



Your Local Standard

designed by customers for customers ————— annual report 2016

SEVENTH ISSUE

Helping customers to be 'Quids In'
Page 3

Offering value for money
Page 4

70 new homes built this year
Page 9



Anchorwood Bank

North Devon Homes key driving force in landmark regeneration project

Contents

Governance
[Page 2](#)

Income
[Page 3](#)

Value for Money
[Page 4](#)

Supported Housing
[Page 5](#)

Neighbourhoods
[Page 6](#)

Customer Involvement
[Page 7](#)

Customer Care Team
[Page 8](#)

Regeneration
[Page 9](#)

Complaints & Feedback
[Page 10](#)

Repairs & Maintenance
[Page 11](#)

Community Involvement
[Page 12](#)



Anchorwood Bank is the largest single regeneration project ever undertaken in Barnstaple. North Devon Homes has been a key driving force in the move to redevelop the former Leaderflush and Shapland site with the company successfully acquiring the site for redevelopment in August 2015. This is a major investment for the company and an example of us taking a more innovative approach to tackle the significant housing issues in North Devon. We will be working with our partners Wessex Investors and Pearce Construction to deliver this landmark regeneration project, which will have a long lasting, positive impact on the area, creating a significant number of jobs and opportunities for local people.

Anchorwood Bank will be an exceptional place to live in a stunning waterfront location with open views along the Taw estuary. The development will offer many of the benefits of urban living whilst its riverside location gives easy access to the beautiful North Devon coast and countryside.

A variety of homes will be available ranging from 1 bedroom apartments

to large 5 bedroom houses. Planning support is in place for a total of 172 new homes comprising 135 market sale and 37 affordable properties. In addition, our partner Wessex Investors has secured planning support for six retail units on site.

The housing and site plan has been designed with a strong social aspect in mind. Piazzas and a Central Park will include lots of seating and greenery making them restful, relaxing and sociable places to spend time in.

Asda have been able to make a substantial start on site and are on course to open their new store in November 2016. We currently plan to start works to create the infrastructure

the development requires by the end of September 2016, leading to the commencement of works to build the new housing at the western end of the site in June 2017.

Any profits we make from the sale of new homes will be reinvested into the provision of affordable homes in the local area for people who need them. This landmark regeneration project reflects our commitment to, and vision of, investing in the local area and creating communities where people want to live. Anchorwood Bank will be a significant community asset for the future; one that will enhance Barnstaple and North Devon's reputation as a destination for visitors from across the area and beyond.



Service Standards in Brief

This year we have been working with customers to review our local service standards to set out what you can expect from the services provided by North Devon Homes.

Performance against these local standards is reported by service managers to our customer involvement groups to support us in delivering our promises and providing a good service to our customers. This edition provides an update on each service area and sets out our compliance with these local standards.

A Gold medal is awarded for each local service standard that is fully achieved.

A Silver medal is awarded for a local service standard that is almost achieved.

A Bronze medal is awarded where there is some progress but significant work will be required to achieve the standard.



There is also a table on each page which sets out the service standards and shows whether we've achieved our targets for each area.

These are categorised as follows:

- - we are on target
- - we are close to target
- - we are some way below target



All change at the top



Simon Price, Adrian Jeffery, Scott Murray, Robert Stronge and Asad Butt

It's been another busy year of change and renewal for the Board as we approach this year's AGM on the 23rd September.

The Chairman, Simon Price, steps down after serving the maximum nine years on the Board, with two of those latterly as the Chair of the Board. We wish Simon the very best and thank him for the incredible amount of time and work he has undertaken on behalf of customers and the company over his tenure.

Adrian Jeffery also stands down after serving his maximum nine years on the Board, during which time he has brought a wealth of strategic asset management and maintenance expertise to the team. Again, we wish him well and thank him for helping us transform the services and overseeing the improvements we continue to make in this area.

As with any change there is always opportunity to

review and look to the future and we have been planning the succession of our new Chair for some time. We are delighted to welcome Robert Stronge to the role who will take the reins at the AGM. Robert has been on the Board for over a year and brings executive experience from a housing management background over many years in the sector.

We also welcome Asad Butt to the Board. Asad has a wealth of sector knowledge and development expertise having worked at the Homes and Communities agency for many years.

We also welcome Scott Murray, an accountant with extensive experience and knowledge of our sector. We look forward to working with them to deliver our strategic objectives.

The Board oversees the running of the business and set its strategic direction, ensuring that the company

meets its objectives and targets. The Board is made up from customers, local authority representatives and independent members with specific skills or experience.

The Board seeks to ensure that the business is well run, well managed and delivers to its customers whilst remaining locally accountable.

As Government funding reduces and homelessness increases the company is diversifying its activities to raise funds specifically for the provision of affordable homes through the sale of new homes. The changes being planned to the Board will reflect this new and more risky environment.

