developing local charters for certain areas where issues have been significant.



Last year we refined the anti-social behaviour reporting process, following feedback from tenants, to ensure that everyone received the same level of customer service - and as such plan to refine it further as we intend to seek feedback on an ongoing basis. As well as working with tenants regarding the process of reporting anti-social behaviour we are also looking to work with our partners so we fully understand what data is available to allow us to fit our resources to the problems that occur.

What else could we be doing though? Do you think there are other areas where you think we need to improve? If so tell us about it on the response slip at page 14.

# complaints



Hunstanton

At Freebridge we hope that the services you receive from us are of the quality you would expect. However, we realise there will be times when you may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

When something does go wrong we have a simple three-stage procedure to put things right, which was revised in the last year. We treat the following as complaints :

- Failure to achieve service standards
- Failure to meet legal or contractual obligations
- Dissatisfaction with a decision or action (if this falls outside our agreed policy to provide a service), and
- Dissatisfaction with the attitudes of our staff or contractors.

In the year 2009 / 2010 year we had 80 complaints. Of these complaints 70 were resolved at Stage 1 (where the complaint is looked at by the appropriate Senior Manager) with a further 4 at Stage 2 (where the complaint is looked at by the appropriate Service Director) the remainder are still ongoing. Two complaints were referred to the Housing Ombudsman who found in our favour albeit with advice given to us.

The complaints we receive are studied in detail to ascertain whether they could have been prevented by doing something differently - and we are now meeting with complainants face to face rather than responding to them by letter, which is proving particularly successful in resolving complaints. A couple of reoccurring themes from last year were the cost of heating and the inconsistency in staff attitude when contacting Freebridge. As a result of this we are investigating better and cheaper ways to heat homes and have run a number of extensive customer service training sessions for *all* staff. We now also contact complainants after the complaint has been resolved to see how they felt about the process to see if we can improve things further still.

Do you think there are other areas where you think we need to improve? If so tell us about it on the response slip at page 14.

# local offers

As well as requiring us to provide you with information about how we have met the main national standards the TSA also require us to "set out plans for developing locally tailored offers".

We've already taken a lead role in one of the TSA's pilot projects looking into "Local Offers" in Terrington St Clement, where we've helped develop their own neighbourhood charter. The charter is aimed at tackling a wide range of issues including litter, graffiti, fly-tipping, dog fouling, street lighting and community safety – all issues that were raised in the initial consultations as being particular problems.

Working with the three other housing associations, namely Wherry, Cotman and Peddars Way, we in turn worked with residents, Keep Britain Tidy, Norfolk Constabulary, Borough Council, the Parish Council, local schools and Scout groups to ensure Terrington St Clement is clean, safe and green. Residents were actively involved in agreeing the content of the charter through focus groups, surveys, drop in sessions and workshops.

Using this pilot project as a starting point Freebridge intend to continue to work with our fellow Housing Providers, and of course our tenants, to help decide on some appropriate and workable local offers for all our tenants. We're already looking with others at a possible Norfolk wide Offer as well as an Offer for residents living at Hillington Square.

We intend to plan a number of events over the next six months, which we'll advertise in Streets Ahead, to ensure we understand what you want. This will allow us to have our offers in place and ready to be worked to by April 2011.

If you're interested in working with us to help set these "Local Offers" then send us your details on the return slip opposite and we'll get back in touch when we have more information.



Business Reply Plus  
Licence Number  
RRAA-EACU-CUYB

FAO Mr Simon Swanson  
Freebridge Community Housing  
Austin Street  
Kings Lynn  
Norfolk  
PE30 1DZ



Name:

Address:

Email address:

Did you know that you can join us at ...

- [www.facebook.com](http://www.facebook.com)
- [www.twitter.com/freebridge](http://www.twitter.com/freebridge)

Do you have any comment to make about this Annual Report or the service we provide?

If you'd like to get involved with regard to local offers, tick here:

## thanks

Freebridge's Annual Report for Tenants was produced with the help of a number of people including members of the Tenant's of West Norfolk group and in addition a number of tenants who volunteered to help us ensure it was an informative, honest and accurate report. Over the last few weeks we have been working with them to ensure the report is representative of what you as a tenant would want from it. Many thanks to them all.

If you have any comments to make on this report or on the services that Freebridge provide – or maybe you'd like to be involved in shaping our services or reports like this in the future – then please use the form on the left to tell us.

## the Freebridge business plan 2010/2011

Each year Freebridge prepares a plan to highlight what we would like to focus on and improve.

This year for the first time the business plan has been prepared as a "One Page Summary" to help us share with our stakeholders (ie tenants, employees and partnership agencies) the areas of service that Freebridge is intending to focus on and improve upon over the coming year.

The following page is Freebridge's One Page Business Plan summary which shows in purple, the area of service – in blue, our goals for 2010/2011 – and in grey, how we intend to achieve our goals.



# Freebridge Community Housing – Business Plan – 2010/11

Growth	Empowering Tenants	Financially Sound	Fit for Purpose	Investing in People	Regeneration through Partnership	Responsive Landlord
<b>22 New Homes</b>	<b>75% Customer Satisfaction<sup>1</sup></b>	<b>£330,000 Out Performance</b>	<b>Contact Centre Implemented</b>	<b>75% Staff Satisfaction</b>	<b>85% of stock Decent</b>	<b>85% Customer Satisfaction<sup>2</sup></b>
<ul style="list-style-type: none"> <li>• Annual Development Plan</li> <li>• Review of own assets for Development</li> <li>• Research successful mergers</li> </ul>	<ul style="list-style-type: none"> <li>• Tenant Empowerment Service Review</li> <li>• Tenant Service Improvement Panel</li> <li>• Increase Customer involvement</li> <li>• Develop and monitor local service standards</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with funders requirements</li> <li>• Explore new funding opportunities</li> <li>• Efficiencies from service reviews</li> <li>• Efficiencies from operational plans</li> <li>• Property Services in surplus</li> </ul>	<ul style="list-style-type: none"> <li>• Website Development</li> <li>• Prepare for Short Notice Inspection</li> <li>• Communications Strategy</li> <li>• Annual Health &amp; Safety Plan</li> <li>• Sheltered Housing Service Charges implemented</li> <li>• Stock Condition Survey update</li> </ul>	<ul style="list-style-type: none"> <li>• Performance management training</li> <li>• Coaching approach</li> <li>• Staff Charter</li> <li>• Investors in People Preparation</li> <li>• Equality &amp; Diversity Update</li> <li>• Revised Pay and benefits package</li> </ul>	<ul style="list-style-type: none"> <li>• Hillington Square Project</li> <li>• Financial Inclusion</li> <li>• Community Development Plan</li> <li>• Involved in key local initiatives</li> <li>• 8 New training places and jobs</li> <li>• Decent Homes Programme on Target</li> </ul>	<ul style="list-style-type: none"> <li>• New Customer Care Strategy</li> <li>• Customer Care Training</li> <li>• Service Reviews completed</li> <li>• Complete “Getting to Know You” exercise</li> <li>• Agree local service standards</li> </ul>

**MISSION**  
Developing Homes  
and Creating Opportunities  
for People within West Norfolk

**VALUES**  
Working Together,  
Empowerment, Integrity,  
Customer Focus, Enthusiasm

**CUSTOMER CARE**  
Ask, Listen, Act  
and Learn

**Freebridge**  
COMMUNITY HOUSING



## Freebridge Community Housing

## Report to the Board

<b>Author</b>	Darren Hudson – Performance Accountant & Accountant	<b>Report Type</b>		<b>Impact</b>		
<b>Related Work Ref.</b>		<b>For Decision</b>		<b>High</b>	<b>Medium</b>	<b>Low</b>
		<b>For Information</b>	√		√	
<b>Consultation</b>	Executive Director (Resources), Assistant Director of Finance.					

