St Martins

Moving forward together

Resident and Service User **Annual Report**

2019/20

Fiona Weir

Chair of the Board

St Martins 1920 – 2020 a London Housing Association story.

St Martin of Tours has a long history of working within London and adapting services to the changing times as needed. Starting its journey in 1920 as the Catholic Fund for homeless and destitute men opening a hostel in London to provide accommodation for the homeless.

In the 1960's a derelict chapel and house was refurbished in Wilton Square and the work of the organisation became focussed on rehabilitation, practical help and employment.

From 1960-1975 the organisation expanded their accommodation and began a transformation process, and in 1978 a decision was made to change its status and St Martin of Tours became a Housing Association. With a social turn in the provision of care introducing therapeutic principles, St Martin of Tours has continued to change and adapt up to the present day. St Martins will continue to focus its efforts on its core activities of providing support, housing and care services.

Our mission is to improve the pathways and opportunities for people stepping down from mental health services, by providing a recovery focussed service, enabling people to move forward towards greater independence.

St Martins has an obligation to provide information about the six standards set by the Social Housing Regulator (SHR). These are used to check that we are meeting our service users needs. St Martins' Board is responsible for meeting the standards and being transparent and accountable for the organisation's delivery of its social housing objectives. This report is a summary version of what has been approved by St Martins' Board.

St Martins is a Registered Provider (housing association) regulated by the Social Housing Regulator (SHR) and the Care Quality Commission (CQC). The SHR is responsible for the regulation of social housing in England. There are six regulatory standards all Registered Providers must meet; ***Tenant Involvement and Empowerment; Home; Tenancy; Neighbourhood and Community; Value for Money; and Governance and Financial Viability.***

Summary of the Regulatory Standards for Social Housing Providers

1

Tenant Involvement and Empowerment

This standard looks at how well we know our service users, how we are responding to their needs and how involved our service users are in the planning and running of the service.

- Involvement and empowerment
- Customer Service and choice
- Equality and diversity
- Complaints

2

Home

This standard sets out what we are doing to provide a safe and comfortable home with a good repair and maintenance service.

- Repairs and maintenance
- Decent homes
- Health and safety

3

Tenancy

This standard looks at how we allocate our homes and our rent levels.

- Allocations
- Tenure

4

Neighbourhood and Community

This standard focuses on our role as landlords in improving peoples daily lives within the community.

- Neighbourhood management
- Local area co-operation
- Anti-social behaviour

5

Value for Money

This standard looks at how cost effective we are, and what we are doing to make further improvements.

- Value for money
- Rent

6

Governance and Financial Viability

We want to make decisions about our homes and services in a fair and open way, keeping our service users involved and well informed. This, and running the organisation is called good governance. This standard looks at the measures we are taking to achieve this.

- Governance
- Financial viability

1. Tenant Involvement and Empowerment

1 INVOLVEMENT

St Martins is passionate about our service users being involved in their own care; we aim to empower each service user to have control over their own life. There are opportunities for service users to be involved in decisions about St Martins activities and the running of services; through monthly house meetings, co-production forums and service user involvement at Board level.

- We engage in co-production groups, with the primary aim of helping service users into employment both with St Martins and with external employers. The group has developed a number of initiatives including mini co-production groups in each project, service users providing presentations to patients in hospitals and training for service users on chairing their own CPAs.

- The annual service user survey was carried out in February 2020. It showed that 87% of respondents rated St Martins services as good or always good; compared to 79% in 2019. It also showed that 79% of respondents felt that they were sufficiently involved in developing their own support plan.

February 2020 Survey

87%

rated our services as always good or mostly good.

2 CUSTOMER SERVICE AND CHOICE

Providing an exceptional service to our service users builds the environment and relationships that are necessary in working together to achieve positive outcomes. With service user needs and desired outcomes individual and diverse, we pride ourselves on presenting options for our service users; allowing them to make informed decisions.

- We have improved the pathway of service users through St Martins with a 6 week, 12 week and annual reviews.

- We improved our systems for recording and monitoring incidents and complaints.

- We have opened a new Supported housing scheme in Lambeth for people with mental health challenges.

- We have begun developing a horticultural project that aims to provide employment for our service users through growing fruit and vegetables.

- Developed numerous courses for our service users including education on employment, wellbeing, numeracy and literacy.

- New Staff induction procedure has been improved in line with Care Standards.

- Have commenced a healthy living program to improve the physical health of our service users and their understanding of a healthy lifestyle.

3 EQUALITY AND DIVERSITY

We impact assess all our policies and major decisions to ensure we do not intentionally or unintentionally discriminate against any group under the Equality Act.

- St Martins has a very diverse service user group that reflects the ethnic diversity of London. Our service users described their ethnic orgins as; 36% Black British or Black Caribbean / African; 40% White; 7% Asian British or Asian; and 7% mixed race.

