

# Service User Annual Report 2012



**Welcome to your Annual Report for 2011/2012. This is the third edition of the annual report that St Martins produces especially for residents and service users. In it we highlight those areas of what we do that are of particular interest to you. We hope you find it useful and informative.**

This report, produced for your benefit, is a summary version of a report approved by St Martins' board. If you wish to see that report, or comment on anything you read here, please contact me.

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THE STANDARDS

# Meeting the Regulatory Standards

In this section we describe the six standards set by our regulator the Homes and Communities Agency (HCA). The HCA regulates all social housing in England and its standards are designed to improve the quality of services for all tenants.

<p><b>1. Tenant involvement and empowerment</b></p> <p>This standard looks at how well we know you, how we are responding to your needs, and how you are involved in the planning and running of the service.</p> <ul style="list-style-type: none"> <li>• Involvement and empowerment</li> <li>• Customer service and choice</li> <li>• Equality and diversity</li> <li>• Complaints</li> </ul>	<p><b>2. Home</b></p> <p>This standard sets out what we are doing to provide you with a safe and comfortable home and a good repairs service.</p> <ul style="list-style-type: none"> <li>• Repairs and maintenance</li> <li>• Health and safety</li> </ul>	<p><b>3. Tenancy</b></p> <p>This standard looks at how we allocate our homes and our rent levels.</p> <ul style="list-style-type: none"> <li>• Allocations</li> <li>• Tenure</li> </ul>
<p><b>4. Neighbourhood and community</b></p> <p>This standard focuses on our role as landlords in improving people's daily lives within the community.</p> <ul style="list-style-type: none"> <li>• Neighbourhood management</li> <li>• Local area co-operation</li> <li>• Anti-social behaviour</li> </ul>	<p><b>5. Value for money</b></p> <p>This standard looks at how cost effective we are, and what we are doing to make further improvements.</p> <ul style="list-style-type: none"> <li>• Value for money</li> <li>• Rent</li> </ul>	<p><b>6. Governance and financial viability</b></p> <p>We want to make decisions about our homes and services in a fair and open way, keeping you 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.</p> <ul style="list-style-type: none"> <li>• Governance</li> <li>• Financial viability</li> </ul>

You can read the Standards for yourself at: [www.homesandcommunities.co.uk](http://www.homesandcommunities.co.uk)

## STANDARD 1 Tenant involvement and empowerment

This standard looks at how well we know you, how we are responding to your needs, and how you are involved in the planning and running of our services.

### Involvement

- St Martins is always looking for new ways to involve you, our residents and service users and to empower you to have control over your own life. There are opportunities for you to be involved in decisions about St Martins and the running of services through monthly house meetings and a Service User Forum attended by Directors.
- In 2011/2012 we continued the process of consulting on all new policies with you through the Policy Forum. There were 10 Policy Forums held in 2011/12.
  - There were 2 organisational Service User Forums held in 2011/12.
  - There were three editions of Connect during the year. The majority of articles were contributed by you.
  - The annual resident's survey was carried out in February 2012. 86% of you rated our service as good or very good. No one rated services as bad.
  - We introduced the Recovery Star, an outcome measurement taken to enable you to have more control over the service you receive and your recovery.

### Equality and diversity

- St Martins has a very diverse resident group. 57% of you are men, 43% are women. 34% of you are under 20 years of age and 66% are over 30. 30% of you described your ethnic origin as Black Caribbean, 17% as Black African, 4% Black other, 32% as White, 5% as Asian, 8% as mixed ethnicity and 4% as other.
- We impact assess all our policies and major decisions to ensure we do not intentionally or unintentionally discriminate against any protected group under the Equality Act.

### Customer service and choice

- 100% of you have support plans in place.
- 96% of you felt you had better life choices by the time you left our services.
- 84% of you who had identified a need to better manage your mental health had done so by the time you left our services.
- 143 people moved on from our services last year compared to 135 the previous year. 83% of you moved on in a planned way.
- The average time spent in one of our care homes has reduced from 2 years in 2010 to 1 year 11 months last year.
- 85% of you who identified a need to better manage your physical health had done so before you left our services.

