



Broxtowe
Borough
COUNCIL

Welcome to Your **HOUSING ANNUAL REPORT**

1st April 2018 – 31st March 2019

This year has seen excellent improvements take place within the Housing Department, with the launch of our NEW Independent Living Service and the Income Team moving into the Department.



KEY ACHIEVEMENTS

We launched our new Independent Living Service, following an independent review, which brought about some exciting changes, including the introduction of personalised independence plans (I-Plans) to ensure customers are supported to live as independently as possible. Existing staff have received extensive training to support their transition into the new Independent Living Co-ordinator role and are in regular contact with customers to ensure support is flexible and tailored to individual needs. A new Facilities Co-ordinator is working with the wider team to ensure our Independent Living Schemes continue to be safe places to live.



Following consultation with all tenants, our Tenancy Agreement has been revised and updated to reflect recent changes in government policy and legislation. We have also introduced Introductory Tenancies for all new tenants. Introductory tenancies last for 12 months and allow new tenants the opportunity to be provided with extra support so they are able to transition to a full or Secure Tenancy after the initial introductory period.

The Income Collection Team is now based within the Housing Department, which enables closer working across the teams to help customers sustain their tenancies. As part of their transition to the Department, the team was restructured, creating five additional positions including an enhanced Financial Inclusion Service. The team are focused on providing greater support to customers with the roll out of Universal Credit across the Borough.

The Housing computer system has been upgraded and will allow us to provide a more efficient and effective service for our customers. Housing and Income Collection Officers have been provided with tablets so they have access to real time information when they are out and about in the Borough.





ACTIVITIES CO-ORDINATORS

We have recruited two Activities Co-ordinators as part of the Independent Living Service review.

They have been busy developing an exciting programme of social activities alongside key partner organisations to support customers to keep active, maintain their independence and reduce feelings of social isolation.

The Activities Co-ordinators work with customers to ensure the programme meets their interests and needs and have arranged a range of activities, including:

- Cooking demonstrations
- Memory lane discussions
- Craft classes
- Poetry workshops
- Fun fitness classes
- Gardening activities
- Sing-a-longs
- Games sessions
- Walking groups

The activity programmes are designed to help those living in Independent Living to lead full and active lives.



“

The food was delicious and healthy; I am definitely going to have a go at cooking this at home.

Tenant, The Willows, following a cooking demonstration and tasting activity

”

The Activities Co-ordinators deliver activities directly and in partnership with others including; Leisure; Crime Stoppers and Inspire Libraries. This partnership approach ensures that we can maximise opportunities for tenants to get involved in activities both in schemes and within the local area.

“

It's great to see Mum playing Boccia, as she has really missed playing carpet bowls at the club. She had to stop when her health declined

Son of tenant, Venn Court

”



“

We really enjoyed walking the Blue Line and we are trying to increase the amount of steps we are doing every day. We are keen to carry on with the walking group and will try and meet every Friday morning.

Tenant, Hopkins Court

”



KEY FACTS AS AT 31ST MARCH 2019

Housing Department



4,420 Number of properties the Council owns

145

Households where homelessness was prevented as a result of housing advice



1,151 Customers signed up to Your Voice, Your Views
www.broxtowe.gov.uk/getinvolved

37 Properties sold under the Right to Buy

180 Homeless interviews completed

1,768 Number of people on the Council's waiting list



Housing Revenue Account (HRA)

In 2018/19 Broxtowe Borough Council received £16.1 million in income to the Housing Revenue Account. £15million came from housing rents; the remainder was from garage rents, Independent Living management charges and leaseholder service charges.

£71.26 Average weekly rent

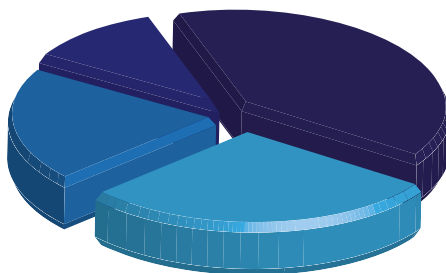
Where the money was spent

£1.8 MILLION
Capital expenditure financed by HRA

(Includes a direct contribution from the HRA towards capital expenditure costs)

£6.3 MILLION
Charges for capital

(Includes depreciation, gains/losses on disposal of properties and interest payable on borrowing)



£4.6 MILLION
Supervision and management

(Includes staffing costs)

£3.2 MILLION Repairs and maintenance

(Includes repairs costs, contractor costs, void work, electrical testing etc)

TOTAL = £15.9 million

KEY FACTS AS AT 31ST MARCH 2019

Repairs and Maintenance

£692K Employee costs

£298K Sub- contractors and specialist contractors

£581K Other expenditure
(includes vehicles, tools, materials, administration, premises, clothing etc.)