- 93% of service users are male. 7% are female. We have identified that the need for supported living services that assist women with complex mental health issues is increasing.

24

Service user complaints

100%

Resolved

88%

Satisfaction

4 COMPLAINTS

We have a proactive approach to service user complaints and see them as an opportunity to improve the services we provide.

- In 2019/20 we received 24 complaints from service users, as opposed to 25 in the previous financial year. Of these complaints 14 were about other service users and 10 were about services or facilities at St Martins.

- The 2020 service user survey indicated that 88% were satisfied with the outcome of their complaint.This is a positive increase on 75% in 2019.

2. Home

1 HEALTH AND SAFETY

100%

compliant

St Martins takes its responsibilities to provide a safe environment very seriously. In 2019/20 we achieved 100% in;

- Annual gas safety test and appliance service
- Void electrical inspections and remedial works
- Annual Portable Appliance Tests (PAT) on all electrical appliances provided by St Martins for use by staff and service users
- Annual water analysis tests at shared projects (not s/c flats which are exempt)
- Regular servicing of fire alarm, emergency lighting and firefighting appliances
- Regular lift servicing at Wilton Villas
- Annual project Fire Risk Assessments and remedial works

2 DECENT HOMES

100%

compliant

100% of St Martins homes are compliant with the Decent Homes standard. A decent home is one which is warm, weatherproof and has modern facilities.

All St Martins properties are of a high quality and well maintained. The following improvements were carried out in 2018/19

Major works completed in 2019/20

- Re-development of Ferrini House, Rutford Road to provide an 18 en-suite bedroom supported housing project in LB Lambeth.
- Refurbishment of the Kitchens at Chalkhill Road, New North Road and Wilton Villas; along with substantial redecorating.
- Re-developments underway at Wilton Villas and New North Road, to reduce the number of rooms and provide higher quality shared living spaces for each floor.

3 REPAIRS AND MAINTENANCE

We impact assess all our policies and major decisions to ensure we do not intentionally or unintentionally discriminate against any group under the Equality Act.

595

repairs were carried out in Q1-Q3 2019/20

(Q4 unavailable)

94%

of service users rated the repair and maintenance work as mostly good.

3. Tenancy

1 ALLOCATIONS

St Martins is a specialist provider of housing and support services to people with mental health challenges and people with offending backgrounds.

We provide accommodation and support, usually of between 2-3 years, to enable our service users with skills to live more independently.

100% of the referrals we receive for our supported housing come from local authorities and 100% of referrals to our care homes come from Local Authority Social Services Departments or the NHS.

2 TENURE

Our approach to housing management is based on sustaining tenancies, minimising evictions and ensuring that our tenants and service users move on to independent accommodation.

St Martins offers Assured Short hold tenancies in all our supported housing and Licence Agreements in our care homes.

"We dont heal in isolation, but in community"

- S Kelley Harrell

4. Neighbourhood and community

1 LOCAL AREA CO-OPERATION

All our support services are focussed on encouraging service users to take part in, and to be involved in the local community. Whether that entails using local health or social services, or using local leisure, educational or community services, we actively encourage service users to engage in activities and services outside of St Martins.

Our units actively participated in local statutory partnerships, service user's associations and other community organisations.

2 CUSTOMER SERVICE AND CHOICE

We are committed to dealing with the causes and effects of anti-social behaviour. We want to make sure that everyone feels safe in their home and areas in which they live. We do this by working with service users and partner agencies:

- We take strong appropriate action to stop all forms of anti-social behaviour.
- We respond to complaints quickly, efficiently, sensitively and in a consistent manner.
- We offer support to the complainant and take action against the perpetrators of anti-social behaviour.
- We work closely with the Police and Anti Social Behaviour Teams in all our services.
- We have previously organised a series of meetings with neighbours where our service users had caused anti-social behaviour to address their concerns and put in place measures to deal with the problems.
- Inspections are carried out regularly, including staff taking decibel readings to manage noise disturbance.
- Staff will intervene and work with the identified service users to stop behaviours such as playing loud music, and encourage Service Users who are begging, drinking or creating a disturbance, to return to the unit.

