St Martins

PARTNERS IN MENTAL HEALTH RECOVERY

Resident and Service User Annual Report 2018/2019

St Martins has an obligation to tell you about the six standards set by the Social Housing Regulator (SHR). These are used to check that we are meeting your needs and this report looks back at the last year to see how we have done. 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, produced for your benefit, is a summary version of what has been approved by St Martins' Board.

St Martins is a London housing association and a leading provider of specialist mental health care to people with complex mental disorders and forensic histories and for people with learning disabilities. Our mission is to improve the pathways and opportunities for people stepping down from secure hospitals, prisons, mental health and learning disability services. We do this by enabling the recovery of our service users in order to maximize their independence and safety in the community.

Introduction

St Martins is a Registered Provider (housing association) regulated by the Social Housing Regulator and the Care Quality Commission (CQC). The Social Housing Regulator (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 Community, Value for Money and Governance*** and ***Financial Viability.***

John Thompson
Chief Executive

Summary of the Regulatory Standards for Social Housing Providers

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
Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment.

Customer service and choice
Registered Providers should provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.

Equality and diversity
Registered Providers should treat all tenants with fairness and respect and demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

Complaints
Registered Providers have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

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
Registered Providers should provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.

Health and Safety
Registered Providers should meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

3.

Tenancy

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

Allocations
Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants.

Tenure
Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households and the sustainability of the community.

4.

Neighbourhood and Community

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

Neighbourhood Management
Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

Local area co-operation
Registered providers shall co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where they own properties.

Anti-social behaviour
Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

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
Registered providers shall articulate and deliver a comprehensive and strategic approach to achieving value for money in meeting their organisation's objectives.

Rent
Registered providers shall charge rents in accordance with the objectives and framework set out by the regulator.

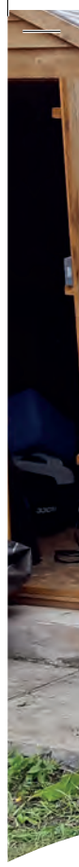
6.

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
Registered providers shall ensure effective governance arrangements that deliver their aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner.

Financial viability
Registered providers shall manage their resources effectively to ensure their viability is maintained.



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

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, co-production forums and resident involvement at Board level.

- We launched a co-production group in May 2017 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 giving presentations to patients in hospital and training for Services Users in chairing their own CPAs.
- The annual resident's survey was carried out in February 2019. The survey showed that 79% of you rated our services as good or very good compared to 82% in 2017/18.

February 2019 Survey

How you rated out services for 2018/2019

79%

of you rated our services as good

Customer Service and Choice

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 also opened a new Supported housing scheme in Haringey for people with mental health problems.

- We have begun developing a horticultural project that aims to provide employment for our service users through growing fruit and vegetables.
- Developed employment and wellbeing courses.
- Developed the numeracy and literacy courses.
- New Staff induction procedure in line with the Care Standards.
- Several small paid jobs have been made available for service users such as cleaning the premises and gardens, offering security in our new buildings.
- Some of the feedback from our Survey was very good. We have support plans in place for all our service users. We have also improved the amount of contact between staff & service users.

Equality & Diversity

London's population is far more ethnically diverse than the population of the rest of England. Around half the people in inner London are from an ethnic group other than White British.

- St Martins has a very diverse resident group that reflects the ethnic diversity of London. 27% (25%) of you described your ethnic origin as Black Caribbean, 11% (17%) as Black African, (4%) Black Other, 31% (44%) as White British, 3% (3%) as Asian, 6% (4%) as mixed ethnicity and 8% (3%) as Other.
- 91% (93%) of residents are male. 9% (7%) are female.
- 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.

Complaints

We have a positive approach to complaints and see them as an opportunity to improve the services we provide. In 2018/2019 there were 125 complaints as opposed to 123 the previous year. 100% complaints were resolved within the set timescales and the rate of satisfaction with the final outcome was 75%.

