

Your Annual Report

Summary
2018



Scrutiny Panel update
from Wendy Burridge,
Chair of the National
Resident Scrutiny Panel

As Chair of the National Resident Scrutiny Panel (NRSP) I feel very lucky to serve my fellow panel members and to represent the interests of all Sanctuary residents.

In last year's annual report to residents I mentioned the 'communities of interest' which were set up in April 2017 to carry out practical tasks on behalf of the NRSP. These groups have been working really well with about 400 residents involved. Their work is key to enable the NRSP to hold Sanctuary Housing to account. Work that they have completed includes:

- A review of the condition of housing estates with staff and recommending improvements. Two hundred and ninety seven of these inspections were completed last year.
- A review of how calls are handled by the repairs call centre. More than 50 residents were involved and said the level of customer service remained very good.
- Visits to 13 retirement living and supported living services using 'Family and Friends Tests'.
- Work with Sanctuary Group's Procurement team on the tenders for waste contractors and replacement kitchens.

I welcome the recent publication of the Social Housing Green Paper. I am confident our approach to scrutiny and resident involvement reflects the Government's proposals, but I am not complacent and I am consulting with panel members to make sure our way of working continues to be robust.

We value your contributions and thank everyone who has been involved in scrutiny so far. If you would like to contribute your time, skills and experience to be involved with any future projects, please email scrutiny@sanctuary-housing.co.uk or call **0800 131 3348** (landline)/**0300 123 3511** (mobile).

Have you thought
about joining us?

Email: contactus@sanctuary-housing.co.uk
or call: 0800 131 3348/0300 123 3511



Introduction from Simon Clark,
Group Director - Housing

This annual report demonstrates how we are doing in serving you.

Our approach, which we call the 'Sanctuary way', is to always safeguard our residents and protect our properties. This reflects our values of: ambition, diversity, integrity, quality and sustainability. Our values describe what we stand for and I am proud that our staff demonstrate them through their work.

We continue to strive to provide a high quality service. In the year ahead this will include making improvements to our gas servicing and fire safety services by bringing them all in-house.

I echo Wendy's views about the Social Housing Green Paper. It's with residents valued involvement that we learn, improve and make things better for everyone.

To those residents who have been involved this year, thank you and you have made a huge difference.

I encourage everyone to get involved with our communities of interest to help make a difference to the services you receive.

After hearing from more than 1,800 housing and supported living residents, we published our new Local Offers last year. They describe the service you can expect from us.

Neighbourhood

- We will make it clear to you what to do if you experience antisocial behaviour (ASB).
- We will also respond within one working day if you report a serious incident of ASB.
- We will make sure your neighbourhood is well maintained.

Customer service

- We will make it easy for you to contact us if you have a problem, or want information or advice.
- If a staff member cannot resolve your query immediately, they will explain the process and the timescale for resolution to you.
- If you have a problem, we will keep you informed regularly of how we are dealing with your query or complaint, and the reasons for any changes.
- If you cannot get through or you leave a message, someone will call you back within one working day (Monday to Friday).
- We will share information about the level of service you can expect from us on our website.
- We will provide training for staff to ensure they are competent, knowledgeable and treat you as a valued customer.

Moving home

- If you want to move home, we will help you identify options to meet your needs.

Value for money and governance

- We will provide an annual assessment of performance against Local Offers.
- We will comply with all relevant legislation and regulation, and remain accountable to our residents and partners.
- We will use external credit rating companies to check our performance and make sure we continue to be financially strong.
- Our Group Board is committed to effective leadership and supporting residents to shape and scrutinise the services we provide.

Home

- If you have an emergency repair, we will respond to you within 24 hours.
- If your repair is not urgent, you will be offered an appointment at a time that suits you.
- If we don't fix your repair on the first visit to your home, we will give you the date of a further appointment.
- We will make sure your home is safe and compliant with health and safety law.
- We will make sure your home is repaired to the Decent Homes Standard.

Our performance against the Local Offers is on page 3. More information about how we are doing is in the full annual report to residents on the website. If you want to request a printed copy please email scrutiny@sanctuary-housing.co.uk or call 0800 131 3348/0300 123 3511.

Neighbourhood

Statistics	2016/2017	2017/2018
Percentage of residents who said we make it clear what to do if they experience antisocial behaviour	84%	84%
Percentage of residents who said they received a response within one working day of reporting a serious incident of antisocial behaviour	81%	80%
Percentage of residents satisfied with their neighbourhood as a place to live	82%	86%

Customer service

Statistics	2016/2017	2017/2018
Percentage of residents who found it easy to contact us	92%	92%
Percentage of residents who said we provide staff who are knowledgeable and treat you as a valued customer	96%	96%
Percentage of residents who said if we cannot resolve your query immediately, we will explain the process and the timescale for resolution to you	88%	89%
Percentage of residents who said we keep you informed regularly of how we are dealing with your query or complaint	72%	73%
Number of complaints received*	2,523	2,163

*Includes housing, supported living and extra care complaints

Moving home

Statistics	2016/2017	2017/2018
Number of residents registered with Homeswapper	6,197	6,187
Number of swaps on Homeswapper	164	519

Value for money and governance

Statistics	2016/2017	2017/2018
How much it costs to manage each property	£580	£579
Percentage of residents who said their rent provides value for money	84%	89%
Standard and Poor's credit rating	A+	A+

Home

Statistics	2016/2017	2017/2018
Percentage of emergency repairs completed within 24 hours	84%	90%
Percentage of residents who said we gave a date of the next repair if we couldn't complete it first time	73%	88%
Homes that meet the Decent Homes Standard	100%	100%
Percentage of residents who said they were satisfied with the repair service overall	92%	94%

How you can get involved with Sanctuary

We want to encourage as many residents as possible to get involved with the planning, development and delivery of our services. This involvement enables us to ensure our services are fit for purpose and cater for our residents' needs. Through participation and involvement, we can make sure that residents' views influence the way we provide our services. We have communities of interest around a range of topics:

- Complaints reviewers
- Estate inspectors
- Home ownership
- Procurement
- Resident inspectors/service reviewers
- Supported living

A community of interest is a group of residents who have experienced a service and want to work together to improve it. On many occasions this can be done remotely and you do not need to attend meetings. If you would like to get involved, please email us at scrutiny@sanctuary-housing.co.uk or call us on 0800 131 3348 (0300 123 3511 from a mobile).

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details. If you need to speak to a Sanctuary member of staff in your own language, please contact your local office and they will arrange an interpreter for you.

0800 131 3348 (landline) 0300 123 3511 (mobile)
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@HelloSanctuary