**Meeting Date:** 6 September 2010

**Report Title:** Quarterly Performance Monitoring Report

**Purpose:**

To provide the Board with performance information to 30<sup>th</sup> June 2010.

**Policy/Strategy Implications:**

None

**Finance and VFM Implications:**

None as a direct consequence of this report.

**Customer Care/Equality and Diversity Implications:**

Performance monitoring is essential to maximising customer care.

**Risk Assessment (cross-reference with FCH Risk Map):**

2.6 Poor Income and Benefit Collection: Likelihood - low; Impact - critical

4.3 Incorrect balance of responsive and planned maintenance/Increase in demand for responsive maintenance: Likelihood – significant; Impact - critical

4.7 Fuel Servicing – Gas/Oil/Solid: Likelihood – low; Impact - critical

**Recommendations:** It is recommended that the Board:

- (i) Notes the information in and attached to this report.



Attached are the Performance Reports to provide the Board with an overall strategic view of Freebridge's performance as at 30<sup>th</sup> June 2010.

Appendices 1 & 2 detail how performance compares with previous years and with sector benchmarks. Both reports focus on the relevant business indicators that will enable the Board to have a strategic overview of performance. The intention of the report is to enable the Board to monitor more effectively and prioritise areas of the business for improvement and by focusing on a smaller volume of information a better interpretation can be made.

#### Appendix 1 – Monthly Performance Reporting.

This report focuses on the last three months of performance to highlight current trends and a year to date figure to be compared against target.

Responsive emergency repairs have improved above the target figure of 98.5%, increasing to 100% for April, May and June. Urgent repairs have increased above the target figure of 96.5% for each month to 98.4% in April, 98.6% in May and 98.2% in June. Routine repairs have improved and been above target of 96% for each month to 96.1% in April, 97.7% in May and 98.9% in June.

The number of properties without gas servicing certificates has decreased from 39 in April to 29 in June; 10 properties are more than 8 weeks overdue and currently with legal. Further work has taken place with the contractor to reduce the number of properties outstanding.

Re-let times continue to fall month on month and currently stands at 10 days year to date as at 30<sup>th</sup> June 2010.

#### Appendix 2 – Trend Report

This report focuses on the current year's performance compared to the previous year's performance and the target set for 2010/2011.

Emergency repairs done within KPI's are above target as are urgent and routine repairs. The likely trend indicates that the target figures should remain above target throughout the financial period 2010/2011.

The percentage for average re-let times has continued to improve from 30 days down to 10 days. It is likely to achieve below the target figure of 12 days in the financial period 2010/2011 with current trends. The void continuous improvement action plan is working and can be seen this quarter, with average re-let times being below target each month.

#### Appendix 3 – Complaints Analysis

During the quarter to June 2010, 13 new complaints were received which was a reduction from 16 in the previous quarter. The majority were resolved at the first stage and there were no significant themes. The remaining complaints are still being worked on and we are working within target times.

There have been 2 complaint panels held in the last quarter. There were no identified policy or procedural reviews required. Both included concerns about affordability of heating and as a consequence we have looked at operating a pilot scheme to consider in what way we can use improvements in energy technologies to reduce costs and improve performance in our

customers' homes. We will publicise this in future editions of Streets Ahead and look to report findings back to customers and this Committee with any recommendations based on the findings. One of the complaints considered by the panel has since been referred to the Ombudsman, who is currently investigating it.



## FREEBRIDGE COMMUNITY HOUSING – MONTHLY PERFORMANCE REPORTING

AS AT 30<sup>th</sup> JUNE 2010

Description	Target 2010/11	Monthly			Year to Date	Comments	A.Dir. Resp.
		30 <sup>th</sup> Apr 2010	31 <sup>st</sup> May 2010	30 <sup>th</sup> Jun 2010	Year to Date as at Jun 2010		
<ul style="list-style-type: none"> <li>• <u>Rent Arrears as a % of Gross Rent:</u> <ul style="list-style-type: none"> <li>Inc HB Arrears % <b>2.0%</b></li> <li>Inc HB Arrears (in £'000) <b>3.0%</b></li> <li>Excl HB Arrears % <b>1.5%</b></li> <li>Excl HB Arrears (in £'000) <b>1.2%</b></li> </ul> </li> <li>• <u>Former Tenant Arrears %</u> <b>0.6%</b></li> <li>• <u>Other Arrears (in £,000)</u> <b>60</b></li> <li>• <u>Write Offs %</u> <b>0.5%</b></li> </ul>						As per expected trend  Total rechargeable repair debt o/s (£13,948.83 invoiced YTD 2010-2011)	RC
<ul style="list-style-type: none"> <li>• <u>% Responsive Repairs and Planned works completed on Time (includes PSD and External Contractors): (Monthly)</u> <ul style="list-style-type: none"> <li>Emergency <b>98.5%</b></li> <li>Urgent <b>96.5%</b></li> <li>Routine <b>96.0%</b></li> </ul> </li> </ul>						<b>Emergency repairs –</b>  <b>Urgent –</b>  <b>Routine –</b>  All categories are above target within the first quarter which has been possible through the majority of jobs now being appointed which has improved access rates to properties.	CD

Description	Target 2010/11	30 <sup>th</sup> Apr 2010	31 <sup>st</sup> May 2010	30 <sup>th</sup> Jun 2010	Year to Date as at Jun 2010	Comments	A.Dir. Resp.
<ul style="list-style-type: none"> <li><u>Gas Servicing Certificates completed on time</u></li> <li><u>Number of properties without certificates</u></li> </ul>	100%	98.78%	98.60%	99.1%	99.1%	<p>10 properties are over 8 weeks and currently with legal.</p> <p>9 properties are due in May</p> <p>10 properties are due in June</p> <p>Further work has taken place to provide the contractor with details of the current language preference to ensure letters are sent in the correct language format.</p>	CD
<ul style="list-style-type: none"> <li>Total Void Rental Loss – Monthly (in £'000)</li> <li>Less:</li> <li>Decants (Monthly)</li> <li>Shared Ownership (Monthly)</li> <li>Major Repairs &amp; DHS (Monthly)</li> </ul>		18	18	18	54	83 properties void in the month of June 2010.	RC
Adjusted Void Rental Loss (in £'000)	150	6	6	7	19		
<ul style="list-style-type: none"> <li><u>“Average Re- Let Times”: (In Days) – From CORE Report. (General Needs)</u></li> </ul> <p>CORE Stands for “Continuous Recording System” data is collected by Social Housing Sector.</p>	12 Days	7 Days	11 Days	11 Days	10 Days		RC



