

# Service User Annual Report 2013



**Welcome to your annual report for 2012/2013. This is the fourth 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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ISSUE NO 4

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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.

### 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 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 you with a safe and comfortable home and a good repairs service.

- Repairs and maintenance
- 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 people's 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 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
- Financial viability

This is a summary of the standards set by the HCA. You can read the full standards 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, policy forums, and a Service User Forum attended by Directors.

- In 2012/2013 we updated existing policies and continued the process of consulting on all new policies with you through the Policy Forum. There were 8 Policy Forums held in 2012/13 that involved residents in consultation and debate about a range of policies.
- There were 2 organisational Service User Forums held in 2012/13.
- House meetings were held monthly in all services.
- There were two editions of Connect during the year. The majority of articles were contributed by you. The annual resident's survey was carried out in February 2013.

#### Complaints

We have a positive approach to complaints and see them as an opportunity to improve the services we provide. In 2012/2013 there were 39 complaints as opposed to 38 the previous year. 97% of complaints were resolved within the set timescales.

- Number of complaints – 39
- % resolved within timescale – 97%
- Satisfaction with the outcome of complaint – 80%

#### Customer service and choice

- We opened a new 18 bed community forensic service in Brent, West London in November 2012.
- We were contracted to open a new step down service in Islington in January 2013.
- The average time spent in our care homes has reduced from 1 year 11 months in 2011 to 1 year 10 months in 2012/13.
- 100% of you have support plans in place.
- 100% of you felt you had better life choices by the time you left our services.
- 97% of you participated in activities organised by St Martins.
- 79% of you were better able to manage a substance misuse problem.
- 75% of you rated our services as good or very good. No one rated services as unsatisfactory.

#### Equality and diversity

St Martins has a very diverse resident group that reflects the ethnic diversity of London. 33% of you described your ethnic origin as Black Caribbean, 16% as Black African, 4% Black Other, 33% as White, 5% as Asian, 7% as mixed ethnicity and 2% 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.

## 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 2012/2013 was 655.

| Type      | No of Repairs | Target % | Achieved within target | Actual % |
|-----------|---------------|----------|------------------------|----------|
| Emergency | 49            | 95       | 49                     | 100      |
| Urgent    | 213           | 90       | 205                    | 96       |
| Routine   | 393           | 90       | 390                    | 99       |

### 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 2012/13 we:

- Completed major refurbishment of the ground floors of Wilton Villas and New North Road.

### Health and safety

St Martins takes its responsibilities to provide a safe environment very seriously. In 2012/2013 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.



## 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.

- 51 people moved on from our accommodation in 2012/2013 and 76% of these individuals made a positive move into their own housing or supported accommodation.

## 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 statutory partnerships, 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.

- 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 have installed CCTV in all our schemes.
- We have developed a partnership with CRI to ensure all residents have access to drug services.
- We introduced an Activities Policy which has led to increased numbers of group activities in services.

## 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 2012/2013 we reduced our costs through the following measures;

- We re-tendered our cleaning services. The savings from the re-tender were small but the quality of the service has improved considerably.
- We restructured our central office staff team, saving £110,000.

- We are seeking to negotiate block contracts with Councils and Clinical Commissioning Groups in order to offer better value for money to commissioners.

### 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).

### Housing stock and rent levels 2012/13

|   | Bedspaces | Average Rent |
|---|-----------|--------------|
| Registered Care Homes (inclusive of care costs) | 64        | £886.24      |
| Hostels   | 20        | £214.81      |
| Shared houses                                   | 3         | £184.67      |
| Self-contained flats                            | 34        | £155.83      |
| Floating support schemes in management          | 15        |              |
|   |           |              |
| Voids excluding registered care homes           |           | 5.8%         |
| Gross arrears                                   |           | 9.5%         |

Our total rent arrears as at 31/3/13 were £16,731 or 3.6% of total rent receivable.



## 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

St Martins' Board has a broad range of skills and experience. Some board members are ex St Martins service users with valuable insight into how the organisation works. Others have backgrounds in Mental Health, Accountancy, Business and Finance, Psychiatry, Engineering, Human Resources, Politics and Science. 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. In March 2010, the Board adopted in full, the revised Standards of Conduct for board members published by the National Housing Federation.

### Financial viability

St Martins' financial performance has improved steadily over the past five years. The key financial indicators for 2012/2013 are taken from our statutory accounts and shown in the table below.

|                                |  |
|--------------------------------|--|
| Turnover                       | £3,358,331                                 |
| Fixed Assets                   | £4,036,072                                 |
| Capital & Reserves             | £3,951,218                                 |
| Operating surplus              | £ 304,573                                  |
| Surplus on ordinary activities | £304,285 (includes the sale of a property) |





# St Martins

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