The company will continue to do all it can to deliver great services to its existing customers and work with partners to oversee the successful delivery of new affordable homes in North Devon.

We hope you enjoy reading your copy of this year's Local Standard

If you have any feedback about this document please contact Rowan Summers on 01271 312500, email rowan.summers@ndh-ltd.co.uk or fill out the feedback form available on our website www.ndh-ltd.co.uk.

INCOME TEAM



Benefit Entitlement Assistance



Welfare Support Officer Kirsty Boys and Benefits Coordinator James Shambrook

This year our Benefits Coordinator James Shambrook has dealt with 1467 cases of benefit entitlement assistance. James has offered advice on and assistance with a variety of benefits as detailed below:

- Housing Benefit forms (assistance with

- completion) 169
- Entitled to (online benefit check) 390
- Housing Benefit advice 514
- Pensions 72
- Other 159
- Arrears visit 163

In addition, our Welfare Support Officer Kirsty Boys

has worked with customers to offer advice and assistance in 148 welfare support cases.

If you would like advice, assistance or support with benefit entitlement, please call us on 01271 312500.

The Income Team is here to help.

Benefit Cap

We have been working with the Department of Work and Pensions and North Devon Council to get ready for the reduction in the benefit cap. This is expected to come into effect in autumn 2016 and limits the total amount of benefits working age households can receive to £20,000 (couples and families). You can check if this affects you at www.gov.uk/benefit-cap-calculator.

Helping customers to be 'Quids in'

The Customer Forum has set up a new working group to assist customers with the forthcoming welfare changes and the implementation of Universal Credit. The Quids In group launched in November 2015 and has been working with the Income Team at North Devon Homes. In their first six months they have:

- Changed direct debits from 12 months to 11 months to enable these customers to also have the rent free weeks in March/April.
- Reduced rent statements from twice a year to once a year to save £5,000 on printing and postage costs.
- Approved Experian/Housing hub join up to help customers improve their credit rating.
- Improved the way service charge information is presented to customers to make it easier to see the exact charges.
- Introduced a quarterly prize draw to encourage customers to pay by Direct Debit and standing order.
- Attended training with South West Water to help customers save money on their bills.

Over the coming year the group will continue to identify ways to help customers save money and be 'Quids In'. They will be sharing their money saving ideas at our events, in publications and on our website and Facebook page. If you have any ideas on how customers can save money, why not join us? Email your suggestions to customer.forum@ndh-ltd.co.uk

HOME SPOT

- Rent arrears: £71,765 (0.05%)
- Former tenant rent arrears: £57,033 (0.04%)
- Rent written off: £19,331 (0.14%)
- Number of households in arrears: 485
- Number of evictions: 2 for rent arrears

Methods customers use to pay their rent

Post Office	40.64%
Direct Debit	17.27%
Standing Order	17.10%
Paypoint & Payzone	10.09%
Cash	7.57%
Internet	4.3%
Debit/Credit Card	3.02%



Universal Credit

The first phase of Universal Credit started in North Devon in November 2015. Just seven North Devon Homes customers had switched to this new benefit by April 2016. Our first Universal Credit customer worked really closely with us, sharing her experiences so that we could learn how this would work for other customers. We are now able to offer lots of support with understanding this new benefit which affects working age people and combines several benefits into one single monthly payment.

What's next for the Income Team?

- Encouraging and supporting our customers to become effective money-managers
- Getting new tenancies off to the best start possible by making sure rent and other costs are going to be affordable.
- Working with 100 households to transition from housing benefit paid to North Devon Homes to housing benefit paid direct to the customer.

Rents	Unit of Measure	Performance Year End	Target	Position
Rent collected as a % of net rent due (excluding arrears) at period end	%	102.01	n/a	n/a
Current tenant rent arrears as a % of the net rent debit (Housing Benefit payment cycle end)	%	0.50	1.00	●
Former tenant rent arrears as a % of the net rent debit (Housing Benefit payment cycle end)	%	0.40	0.51	●
Rent written off as a % of rent roll	%	0.14	0.15	●
% of tenants evicted for rent arrears	%	0.06	0.10	●

VALUE FOR MONEY

How are we offering Value for Money?

As a community landlord, Value for Money (VfM) is very important to us and is part of everything we do, from setting strategies at Board level to delivering good value services across the community. VfM is about ensuring we get the best value for every pound of your rent that we spend to deliver excellent services in all areas of the business. This does not necessarily mean being the cheapest.

Delivering VfM is a key objective in our 2015-2018 Corporate Plan and we always encourage ideas on how we can do things better and more efficiently and this is led from the very top of the company.