## Appendix 2

Quarterly Trend Report



Performance Indicator	Target	Previous Year	Year to Date as at June 2010	Improvement Trend	2008/09 House Mark Benchmark Comparisons	Actions Only
	2010/11	2009/10	2010/11		QUARTILE	
					UPPER	
% of Non-Decent Homes	29%	28%	27%	↑	2.0%	
Arrears as % of rent debit (Housing Quality Network GNPI 134) (Excl Housing Benefit Arrears)	1.5%	1.4%	1.6%	↔	2.5%	
Former Tenant Arrears %	0.6%	1.09%	1.12%	↔	-	
Service Charges and Other Arrears (in £,000)	-	55	14	↔	-	
Rent Loss Voids + Bad Debts (in £,000)	292	285	29	↑	-	
% repairs done within KPI's (Year to date)	Emergency	99.3%	97.0%	100%	↑	99.3%
	Urgent	95.2%	95.1%	98.4%	↑	97.6%
	Routine	93.5%	95.7%	97.5%	↑	98.2%
Right First Time Repairs	96%	97.3%	98.26%	↑	-	
Average time to re-let (GN excluding Major Repairs and New Lets) from Core (Days)	12	30	10	↑	24.73	
Overall customer satisfaction (STATUS Survey)	83%	N/A	N/A	↔	88.24%	
Gas Servicing	100%	99.15%	99.1%	↔	99.88%	
Certificates Completed on Time						
No of Properties without Certificates	0	27	29	↔	N/A	

Appendix 3 – Complaints to 30/06/2010

Service Area	Received 01/04/10 to 30/06/10	Resolved at Stage 1	Resolved at Stage 2	Out-standing
General	1			1
Staff Attitude				
Anti-social Behaviour				
Estate Management				
FCH				
Service Standards				
Tenancy	1			1
Poor state of property				
Unfair Treatment				
<b>Housing Management - Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
General	6	4	2	0
Repairs	1	1		0
Staff Attitude				
Estate Management				
Decent Homes Work				
Tenancy				
FCH				
Standard of Workmanship				
Poor state of property				
Unfair Treatment				
Incomplete Repair				
<b>Assets - Total</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>0</b>
General	1			1
Staff Attitude				
Freebridge Community Housing				
Decent Homes Work				
Procedure Failure				
Service Standards				
Standard of Workmanship	1	1		
Poor state of property				
Unpaid Invoice				
Unfair Treatment				
Incomplete Repair	1			1
<b>PSD/Repairs - Total</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>
Member of staff	1	1		
<b>HR</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>	<b>13</b>	<b>7</b>	<b>2</b>	<b>4</b>

## Freebridge Community Housing

## Report to the Board

<b>Author</b>	Sean Kent	<b>Report Type</b>		<b>Impact</b>		
<b>Related Work Ref.</b>		<b>For Decision</b>		<b>High</b>	<b>Medium</b>	<b>Low</b>
		<b>For Information</b>	√	√		
<b>Consultation</b>	Tenant Representatives					

**Meeting Date:** 6<sup>th</sup> September 2010

**Report Title:** Tenant Satisfaction Survey

<b>Purpose:</b> The purpose of this report is to advise of the results of the recent STATUS tenants' survey and some more detailed research carried out in the last few months.
<b>Policy/Strategy Implications:</b> None.
<b>Finance and VFM Implications:</b> None.
<b>Customer Care/Equality and Diversity Implications:</b> To make Freebridge Community Housing more aware of their tenants needs and their views on Freebridge Community Housing.
<b>Risk Assessment (cross-reference with FCH Risk Map):</b> 2.1 Housing Management–Failure in customer satisfaction, critical impact – low likelihood 7.1 Relationships–Failure in tenant communication, critical impact – significant likelihood 7.7 Relationships–Failure to deliver transfer promises, catastrophic impact–low likelihood Having carried out a tenant survey this has given us information which tells us how we are performing in line with our Business.
<b>Recommendations:</b> It is recommended that the Board: (i) Note the report.

## 1.0 Introduction

Previously we have carried out two kinds of survey amongst tenants. These being the comprehensive regulated STATUS surveys which were carried out in January 2008, July 2008 and January 2009. In between these we carried out monthly 'climate' surveys sent to about 200 tenants to provide a snap shot using just 10 questions of our own choice. During 2009 it became apparent that the response rate to the monthly 'climate' survey was declining quite dramatically. We therefore believed that this might be due to an 'survey fatigue' amongst our tenants. As a result of this we decided to suspend the climate surveys and post-pone the July status survey until the early part of 2010.

The STATUS survey was sent out to 2,368 tenants and responses were received back from 1,015 tenants, thus giving a response rate of 43%. This was significantly better than the 30.6% we obtained in January 2009. This effectively makes it one of the largest surveys of tenants that we have carried out since transfer. One aspect of this survey which differentiates it from others is that in addition to the General Needs survey, which had previously also included sheltered tenants we undertook a completely separate survey for sheltered tenants. The results of both surveys are reported separately together with a combined score. The combined score is most comparable to previous surveys, albeit there is possibly a greater proportion of sheltered tenants. Therefore the separate and combined scores are detailed separately.



## 2.0 Results

A full copy of the results from the surveys together with comparable information from the previous surveys is attached at appendix 1. A summary of the three keys measures that are used nationally from the survey follows:-

	Combined			General Needs	Sheltered	Combined
	Jan-08	Jul-08	Jan-09	March 2010		
Taking everything into account, how satisfied or dissatisfied are you with the services provided by housing association?	75.92%	76.07%	76.39%	<b>79.82%</b>	<b>88.77%</b>	<b>84.3%</b>
Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?	71.79%	72.45%	74.20%	<b>78.35%</b>	<b>86.49%</b>	<b>82.4%</b>
How satisfied or dissatisfied are your that your views are being taken into account?	55.05%	56.38%	59.59%	<b>62.37%</b>	<b>84.60%</b>	<b>73.5%</b>

*The current Business Plan target for customer satisfaction is 85%.*

It is encouraging to note that for General Needs all of these three measures the proportion of tenants that are 'very' or 'fairly satisfied' has increased. However when the sheltered results are included (which would previously have been within the general needs) it can be seen that there is a more significant increase.

It is also encouraging to note that since January 2008 the trend in all three measures of satisfaction has shown a consistent and gradual increase.

The results of the STATUS survey were also analysed by all six diversity strands and they revealed no statistical differences with exception of the expected difference that in general older tenants are more satisfied than younger.

Whilst it is encouraging to see that satisfaction levels are increasing the STATUS survey is not particularly useful in telling us what further action our tenants wish to see us undertake to further increase their satisfaction levels. For this reason it was decided to undertake some further research based on these results and an independent market research company was engaged to undertake a variety of tenant focus groups. The focus groups covered different age ranges and a combination of both rural and urban tenants. Additional research was also carried out to ensure that all six of the diversity strands were represented within the results. Focus groups give an indication of qualitative research and therefore the rules of statistical sampling are not as relevant.

We commissioned four groups with approximately eight tenants in each. We also allowed for an additional two groups if there was not consistency in terms of the information coming from the first four groups. However the feedback we received was sufficiently consistent not to require the additional two groups. For qualitative research it is the degree of consistency which is more important than the sample size. In our case there was a high degree of consistency although there were a few areas where opinions were divided.