5. Value for Money

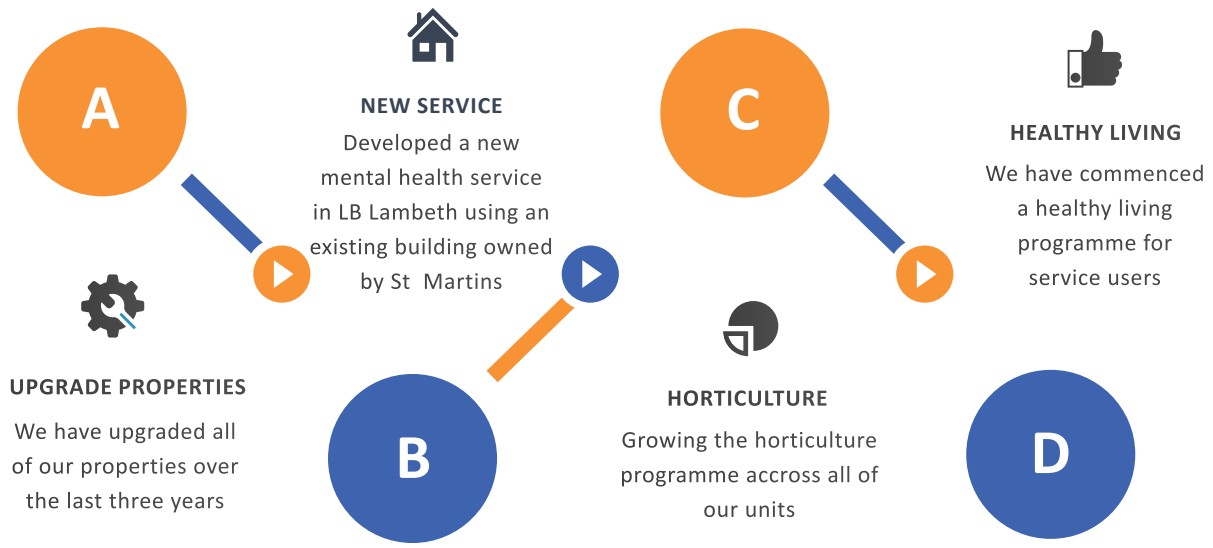
Providing our service users with good value services runs through all the standards. We are continuously looking at ways of using our resources more efficiently.

Delivering value for money is crucial. It is important we use our resources wisely and offer value for money to the people that use and purchase our services - as well as the local authorities, NHS trusts and funders we work with.

We are very conscious of the financial pressures on our commissioners and statutory partners in both local authorities and NHS organisations. We will continue to market and position StMartins as the leading provider of recovery services to people with complex needs.

Our offer to local authorities and Clinical Commissioning Groups will continue to be that St Martins can provide high quality, innovative and value for money services for people leaving secure hospitals, prisons and mental health services that can enable them achieve independence safely within 2-3 years.

How have we increased the value that we offer our service users?



HOUSING STOCK AND RENT LEVELS 2019/20

Registered Care Homes (inclusive of care costs)

66
bedspaces
£895.98
per bed
on average

Self-contained flats

27
bedspaces
£194.63
per bed on
average

Supported living homes

30
bedspaces
£800
per bed
on average

Shared houses

3
bedspaces
£205.10
per bed
on average

Our rents are within target pricing as defined by our regulator and we only increase or decrease our rents annually by an amount determined by our regulator. This is calculated using a standard formula based on the Consumer Price Index (CPI).

6. Governance and Financial Viability

1 GOVERNANCE

St Martins Board has a broad range of skills and experience appropriate to the size of the organisation and its particular client groups. Board members have backgrounds in Mental Health, Social Work, Accountancy, Business and Finance, Psychiatry, an ex-Service User of St Martins, Politics, Science and a senior manager in a CAMHS service.

The Board is non-executive in its membership and is responsible for St Martins overall direction and strategy. Board members are not paid and have no beneficial interest in St Martins. The Board reviews its operation and performance annually. The Board has adopted in full the National Housing Federation's Code of Governance 2015, and complies with all sections with the exception of length of service of three Board members.

The Board established a Finance, Audit and Risk Committee in November 2016. The Finance Audit and Risk Sub-Committee is responsible for monitoring all aspects of the finances and risks of the Association and makes recommendations to the Board with a view to ensuring the financial viability and proper resourcing of the Association. A three year internal audit programme began in 2017.

St Martins has a cautious and measured approach to risk; and a robust approach to risk management. In assessing both operational and business risks we have adopted an approach that considers the likely impact and probability of actual events. As an organisation that deals with people with complex mental health problems, we operate a positive risk management approach which is based on the principles of individual rights to exercise choice; whilst allowing staff to make calculated judgements and take supportive measures to reduce the potential negative consequences to service users, staff and others.We place great emphasis on risk management procedures and training for our staff. We seek to mitigate and manage risk while maintaining an ability to take positive risks in the interests of our service users' recovery.

2 FINANCIAL VIABILITY

St Martins financial performance has improved steadily over the past five years. We are a financially strong organisatin with low debt. The key financial indicators for 2019/2020 are taken from our staturay accounts and shown in the table below compared to the previous year:

	2019/20	2018/19
Turnover	£5,232,423	£3,820,358
Fixed Assets	£6,981,162	£7,011,362
Capital & Reserves	£5,999,665	£5,852,848
Operating surplus / deficit	£334,856	(£166,625)
Surplus / (deficit) on ordinary activities	£313,283	(£166,466)

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