125 Number of Complaints

100% Resolved

75% Satisfaction

No complaints are outstanding

Categories of complaint

94 Neighbours about tenants

10 SU's about other SU's

15 Tenants about services facilities provided by St Martins

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

The number of repairs we carried out in 2018/2019

703

Emergency	Urgent	Routine
57	263	383
100% target reached	99% target reached	99% target reached

An Emergency repair will be made safe or repaired within 24 hours. An urgent repair will be carried out in 7 days or sooner. A routine repair will be carried out within 28 days or sooner.

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

Redecoration of the main staircase, rear fire escape staircase, and ground floor corridor and reception at Wilton Villas. The lounge and resource room at New North Road, together with new flooring and furnishings. All corridors, staircases and communal areas at Chalkhill Road. Corridors, landings and staircases at Davenant Road.

Upgraded LED lighting installed to the staircases at Wilton Villas, to the corridors and staircases at Chalkhill Road.

Major works completed in 2018/19

Re-development of Ferrini House, Rutford Road to provide an 18 en-suite bedroom supported housing project in LB Lambeth.

Completion of refurbishment of 68E Bruce Grove to provide a 12 bed supported housing project in LB Haringey.

Health and Safety

100% compliant

St Martins takes its responsibilities to provide a safe environment very seriously. In 2018/2019 we were

Annual gas safety test and appliance service 100%.

Void electrical inspections and remedial works 100%.

Annual Portable Appliance Tests (PAT) on all electrical appliances provided by St. Martins for use by staff and service users 100%.

Annual water analysis tests at shared projects (not s/c flats which are exempt) 100%.

Regular servicing of fire alarm, emergency lighting and firefighting appliances 100%.

Regular lift servicing at Wilton Villas 100%.

Annual project Fire Risk Assessments and remedial works 100%.

3. Tenancy

This standard looks at how we allocate our homes and the tenure we offer.

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 Local Authority Social Services Departments 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.

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

4. Neighbourhood & Community

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

"Our properties are well maintained, clean and tidy, and we deal swiftly with litter, graffiti, vandalism and anti-social behaviour. We have good relationships with all our statutory partners and stakeholders."

Local Area co-operation

All our support services are focussed on encouraging you 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 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.

During the year we ran a number of events designed to involve local communities in our work. We organised a summer fete in a local park with summer fete games, learning juggling skills and a football match. A large number of local residents and their children enjoyed the event.

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 an 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 organised a series of meetings with neighbours where our residents had caused anti-social behaviour to address their concerns and put in place measures to deal with the problems.
- Staff from the two projects do health and safety inspections around the projects every hour.
- During these inspections, staff carry out decibel readings for noise pollution.
- Staff will intervene and work with the identified service users to stop behaviours such as playing loud music / talking, encourage Service Users who are begging, drinking or creating disturbance to return to the project. Staff will immediately clear up any litter in the immediate vicinity of the projects.
- We discuss the negative impact of such behaviours during individual key-work and group meetings such as the Co-production meetings with service users.

5. Value for Money

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

Housing Stock & Rent Levels

levels for the year **18/19**

Registered Care Homes (inclusive of care costs)	Shared houses	Self-contained flats
66 Bedspaces	3 Bedspaces	27 Bedspaces
£895.98 on average	£205.10 on average	£194.63 on average

Our rents are within target rents 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).

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.

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 – that's you, our customers, 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 St Martins as the leading provider of recovery services to people with complex needs and forensic histories.

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.

- We continued to manage our property efficiently, ensuring these assets were put to best use. We have upgraded all our buildings over the past 3 years.
- Developed a third service for people with mental illness in Haringey.
- Developed a new mental health service in LB Lambeth using an existing building owned by St Martins.
- Implemented phase two of our Horticultural project.

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 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, ex- Service User of St Martins, Politics, and 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. In 2018/19 the internal audit focussed on reporting to the Board, payroll and delegated authorities.

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 residents, 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 residents' recovery.

Financial Viability

St Martins' financial performance has improved steadily over the past five years. We are a financially strong organisation with low debt. The key financial indicators for 2018/2019 are taken from our statutory accounts and shown in the table below compared to the previous year.