In terms of the results of this work the overall impressions of Freebridge widely vary along a spectrum from negative to very positive on balance the impression was summarized as 'inconsistent with marked room for improvement'. Impressions were likely to be poorer amongst younger tenants and those in properties in poor condition. Impressions were more positive amongst mature tenants and those in sheltered or rural accommodation. This type of research can tend to include a *biased* towards the negative but is useful in terms of identifying the areas of services which need to be improved. With this understanding there were four main negative areas including:-

- Poor condition of housing stock
- Lack of communication
- Poor quality of workmanship
- Indifferent and impersonal services

This was balanced by one very positive aspect being the Value for Money provided by Freebridge.

The research identified that the drivers of tenants satisfaction appear to cluster around two areas these being **the property** and **customer service**.

With "the property" being subdivided into both the:-

- quality of the property and;
- the ongoing maintenance and repairs.

Whilst "customer service" can be further divided into:-

- ongoing relationship management (including information and communications) and;
- issue resolution.

Actions are already in place to improve all of these key areas such as the Mary Gober International Staff Training on Customer Service, the new communications strategy and the recruitment of an Assistant Director of Communications and Customer Engagement. A detailed review of all the feedback from the focus group is being undertaken and an action plan is being developed to address all those issues that are not already being fully addressed already. A full copy of the report including specific comments is available on request.

Specific areas that may require further research to gain greater understanding were around the customer service provided by our contractors which seemed from the focus groups to be a negative and therefore is at odds with the satisfaction levels we get back via the Descent Homes and repairs surveys we conduct. Similarly there seemed to be a desire for a regular 'inspection regime' which is at odds with staff recollection of how negatively this regime was seen by tenants prior to transfer. Therefore further consideration will need to be given to both these areas which may necessitate additional research or investigation to get a fuller understanding of what the service need is. For example it may be that the desire to see an 'inspection regime' re-introduced maybe more to do with improving communications; in which case regular tenant visits might be more effective rather than the reintroduction of a 'maintenance regime'.

Similarly an area that will require further consideration is the perception that those tenants who exhibit 'bad' behaviours are actually rewarded e.g. by getting repairs or upgrades sooner. The whole issue of a 'Gold Standard' or a tenant incentive scheme is one that will need further consideration, research and investigation. Associations that have previously entered on to this have often found it to be complex and costly, with little tangible benefit to the organisation or tenants. However given that it is clearly an issue for our tenants we have started to look at options, especially around an incentive scheme.

The comments coming from the minority groups representing all six diversity strands were not significantly different from the majority. The one area where they did differ was with regard to their greater apparent desire for visits or maintenance inspections to be re-introduced.

Once further analysis of these reports has been carried out then a fuller report will be made to both TOWN and the Operations Committee in due course.

It is encouraging to note that the trends in satisfaction in all areas continue to steadily improve. We hope that with the increased depth of understanding of drivers of both satisfaction and dissatisfaction from the focus groups we can further improve. It is also encouraging to note that the key drivers are issues we have already identified and are in the process of addressing in ways to ensure the desired outcomes become embedded within the Freebridge culture.

Q1						
How long have you/your household been a tenant of this housing association?	Jan-08	Jul-08	Jan-09	Apr-10	% Change from Jan-09 to Mar-10	Sheltered Apr 10
Under 1 year	10.13%	3.41%	7.57%	8.62%	1.05%	
1 - 2 years	39.51%	26.47%	17.48%	9.23%	-8.25%	
3 - 5 years	16.93%	26.93%	25.83%	29.05%	3.22%	
6 - 10 years	7.09%	9.91%	10.68%	14.52%	3.84%	
11 - 20 years	5.79%	8.51%	7.18%	11.20%	4.01%	
21 + years	12.45%	15.02%	21.17%	17.55%	-3.62%	
Don't know / can't remember	8.10%	9.75%	10.10%	9.83%	-0.26%	
<i>Blank (% from all)</i>	<i>6.50%</i>	<i>12.58%</i>	<i>30.31%</i>	<i>10.55%</i>	<i>-19.76%</i>	
Q2						
And how long have you / your household lived at this home?	Jan-08	Jul-08	Jan-09	Apr-10	% Change from Jan-09 to Mar-10	
Under 1 year	9.19%	2.87%	7.43%	10.65%	3.22%	
1 - 2 years	12.81%	10.12%	10.97%	8.88%	-2.09%	
3 - 5 years	14.62%	18.73%	12.08%	17.75%	5.67%	
6 - 10 years	16.16%	20.39%	15.06%	17.90%	2.84%	
11 - 20 years	21.17%	21.00%	19.52%	19.97%	0.45%	
21 + years	24.65%	25.83%	32.90%	23.96%	-8.94%	
Don't know / can't remember	1.39%	1.06%	2.04%	0.89%	-1.16%	
<i>Blank (% from all)</i>	<i>2.84%</i>	<i>10.42%</i>	<i>27.20%</i>	<i>8.53%</i>	<i>-18.67%</i>	
Q3						
How many people usually live here in total ?	Jan-08	Jul-08	Jan-09	Apr-10	% Change from Jan-09 to Mar-10	
0	0.96%	0.30%	0.74%	0.74%	0.00%	
1	38.27%	50.60%	36.53%	47.64%	11.11%	
2	38.68%	29.37%	30.81%	29.79%	-1.02%	
3	11.52%	10.39%	14.76%	12.09%	-2.67%	
4	5.90%	5.87%	10.33%	5.01%	-5.32%	
5	2.19%	2.56%	4.43%	2.65%	-1.77%	
6	2.47%	0.90%	2.40%	2.06%	-0.33%	
7	0.00%	0.00%	0.00%	0.00%	0.00%	
8	0.00%	0.00%	0.00%	0.00%	0.00%	
9	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>Blank (% from all)</i>	<i>1.35%</i>	<i>10.15%</i>	<i>26.66%</i>	<i>8.25%</i>	<i>-18.40%</i>	
Q4						
How many people living in your household are aged under 16 ?	Jan-08	Jul-08	Jan-09	Apr-10	% Change from Jan-09 to Mar-10	
0	79.19%	80.59%	71.09%	78.48%	7.39%	
1	10.18%	9.38%	12.70%	11.21%	-1.48%	
2	5.69%	6.09%	10.16%	6.21%	-3.94%	
3	2.69%	2.14%	4.49%	2.73%	-1.76%	
4	1.50%	0.66%	1.56%	0.91%	-0.65%	
6	0.30%	0.49%	0.00%	0.30%	0.30%	
7	0.45%	0.66%	0.00%	0.15%	0.15%	
8	0.00%	0.00%	0.00%	0.00%	0.00%	
9	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>Blank (% from all)</i>	<i>9.61%</i>	<i>17.73%</i>	<i>30.72%</i>	<i>10.69%</i>	<i>-20.03%</i>	
Q5						
How many people living in your household are aged 60 or over ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
0	36.63%	32.82%	52.12%	42.73%	-9.39%	
1	38.33%	48.54%	30.96%	42.13%	11.17%	
2	24.33%	18.18%	16.54%	14.84%	-1.70%	
3	0.28%	0.15%	0.38%	0.15%	-0.23%	
4	0.00%	0.00%	0.00%	0.00%	0.00%	
5	0.00%	0.00%	0.00%	0.15%	0.15%	
6	0.42%	0.31%	0.00%	0.00%	0.00%	
7	0.00%	0.00%	0.00%	0.00%	0.00%	
8	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>Blank (% from all)</i>	<i>4.33%</i>	<i>12.18%</i>	<i>29.63%</i>	<i>9.74%</i>	<i>-19.89%</i>	
Q6						
How many people living in your household are aged 60 or over ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
One adult under 60	10.08%	14.59%	16.01%	19.79%	3.79%	
One adult aged 60 or over	29.13%	39.82%	24.11%	31.31%	7.21%	
Two adults both under 60	11.90%	5.78%	9.60%	6.50%	-3.11%	
Two adults, at least one 60 or over	24.51%	16.87%	15.63%	16.99%	1.36%	
Three or more adults, 16 or over	6.58%	6.08%	6.21%	5.47%	-0.75%	
1-parent family with child/ren, at least one under 16	6.58%	7.45%	10.55%	8.27%	-2.27%	
2-parent family with child/ren, at least one under 16	7.84%	7.29%	11.86%	7.39%	-4.48%	
Other	3.36%	2.13%	6.03%	4.28%	-1.74%	
<i>Blank (% from all)</i>	<i>3.38%</i>	<i>10.96%</i>	<i>28.15%</i>	<i>8.39%</i>	<i>-19.76%</i>	