Your Homes

187 Kitchens and bathrooms modernised



24 Gas central heating replacements



36 UPVC window replacements



125 Replacement roof coverings

22 Electric heating and hot water replacements



27 Communal door replacements

182 External wall insulations



110 External door replacements

537 Homes repainted, including new soffits and fascias



Aids & Adaptations Case Study

During 2018-19, we have undertaken work to assist tenants to live independently and remain in their homes, with 61 major adaptations and 296 minor adaptations completed.

These adaptations have improved access in people's homes and range from big projects such as installing wet rooms and stair lifts through to smaller works, such as setting up half-steps and handrails.

These works have significantly improved the lives of our tenants.

One major project we undertook involved a ground floor extension including the installation of a bathroom to ensure the property was more suitable for the tenant's needs.

The family was grateful for the support they had received from the Council, with the tenant's husband saying:

"The difference it has made to the whole family is huge. My wife can now escape when she needs to and have some much needed time alone. The children still have their own space and with the extension we now have space for a dining table so we can all eat together as a family."

COMPLAINTS

We value all feedback about the services we deliver to customers and understand that at times we do not always get things right. We want to hear from you if you do not feel you have received the level of service you expect from us, so that we can learn and make improvements to our services.

SERVICE AREA	COMPLAINTS RECEIVED
Housing Options	19
Housing Repairs	45
Neighbourhood Services	26
Strategy and Performance	5
TOTAL	95

15 complaints were not resolved under Stage One of the Complaints Process and were investigated under Stage Two.

34 complaints were upheld

Out of the complaints investigated under Stage Two, three were upheld and three partially upheld. Every complaint we receive is reviewed to identify any learning we can undertake to improve services for the future. For example, we have looked at how messages regarding new policies are communicated effectively to tenants.

The main reason for Complaints received in 2018/19 was that customers did not feel they had received a service within the time scales they expected. We have reviewed processes and procedures to ensure they are as robust as possible and provided staff with further training to prevent similar issues arising again.

YOU SAID: “I am not happy about the contact I have had with a member of staff.”

WE DID: Staff concerned have attended training to ensure excellent customer service is always provided.

YOU SAID: “I didn’t know when my repairs were going to be completed following an emergency call out.”

WE DID: Senior Maintenance Officers will inform tenants of likely timescales for follow on repairs.

YOU SAID: “Officer didn’t attend appointment at time stated”

WE DID: Reviewed how appointments are booked in and how customers are advised of delays.

YOU SAID: “I don’t know who to contact regarding my lease.”

WE DID: All teams have been advised that queries received from leaseholders will be dealt with by the Leasehold Officer.

STAYING UP TO DATE



Sign up to our email me service - subscribe to updates on the services that matter to you, all direct to your inbox with our Email Me Service.
www.broxtowe.gov.uk/emailme



Follow us on social media for daily updates and news from across the Borough. You can find us on Facebook, Twitter, LinkedIn and YouTube

Our Broxtowe Matters newsletter is delivered to every home and business in the Borough twice a year. It can also be read online at www.broxtowe.gov.uk/councilpublications

ہمیں آپ کو ہر دو سالوں میں دو بار ہر گھر پر ایک نیا اخبار بھیج دیتے ہیں۔ اس کے بارے میں مزید جاننے کے لیے 0115 917 7777 پر رابطہ کریں۔

如果您需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

اگر آپ چاہتے ہیں کہ یہ ایف آئی ایف آپ کو آمد زہان میں بھیجا گیا جائے تو براہ مہربانی فون نمبر: 0115 917 7777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777



Visit our consultations page to see how you can have your say on Council services www.broxtowe.gov.uk/consultations

Community Action Teams (CAT) Meetings take place in the Borough and provide an opportunity to raise issues with local Councillors www.broxtowe.gov.uk/cat

The Council has Committees which make decisions about services or which have delegated powers to make decisions based on law. Most committees are public meetings so members of the public are welcome to attend. At certain meetings, like Full Council Meetings, members of the public can ask questions by prior arrangement. Agendas, minutes and meeting dates are published on our website at www.broxtowe.gov.uk/committees and decisions for many of the committees are shared on our Twitter account @broxtowebc.

TYPETALK - TEXT DIRECT



Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

Managed from a state-of-the-art centre, Typetalk's highly trained operators understand the special requirements of its customers and provide a warm, friendly service in complete confidentiality.

For Broxtowe Borough Council telephone



Broxtowe
Borough
COUNCIL

Broxtowe Borough Council
Foster Avenue, Beeston,
Nottingham, NG9 1AB
Tel 0115 917 7777
www.broxtowe.gov.uk