In the Government's July 2015 budget announcements, a four year 1% rent reduction policy was introduced which had the impact of reducing our income by £4m over the period and meant that we had to revise our financial plans. At our Board and Customer Awaydays during the year it was confirmed that VfM is a key driver but there was a need to reduce costs and as a consequence it may not be possible to deliver services into the future at the previously high levels of quality.

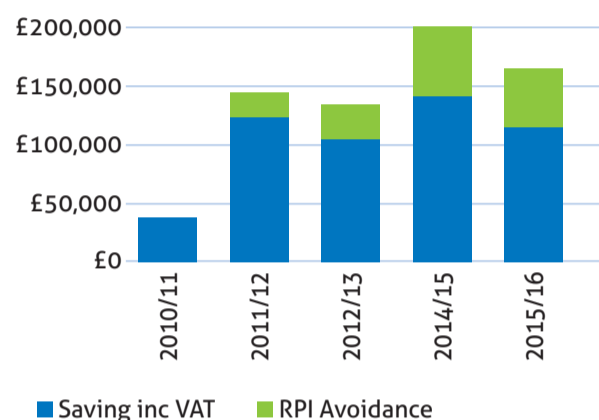
Despite the financial constraints NDH is committed to being an independent registered provider of housing and believes it is in the best position to offer the best services to its customers and communities in North Devon.

Making best use of our assets

As the holder of many different residential and commercial property interests, we are reviewing all our assets to ensure that we use them to the best effect. We have developed a framework to support how we make decisions about how we spend our money and which properties we continue to invest in. As a result of this work we have identified a small number of properties where it is better for us to sell the property rather than keep trying to maintain it. The money we receive from any sale proceeds will be used as part of the development of new properties that are better suited to meet the needs of our customers.

Procurement

During the year we retendered a number of contracts to ensure we obtained the best value we could and we continued to purchase goods and services through Advantage South West (ASW), a company partially owned by NDH. ASW is a procurement group with 12 members allowing each member to take advantage of collective purchasing, ensuring the lowest possible prices. The graph below shows the significant savings that have been achieved over the last 5 years through our membership of ASW:



During the year, ASW also launched EnergySW to help customers reduce their direct energy costs by offering one of the cheapest tariffs on the market. ASW is not making any profit on the tariff to make sure customers get the best value for money possible.

NDH has also joined other purchasing frameworks to ensure it can get the best value from procurement and procure in a cost effective and efficient way.

Social Value

VfM is also about ensuring that we invest in our communities and create opportunities for the people who live there; for example this might be through provision of work or training. Through our Big Lottery funding, we have established successful youth clubs across the region and help get young people into education, training or work.

Average rent levels

Every year we benchmark our rents and costs against other social housing providers in the south west and a key objective in our 2015-18 Corporate Plan is to keep our rents and service charges at a level that represents good VfM.

The latest available information on rents in the Devon area is for the year ended 31 March 2015 and is shown below.

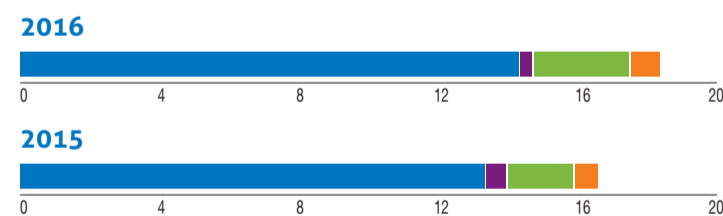
	Devon Average 2014/15	NDH Average 2014/15	NDH 2015/16
Housing for Older People	£124.03	£87.58	£90.53
General Needs	£102.54	£92.36	£94.63
Affordable Rent	£132.22	£122.27	£115.06

The table shows that the average total rents and service charges for NDH are much lower for 2014/15 than the Devon average. The table also shows that NDH's average for 2015/16 is still lower than the Devon average for the previous year, clearly showing our commitment to keeping rents at an affordable level for our customers.

Your Money

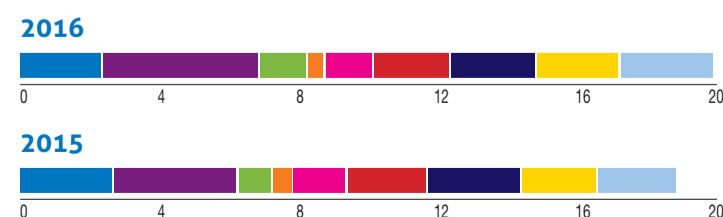
Where the money comes from

- Rent & service charges **£14.6m** (2015: £13.6m)
- Support charges **£0.1m** (2015: £0.6m)
- Shared ownership and market sales property receipts **£3.2m** (2015: £2.2m)
- Other income (including garages, Devon Homelink and commercial lettings) **£0.9m** (2015: £0.8m)