Q7						
To which of these groups do you and your household consider you belong ? Tenant	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
<i>White</i>						
British	95.93%	95.39%	91.79%	91.81%	0.01%	
Irish	0.14%	0.15%	0.37%	0.00%	-0.37%	
Any other White background	2.67%	3.69%	5.78%	6.98%	1.20%	
<i>Mixed</i>						
White and Black Caribbean	0.14%	0.31%	0.56%	0.00%	-0.56%	
White and Black African	0.14%	0.00%	0.19%	0.30%	0.12%	
White and Asian	0.00%	0.00%	0.00%	0.00%	0.00%	
Any other mixed background	0.28%	0.00%	0.00%	0.30%	0.30%	
<i>Asian or Asian British</i>						
Indian	0.00%	0.00%	0.19%	0.00%	-0.19%	
Pakistani	0.00%	0.00%	0.00%	0.15%	0.15%	
Bangladeshi	0.00%	0.00%	0.00%	0.00%	0.00%	
Chinese	0.28%	0.00%	0.37%	0.15%	-0.22%	
Any other Asian background	0.00%	0.00%	0.19%	0.00%	-0.19%	
<i>Black or Black British</i>						
Caribbean	0.00%	0.00%	0.19%	0.00%	-0.19%	
African	0.14%	0.00%	0.00%	0.00%	0.00%	
Any other Black background	0.28%	0.00%	0.38%	0.15%	-0.23%	
<i>Other</i>	0.00%	0.46%	0.00%	0.15%	0.15%	
<i>Blank (% from all)</i>	3.78%	11.91%	27.67%	10.83%	-16.84%	
Q7						
To which of these groups do you and your household consider you belong ? Spouse	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
<i>White</i>						
British	94.75%	93.03%	88.39%	89.91%	1.52%	
Irish	0.87%	0.41%	0.45%	0.44%	-0.01%	
Any other White background	3.50%	6.15%	7.14%	8.33%	1.19%	
<i>Mixed</i>						
White and Black Caribbean	0.29%	0.00%	0.89%	0.88%	-0.02%	
White and Black African	0.00%	0.00%	0.00%	0.00%	0.00%	
White and Asian	0.00%	0.00%	0.00%	0.00%	0.00%	
Any other mixed background	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>Asian or Asian British</i>						
Indian	0.00%	0.00%	0.00%	0.00%	0.00%	
Pakistani	0.00%	0.00%	0.00%	0.00%	0.00%	
Bangladeshi	0.00%	0.00%	0.00%	0.00%	0.00%	
Chinese	0.00%	0.00%	0.89%	0.00%	-0.89%	
Any other Asian background	0.00%	0.00%	0.45%	0.00%	-0.45%	
<i>Black or Black British</i>						
Caribbean	0.00%	0.00%	0.19%	0.15%	-0.04%	
African	0.28%	0.15%	0.19%	0.00%	-0.19%	
Any other Black background	0.00%	0.00%	0.38%	0.00%	-0.38%	
<i>Other</i>	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>Blank (% from all)</i>	53.59%	66.98%	69.77%	69.15%	-0.62%	
Q8						
Does anyone in your household have any long term illness etc.	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	58.07%	63.96%	47.23%	56.73%	9.50%	
No	40.49%	35.88%	51.43%	41.60%	-9.83%	
Don't know	1.44%	0.16%	1.34%	1.66%	0.33%	
<i>Blank (% from all)</i>	6.09%	13.26%	29.23%	10.55%	-18.67%	
Q9						
Does anyone in your household use a wheelchair ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	12.70%	18.63%	10.17%	9.78%	-0.39%	
No	87.30%	81.37%	89.83%	90.22%	0.39%	
<i>Blank (% from all)</i>	6.22%	15.02%	29.50%	12.86%	-16.64%	
Q10						
Taking everything into account, how satisfied or dissatisfied are you with the services provided by your housing association?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	Sheltered Mar-10
<b>Very satisfied + Fairly satisfied</b>	<b>75.92%</b>	<b>76.07%</b>	<b>76.39%</b>	<b>79.82%</b>	<b>3.43%</b>	<b>88.77%</b>
Very satisfied	30.99%	31.86%	30.86%	35.72%	4.87%	
Fairly satisfied	44.93%	44.21%	45.54%	44.10%	-1.44%	
Neither	8.45%	9.15%	10.41%	8.67%	-1.74%	
Fairly dissatisfied	9.01%	9.76%	8.74%	7.32%	-1.41%	
Very dissatisfied	6.62%	5.03%	4.46%	4.19%	-0.28%	
<i>Blank (% from all)</i>	3.92%	11.23%	27.20%	9.47%	-17.73%	
Q11						
Overall, how satisfied or dissatisfied are you with the following?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	Sheltered Mar-10
<b>Very satisfied + Fairly satisfied</b>						
The overall quality of your home	78.14%	78.25%	77.07%	80.75%	3.67%	
The general condition of this property	75.20%	75.04%	71.57%	75.49%	3.92%	
This neighbourhood as a place to live	85.38%	82.62%	82.86%	84.91%	2.05%	
The value for money for your rent	78.01%	79.64%	76.39%	79.31%	2.92%	
Q12						
How satisfied or dissatisfied are you with each of the following services provided by your housing association?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Advice on rent payments	67.15%	65.12%	72.41%	71.52%	-0.89%	
Advice on moving home	29.77%	31.39%	31.94%	33.70%	1.76%	
Support provided to new tenants	37.26%	34.55%	37.28%	41.94%	4.66%	
Support provided to vulnerable tenants	31.59%	37.48%	36.92%	40.40%	3.48%	
How enquiries are dealt with generally	69.17%	65.65%	72.78%	72.22%	-0.56%	