### Complaints

We have a positive approach to complaints and see them as an opportunity to improve the services we provide. In 2011/2012 there were 38 complaints as opposed to 44 the previous year. All complaints were resolved within the set timescales.

### Category of complaint

- Residents against other residents (35%)
- Facilities (26%)
- From neighbours (26%)
- Residents against staff (13%)

## STANDARD 2 Home standard

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

### Repairs and maintenance

The number of repairs we carried out in 2011/2012 was 690.

Type	No of Repairs	Target %	Achieved within target	Actual %
Emergency	24	100	24	100
Urgent	325	97	308	95
Routine	341	98	341	100

### Decent homes

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.

#### In 2011/12 we:

- We completed the refurbishment of the ground floor of Ferrini House in Lambeth.
- We completed the refurbishment of 45 Wilton Square.
- We completed the refurbishment of the ground floor of New North Rd.

### Health and safety

St Martins takes its responsibilities to provide a safe environment very seriously. In 2011/2012 we were 100% compliant with all health and safety legislation. We carried out statutory gas checks and electrical checks on 100% of our homes. We also carried out risk assessments on 100% of our buildings.



### Future plans

- We will continue to implement our Environmental Strategy throughout 2012 and 2013 and improve the thermal efficiency of our buildings.
- We will upgrade the ground floor areas of Wilton Villas.



## STANDARD 3 Tenancy

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

### Allocations

St Martins is a specialist provider of housing and support services to people with mental health problems and people with offending backgrounds. We provide short term accommodation and support, usually of between 2-3 years, to enable you to get back on your feet and live more independently. 100% of our referrals to our supported housing come from local authorities and 100% of referrals to our care homes come from Social Services or the NHS.

### Tenure

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

- 143 people moved on from our accommodation in 2011/2012.

## STANDARD 4 Neighbourhood and community

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

### Neighbourhood management

Our properties are well maintained, clean and tidy, and we deal swiftly with litter, graffiti, vandalism and anti-social behaviour.

### Local area co-operation

All our support services are focussed on encouraging you to take part in, and 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 residents to engage in activities and services outside of St Martins. Our projects actively participated in local resident's associations and other community organisations.

### Anti-social behaviour

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 residents and partner agencies to:

- Take strong appropriate action to stop all forms of anti-social behaviour.
- Respond to complaints quickly, efficiently, sensitively and in a consistent manner.
- Offer support to the complainant and take action against the perpetrators of anti-social behaviour.

### Future plans

- We will seek to improve training and vocational opportunities for you through partnership with other voluntary sector providers.
- We will improve the range and quality of activities available in all our care homes.

## STANDARD 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

Providing you with good value services runs through all the standards. We are continuously looking at ways of using our resources more efficiently and cutting our costs. In 2011/2012 we reduced our costs through the following measures;

- We reduced the cost of our cleaning services by 10%.
- We reduced the cost of our telecommunications across the organisation by 50% through reducing the number of handsets and re-negotiating our service contract.
- We removed all bottled water stands in our offices and services, saving £10,000.
- We have begun restructuring our central office staff team.

### Rent

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

### Future plans

- We will reduce our rent arrears to under 3%. In 2011/12 our rent arrears went up slightly from 3.8% in 2010/11 to 4.2%.
- We will re-tender our cleaning services in January 2013.
- We will achieve efficiency savings of £120,000 from the head office restructuring.



## STANDARD 6 Governance and financial viability

We want to make decisions about our homes and services in a fair and open way, keeping you 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

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. St Martins embraces the principles set out in the Excellence in Governance Code, published by the National Housing Federation in January 2009. In March 2010, the Board adopted in full, the revised Standards of Conduct for board members published by the National Housing Federation. As part of the ongoing renewal of the Board, five new Board members were recruited in 2011/2012, bringing a range of skills and experiences to the Board.

### Financial viability

St Martins' financial performance has improved steadily over the past four years. The key financial indicators for 2011/2012 are taken from our statutory accounts and shown in the table below.

Turnover	£3,951,905
Fixed Assets	£3,325,044
Capital & Reserves	£3,801,364
Operating surplus	£79,065



# St Martins

SUPPORTING INDEPENDENT FUTURES

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