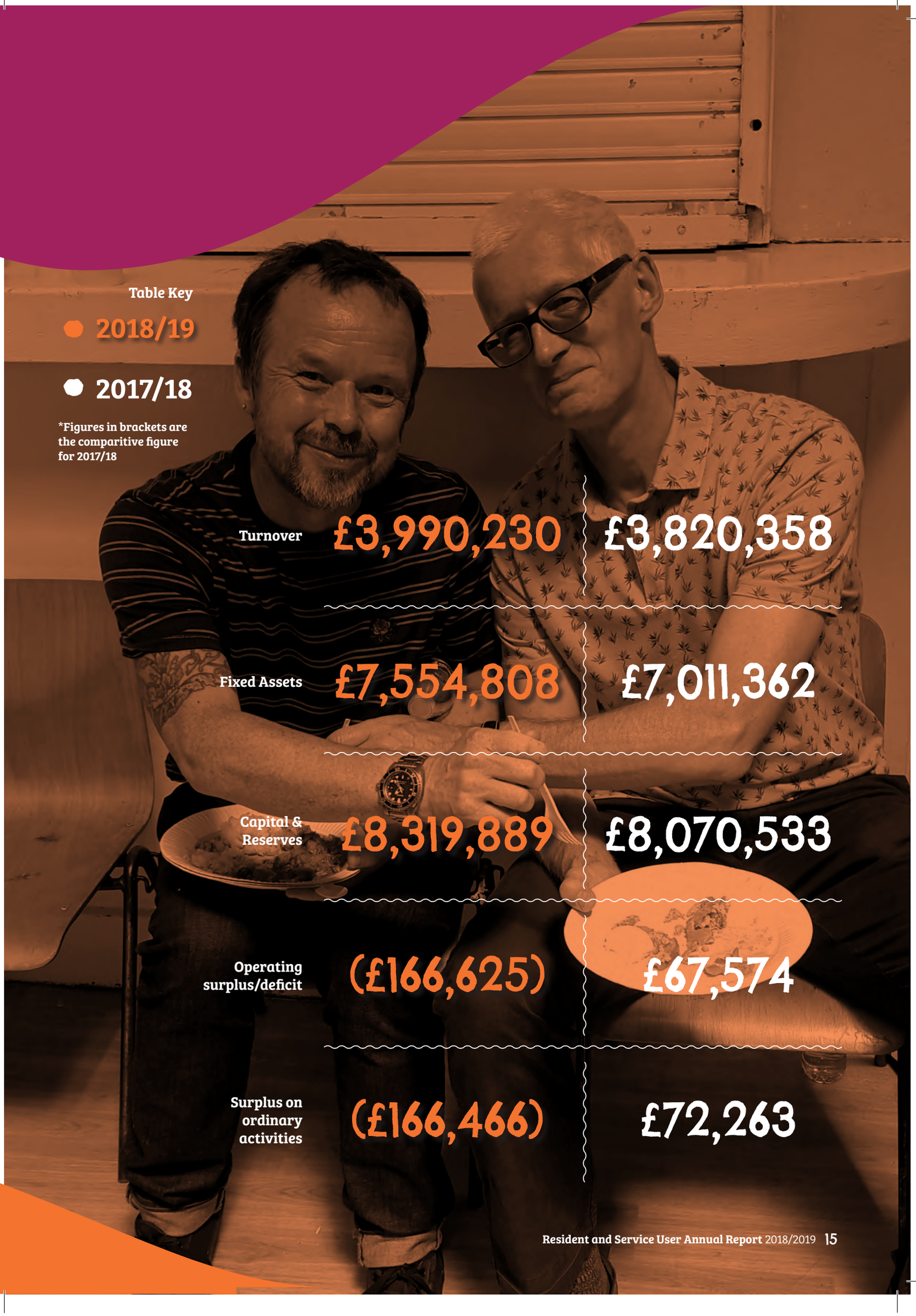


Table Key

● 2018/19

● 2017/18

*Figures in brackets are the comparitive figure for 2017/18

	2018/19	2017/18
Turnover	£3,990,230	£3,820,358
Fixed Assets	£7,554,808	£7,011,362
Capital & Reserves	£8,319,889	£8,070,533
Operating surplus/deficit	(£166,625)	£67,574
Surplus on ordinary activities	(£166,466)	£72,263

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