Combined  
84.3%

Q13						
Of the following which do you consider to be the three most important ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Keeping tenants informed	34.64%	36.28%	39.09%	30.85%	-8.24%	
Overall quality of your home	57.65%	58.70%	57.64%	54.97%	-2.67%	
Taking tenants' views into account	24.36%	28.17%	24.36%	23.39%	-0.97%	
Repairs and maintenance	80.38%	71.58%	60.08%	67.66%	7.58%	
Dealing with anti-social behaviour	23.68%	27.14%	30.36%	23.54%	-6.83%	
Neighbourhood as a place to live	30.99%	29.65%	31.27%	28.07%	-3.20%	
Value for money for your rent	27.74%	27.43%	29.45%	26.75%	-2.70%	
Q14						
Very big problem + Fairly big problem						
To what extent are any of the following a problem in your neighbourhood ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Rubbish or litter	20.00%	19.97%	27.51%	25.62%	-1.89%	
Noisy neighbours	13.70%	17.46%	18.92%	14.65%	-4.27%	
Pets and animals	10.86%	11.31%	11.02%	13.88%	2.86%	
Disruptive children / teenagers	11.88%	17.88%	16.32%	14.95%	-1.37%	
Racial or other harassment	5.09%	4.53%	5.74%	4.26%	-1.49%	
Drunk or rowdy behaviour	8.18%	10.14%	11.69%	11.84%	0.15%	
Vandalism and graffiti	10.40%	10.59%	12.34%	9.35%	-2.99%	
People damaging your property	6.12%	7.17%	9.21%	6.79%	-2.41%	
Drug use or dealing	10.17%	12.26%	12.16%	12.44%	0.28%	
Abandoned or burnt out vehicles	2.54%	2.35%	2.54%	2.40%	-0.14%	
Other crime	7.39%	4.98%	9.33%	6.54%	-2.79%	
Noise from traffic	8.03%	6.99%	9.47%	8.82%	-0.66%	
Car parking	26.18%	26.30%	28.75%	27.57%	-1.18%	
Q15						
Have you contacted your housing association within the last 12 months ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	79.66%	77.80%	79.62%	78.64%	-0.99%	
No	17.11%	18.48%	18.30%	17.88%	-0.42%	
Can't remember	3.23%	3.73%	2.08%	3.48%	1.41%	
Blank (% from all)	3.52%	12.86%	28.28%	10.69%	-17.59%	
Q16						
How did you last contact your housing association ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Phoned	83.74%	85.10%	80.18%	80.47%	0.29%	
Visited office	11.38%	10.24%	16.89%	16.27%	-0.62%	
Wrote	1.95%	1.30%	1.58%	1.45%	-0.13%	
E-mailed	2.44%	1.86%	0.68%	0.72%	0.05%	
Other	0.16%	0.19%	0.23%	0.90%	0.68%	
Can't remember	0.33%	1.30%	0.45%	0.18%	-0.27%	
Blank (% from all)	16.78%	27.33%	39.92%	25.17%	-14.75%	
Q17						
What did you last have contact about ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Repairs	75.17%	69.47%	74.35%	76.64%	2.28%	
Rent / housing benefit	6.97%	10.18%	10.82%	7.66%	-3.16%	
Transfer / exchange	1.87%	2.35%	1.88%	1.31%	-0.57%	
Neighbours / neighbourhood issues	3.23%	5.48%	4.94%	3.74%	-1.20%	
Garden / communal areas	2.04%	1.57%	0.94%	1.87%	0.93%	
Other	3.57%	3.52%	2.82%	3.36%	0.54%	
Can't remember	7.14%	7.44%	4.24%	5.42%	1.19%	
Blank (% from all)	20.43%	30.85%	42.49%	27.60%	-14.88%	
Q18						
When you had last had contact, was getting hold of the right person ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Easy	74.06%	71.35%	75.11%	73.06%	-2.05%	
Difficult	14.12%	18.73%	13.35%	14.58%	1.23%	
Neither	8.54%	6.74%	8.60%	7.93%	-0.66%	
Can't remember	3.28%	3.18%	2.94%	4.43%	1.49%	
Blank (% from all)	17.59%	27.74%	40.19%	26.66%	-13.53%	
Q19						
Did you find the staff ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Helpful	81.29%	79.54%	81.76%	82.86%	1.11%	
Unhelpful	9.52%	10.13%	7.16%	7.34%	0.19%	
Neither	7.31%	8.60%	9.24%	9.04%	-0.20%	
Can't remember	1.87%	1.72%	1.85%	0.75%	-1.09%	
Blank (% from all)	20.43%	29.23%	41.41%	28.15%	-13.26%	
Q20						
And were they ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Able to deal with your problem	73.68%	74.39%	77.68%	81.37%	3.69%	
Unable to deal with your problem	16.23%	18.46%	14.81%	11.81%	-3.00%	
Neither	8.28%	5.46%	5.92%	5.72%	-0.20%	
Can't remember	1.82%	1.69%	1.59%	1.11%	-0.49%	
Blank (% from all)	18.27%	28.15%	40.60%	26.66%	-13.94%	
Q21						
Were you satisfied or dissatisfied with the final outcome ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Satisfied	65.21%	67.31%	67.92%	70.92%	3.00%	
Dissatisfied	25.71%	23.40%	24.36%	19.14%	-5.22%	
Neither	6.72%	8.32%	7.49%	9.01%	1.51%	
Can't remember	2.35%	0.97%	0.23%	0.94%	0.70%	
Blank (% from all)	19.49%	30.04%	42.22%	27.88%	-14.34%	

Q22						Sheltered Mar-10
Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	Mar-10
Very satisfied + Fairly satisfied	71.79%	72.45%	74.20%	78.35%	4.15%	86.49%
Very satisfied	29.61%	30.59%	33.15%	33.53%	0.39%	
Fairly satisfied	42.18%	41.86%	41.05%	44.81%	3.76%	
Neither	5.31%	7.61%	7.16%	5.41%	-1.74%	
Fairly dissatisfied	9.36%	9.13%	8.10%	8.12%	0.02%	
Very dissatisfied	10.06%	8.07%	9.23%	6.77%	-2.46%	
No opinion / don't know	3.49%	2.74%	1.32%	1.35%	0.04%	
Blank (% from all)	3.11%	11.10%	28.15%	10.01%	-18.13%	
Q23						
Have you had any repairs completed in the last 12 months ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	68.68%	68.68%	69.52%	69.88%	0.35%	
No	29.49%	29.49%	27.43%	27.06%	-0.36%	
Can't remember	1.83%	1.83%	3.05%	3.06%	0.01%	
Blank (% from all)	3.65%	3.65%	28.96%	11.50%	-17.46%	
Q24						
Thinking about your last completed repair, how would you rate it in terms of . . . ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Being told when workers would call	75.90%	68.48%	75.59%	78.57%	2.98%	
Time taken before work started	73.87%	71.91%	71.39%	76.94%	5.55%	
Speed with which work was completed	85.59%	84.62%	85.79%	85.34%	-0.45%	
Attitude of workers	90.04%	89.25%	91.32%	91.07%	-0.25%	
Overall quality of repair work	81.82%	84.44%	82.24%	83.84%	1.60%	
Keeping dirt and mess to a minimum	88.32%	84.88%	87.29%	87.39%	0.10%	
Q25						
Which methods do you prefer to your housing association to use to inform you or consult you ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Open meetings / AGM	10.57%	12.24%	4.36%	3.51%	-0.85%	
Residents' groups / forums	5.42%	8.41%	6.36%	4.39%	-1.98%	
On-line forums	2.03%	2.51%	2.18%	2.34%	0.16%	
By letter	73.31%	74.78%	82.55%	78.51%	-4.04%	
Telephone call	37.67%	35.55%	38.91%	35.09%	-3.82%	
Personal visit	26.29%	27.88%	22.91%	25.58%	2.68%	
By email	6.23%	7.52%	5.82%	8.92%	3.10%	
Magazine / newsletter	24.39%	23.75%	27.27%	23.39%	-3.88%	
Other	2.71%	1.92%	0.36%	0.88%	0.51%	
Q26						Sheltered Mar-10
How satisfied or dissatisfied are you that your views are being taken into account ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	Mar-10
Very satisfied + Fairly satisfied	55.05%	56.38%	59.59%	62.37%	2.78%	84.60%
Very satisfied	19.77%	19.60%	21.99%	24.15%	2.16%	
Fairly satisfied	35.28%	36.78%	37.59%	38.22%	0.63%	
Neither	16.64%	18.54%	17.11%	16.74%	-0.36%	
Fairly dissatisfied	6.12%	5.78%	7.52%	5.33%	-2.19%	
Very dissatisfied	5.26%	6.38%	5.45%	3.56%	-1.90%	
No opinion	16.93%	12.92%	10.34%	12.00%	1.66%	
Blank (% from all)	4.87%	10.96%	28.01%	8.66%	-19.35%	
Q27						
How good or poor do you feel your housing association is at keeping you informed ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Very good	28.95%	27.69%	30.78%	34.96%	4.17%	
Fairly good	45.90%	49.17%	44.78%	46.90%	2.13%	
Neither	14.55%	12.56%	13.99%	11.21%	-2.78%	
Fairly poor	7.34%	7.72%	7.84%	4.42%	-3.41%	
Very poor	3.25%	2.87%	2.61%	2.51%	-0.10%	
Blank (% from all)	4.19%	10.55%	27.47%	8.25%	-19.22%	
Q28						
Have you reported anti-social behaviour in the last 12 months ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	8.29%	10.87%	10.88%	10.73%	-0.16%	
No	91.71%	89.13%	89.12%	89.27%	0.16%	
Blank (% from all)	3.65%	11.64%	27.88%	10.42%	-17.46%	
Q29						
When you last had contact, was getting hold of the right person ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Easy	55.08%	54.24%	61.34%	57.32%	-4.02%	
Difficult	16.04%	24.86%	15.97%	19.75%	3.78%	
Neither	15.51%	10.17%	14.29%	10.19%	-4.09%	
Can't remember	13.37%	10.73%	8.40%	12.74%	4.34%	
Blank (% from all)	74.70%	76.05%	83.90%	78.76%	-5.14%	
Q30						
Did you find the staff ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Helpful	68.48%	59.41%	52.83%	65.68%	12.85%	
Unhelpful	7.61%	10.40%	8.81%	14.20%	5.40%	
Neither	16.30%	13.86%	7.55%	14.79%	7.25%	
Can't remember	7.61%	16.34%	30.82%	5.33%	-25.49%	
Blank (% from all)	75.10%	72.67%	78.48%	77.13%	-1.35%	
Q31						
And were they ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Able to deal with your problem	54.88%	46.93%	62.04%	57.14%	-4.89%	
Unable to deal with your problem	17.68%	24.02%	17.59%	21.09%	3.50%	
Neither	17.68%	11.17%	17.59%	13.61%	-3.99%	
Can't remember	9.76%	17.88%	2.78%	8.16%	5.39%	
Blank (% from all)	77.81%	75.78%	85.39%	80.11%	-5.28%	
Q32						

Combined  
82.4%

Combined  
73.5%

How satisfied or dissatisfied were you with the following aspects of how your report was handled ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Advice provided by staff	67.19%	64.79%	77.45%	70.40%	-7.05%
Being kept informed	58.41%	49.57%	54.95%	54.90%	-0.04%
Support provided by staff	55.88%	44.37%	52.87%	51.96%	-0.91%
How the report was dealt with	48.65%	52.63%	56.67%	60.78%	4.12%
Speed with which your report was dealt with	46.61%	55.08%	52.27%	58.49%	6.22%
The final outcome of your report	49.57%	49.09%	50.00%	50.00%	0.00%
Q33					
How likely are you to move from your current home in the next 3 years ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Very likely	9.62%	9.53%	8.33%	9.87%	1.53%
Fairly likely	6.97%	5.14%	7.78%	8.67%	0.89%
Neither	9.90%	9.53%	11.67%	11.96%	0.29%
Fairly unlikely	14.64%	11.80%	13.15%	13.90%	0.75%
Very unlikely	58.86%	63.99%	59.07%	55.61%	-3.47%
<i>Blank (% from all)</i>	2.98%	10.55%	26.93%	9.47%	-17.46%
Q34					
Where are you most likely to move to ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Rent from this housing association	40.00%	38.89%	48.34%	45.00%	-3.34%
Rent from another housing association	4.90%	3.70%	3.97%	3.33%	-0.64%
Rent from council / local authority	2.04%	2.78%	2.65%	2.92%	0.27%
Rent from private landlord	1.22%	1.85%	1.99%	3.33%	1.35%
Buy own property (mortgage, buy outright)	2.45%	2.78%	1.99%	1.25%	-0.74%
Shared ownership (ie part rent, part buy)	0.82%	0.46%	1.99%	0.42%	-1.57%
Sheltered accommodation	4.49%	3.70%	2.65%	3.75%	1.10%
Other (write in)	6.94%	3.24%	1.32%	4.58%	3.26%
Other	37.14%	42.59%	35.10%	35.42%	0.32%
<i>Blank (% from all)</i>	66.85%	70.77%	79.57%	67.52%	-12.04%
Q35					
Comments	See elsewhere.				
Q36					
Age - Tenant	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
16 - 24	3.94%	1.87%	5.12%	2.76%	-2.36%
25 - 34	6.86%	4.52%	7.59%	8.90%	1.31%
35 - 44	9.34%	11.21%	15.37%	10.74%	-4.63%
45 - 54	12.41%	12.46%	18.41%	14.88%	-3.53%
55 - 59	8.61%	6.85%	10.82%	10.74%	-0.08%
60 - 64	9.78%	9.97%	11.95%	9.36%	-2.60%
65 - 74	19.71%	20.87%	16.70%	17.94%	1.25%
75 - 84	21.90%	23.68%	8.35%	16.87%	8.52%
85 +	7.45%	8.57%	5.69%	7.82%	2.13%
<i>Blank (% from all)</i>	7.31%	13.13%	28.69%	11.77%	-16.91%
Q36					
Age - Spouse	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
16 - 24	4.03%	2.34%	4.96%	2.65%	-2.31%
25 - 34	7.20%	7.03%	11.16%	10.61%	-0.55%
35 - 44	11.53%	12.11%	14.88%	14.39%	-0.48%
45 - 54	15.56%	13.67%	16.94%	14.39%	-2.55%
55 - 59	9.80%	8.98%	9.50%	8.71%	-0.79%
60 - 64	12.97%	14.06%	13.22%	10.98%	-2.24%
65 - 74	17.29%	20.31%	16.12%	19.70%	3.58%
75 - 84	14.12%	13.67%	9.09%	7.95%	-1.14%
85 +	3.75%	2.34%	2.07%	2.65%	0.59%
Not applicable	3.75%	5.47%	2.07%	7.95%	5.89%
<i>Blank (% from all)</i>	53.04%	65.36%	67.25%	64.28%	-2.98%
Q37					
Gender - Tenant	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Male	45.32%	43.06%	36.36%	39.94%	3.57%
Female	54.68%	56.94%	63.64%	60.06%	-3.57%
<i>Blank (% from all)</i>	10.42%	13.26%	28.55%	14.61%	-13.94%
Q37					
Gender - Spouse	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Male	38.41%	38.00%	56.67%	44.96%	-11.71%
Female	57.01%	56.00%	41.25%	47.29%	6.04%
Not applicable	2.03%	2.03%	0.68%	2.71%	2.03%
<i>Blank (% from all)</i>	55.62%	66.17%	67.52%	65.09%	-2.44%
Q38					
Sexual orientation	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10
Hetrosexual	72.03%	74.26%	76.92%	79.04%	2.12%
Gay man	0.38%	0.00%	0.68%	0.00%	-0.68%
Gay woman	0.38%	0.59%	0.00%	0.18%	0.18%
Bisexual	0.57%	0.99%	0.90%	0.55%	-0.35%
Other	4.60%	3.76%	4.98%	4.04%	-0.93%
Prefer not to say	22.03%	20.40%	16.52%	16.18%	-0.34%
<i>Blank (% from all)</i>	29.36%	31.66%	40.19%	26.39%	-13.80%



Q39						
Religion	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
None	16.89%	16.69%	24.90%	19.58%	-5.32%	
Christian	73.82%	72.67%	65.74%	72.87%	7.14%	
Buddhist	0.15%	0.16%	0.20%	0.64%	0.44%	
Hindu	0.00%	0.00%	0.00%	0.00%	0.00%	
Jewish	0.15%	0.49%	0.20%	0.16%	-0.04%	
Muslim	0.00%	0.33%	0.20%	0.00%	-0.20%	
Sikh	0.00%	0.00%	0.00%	0.00%	0.00%	
Any other religion	2.13%	3.60%	2.99%	2.73%	-0.26%	
Prefer not to say	6.85%	6.06%	5.78%	4.01%	-1.76%	
<b>Blank (% from all)</b>	<b>11.10%</b>	<b>17.32%</b>	<b>32.07%</b>	<b>15.70%</b>	<b>-16.37%</b>	
Q40						
Work Status - Tenant	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Employee in full time job (30 hours or more per week)	13.17%	8.53%	16.96%	12.24%	-4.72%	
Employee in part time job (Less than 30 hours per week)	6.44%	5.15%	10.45%	7.06%	-3.39%	
Self employed - full or part time	0.90%	2.09%	2.17%	1.26%	-0.91%	
Government supported training	0.00%	0.00%	0.20%	0.16%	-0.04%	
Unemployed and available for work	3.29%	3.54%	7.69%	6.75%	-0.94%	
Wholly retired from work	47.31%	51.05%	34.12%	43.49%	9.36%	
Full-time education at school, college or university	0.60%	0.48%	1.97%	0.63%	-1.34%	
Looking after family/home	8.68%	8.86%	13.41%	9.89%	-3.52%	
Permanently sick/disabled	17.22%	18.20%	11.64%	16.64%	5.00%	
Doing something else	2.40%	2.09%	1.38%	1.88%	0.50%	
<b>Blank (% from all)</b>	<b>9.61%</b>	<b>15.97%</b>	<b>31.39%</b>	<b>13.80%</b>	<b>-17.59%</b>	
Q40						
Work Status - Spouse	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Employee in full time job (30 hours or more per week)	14.29%	13.44%	27.97%	16.26%	-11.71%	
Employee in part time job (Less than 30 hours per week)	7.00%	7.91%	6.36%	7.32%	0.96%	
Self employed - full or part time	2.04%	2.37%	2.97%	1.63%	-1.34%	
Government supported training	0.00%	0.40%	0.00%	0.41%	0.41%	
Unemployed and available for work	2.33%	4.74%	5.93%	6.50%	0.57%	
Wholly retired from work	40.52%	39.92%	27.54%	31.71%	4.16%	
Full-time education at school, college or university	0.87%	0.40%	1.69%	1.22%	-0.48%	
Looking after family/home	12.24%	9.88%	5.51%	9.76%	4.25%	
Permanently sick/disabled	13.41%	15.81%	16.95%	16.26%	-0.69%	
Doing something else	1.75%	0.40%	0.85%	0.81%	-0.03%	
Not applicable	5.54%	4.74%	4.24%	8.13%	3.89%	
<b>Blank (% from all)</b>	<b>53.59%</b>	<b>65.76%</b>	<b>68.06%</b>	<b>66.71%</b>	<b>-1.35%</b>	
Q41						
What kinds of income do you (and your partner) receive ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Earnings from employment or self-employment	19.78%	16.22%	30.36%	18.57%	-11.80%	
Pension from a former employer	14.77%	15.04%	12.55%	12.72%	0.17%	
State pension	51.22%	52.95%	38.55%	43.27%	4.73%	
Child benefit	16.53%	17.40%	22.36%	16.23%	-6.14%	
Income support	25.34%	26.55%	25.82%	21.35%	-4.47%	
Other state benefits	25.61%	26.25%	22.73%	27.49%	4.76%	
Tax credits	16.12%	20.21%	22.55%	16.81%	-5.73%	
Interest from savings, etc.	2.85%	3.10%	3.27%	2.92%	-0.35%	
Other kinds of regular allowance from outside the household	0.95%	1.18%	0.91%	1.02%	0.11%	
Other sources e.g rent	2.44%	2.21%	1.64%	1.75%	0.12%	
No source of income	1.36%	1.03%	2.00%	1.02%	-0.98%	
Q42						
Does your household currently receiving housing benefit ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Yes	64.88%	70.41%	60.31%	68.82%	8.51%	
No	33.67%	27.85%	36.99%	28.57%	-8.42%	
Don't know	1.45%	1.74%	2.70%	2.61%	-0.09%	
<b>Blank (% from all)</b>	<b>6.36%</b>	<b>14.48%</b>	<b>29.77%</b>	<b>11.91%</b>	<b>-17.86%</b>	
Q43						
Which group represents you (and your partner's) total net income ?	Jan-08	Jul-08	Jan-09	Mar-10	% Change from Jan-09 to Mar-10	
Up to £99 (w) Less than £5,199 (a)	15.19%	13.63%	14.60%	15.80%	1.20%	
£100-£199 (w) £5,200-£10,399 (a)	53.59%	56.54%	45.58%	49.37%	3.80%	
£200-£299 (w) £10,400-£15,599 (a)	21.04%	21.36%	26.11%	23.88%	-2.23%	
£300-£399 (w) £15,600-£20,799 (a)	6.51%	5.34%	9.51%	7.90%	-1.61%	
£400-£499 (w) £20,800-£25,999 (a)	2.34%	2.03%	2.88%	1.62%	-1.26%	
£500-£599 (w) £26,000-£31,199 (a)	0.67%	0.55%	0.66%	0.36%	-0.30%	
£600-£699 (w) £31,200-£36,399 (a)	0.00%	0.37%	0.66%	0.54%	-0.13%	
£700-£999 (w) £36,400-£51,999 (a)	0.33%	0.18%	0.00%	0.54%	0.54%	
£1,000 or more (w) £52,000 or more (a)	0.33%	0.00%	0.00%	0.00%	0.00%	
<b>Blank (% from all)</b>	<b>18.94%</b>	<b>26.52%</b>	<b>38.84%</b>	<b>24.63%</b>	<b>-14.21%</b>	