How your money is spent

- Responsive repairs **£2.3m** (2015: £2.6m)
- Major repairs (including kitchens, bathrooms, heating systems) **£4.1m** (2015: £3.6m)
- Cyclical maintenance & servicing **£1.5m** (2015: £0.8m)
- Communal services **£0.4m** (2015: £0.5m)
- Management costs **£1.5m** (2015: £1.7m)
- Property Sales costs **£2.0m** (2015: £2.1m)
- Depreciation **£2.5m** (2015: £2.8m)
- Financial costs **£2.9m** (2015: £2.4m)
- Other costs (commercial activity, support costs and costs relating to other activities) **£2.2m** (2015: £1.4m)



Headline Social Housing Cost

The Homes and Communities Agency (HCA) regulates all registered social housing providers in England. They have recently introduced a new measure called Headline Social Housing Cost and this provides us with our own cost per unit compared to every other registered housing provider. The latest published results which are for the year 2014/15, show that our cost per unit is within the group of the best performing providers.

	Sector median 2014/15	NDH 2014/15	NDH 2015/16
Headline Social Housing Cost per property	£3,550	£3,282	£3,106

The sector median for 2015/16 has not yet been published but we anticipate that at £3,106 cost per property, which is improved performance on the previous year, will still mean that we are amongst the best performing organisations.

Anchorwood Limited

Our trading company Anchorwood Limited was formed in 2015 to enable us to undertake commercial activity that we can not undertake in NDH as a registered charity. Profits from Anchorwood will be gift aided back to NDH for the development of further affordable homes for the communities in North Devon.

SUPPORTED HOUSING



Devon Homelink update


Our Devon Homelink alarm service has increased the numbers of customers it provides telecare services to by 5% during 2015-2016. Of the customers leaving the service, over 75% are either by reason of the customer passing away, or moving into long stay care settings.

During 2015-2016 56 customers left the support service. Approximately 50%

of people leaving the support service indicated that they no longer require the service, with affordability cited as a reason in some cases. The other 50% is made up of admission to long stay care settings, or customers passing away. In 2016-2017 we are looking to ensure that those who need the service are able to benefit from it, whilst ensuring that the service is financially viable.

New customer satisfaction surveys introduced

The Supported Housing Team achieved a customer satisfaction rate of 94.7% during 2015-2016 with 126 customers completing a satisfaction survey. This year we developed a new support satisfaction survey and have introduced a new survey for the alarm service for 2016-17. The changes in both cases are designed to better assess customer satisfaction. When completing the surveys customers are invited to rate satisfaction against a 5 point scale on the key areas of our service.



Devon Homelink is an alarm service for anyone living in the North Devon area. A small alarm unit fits to your telephone, and a pendant or wrist strap allows the wearer to summon help in an emergency (24 hours a day) For more information or to arrange a FREE demonstration call FREE on: 0800 083 7553

What's next for the Supported Housing Team?

- Develop the independent living service – we will continue to develop our service offer to support people to live independently within their own homes, whilst providing a front line housing management service on sheltered schemes.
- Health opportunities researched and growth options identified – working in partnership with colleagues in health and social care settings has become more and more important as we see the effect of budget cuts across all services. We will continue to engage with health and social care services and seek ways to work together to deliver more effective services that benefit the community as a whole. Specifically, with joint working, we can help prevent or delay hospital admissions, and speed up hospital discharge taking some pressure off our local health resources.
- Deliver Safeguarding programme - as a housing provider we have new duties under the Care Act 2014. Safeguarding is everyone's business, and over the course of the year we will be raising awareness with our staff and contractors by undertaking further training.

Common rooms available for community hire

The common rooms at our sheltered schemes are a resource that can be enjoyed by customers and the wider community. Community rooms are available to all customers living on a scheme for events, however, the rooms can also be hired by local community groups.


Currently across the schemes our common rooms are used for bingo sessions, coffee mornings, memory cafes, breakfast clubs, lunches prepared by students from Petroc, Cinema Club, bell ringing, and theatre groups. We would love to see more activities taking place, so if you have an idea, please contact your support advisor or phone our head office on 01271 312500.



Enabling independent living

The Supported Housing Team aims to enable its customers to remain living independently in their homes. In 2016-17 we will draw information from our case management system to help determine the effectiveness of the support service in helping our customers to retain their independence.

Older Persons' Services	Unit of Measure	Performance Year End	Target	Position
% of customers satisfied with support service	%	94.7	95.0	●
Devon Homelink Alarm Service:				
Customers joining the service during the year	No.	293	n/a	n/a
Customers leaving the service during the year	No.	245	n/a	n/a
Devon Homelink Alarm Service:				
Joiners minus leavers net difference year end (i.e. growth in customer base)	No.	48	100	●
Support Service:				
Customers joining the service during the year	No.	28	n/a	n/a
Customers leaving the service during the year	No.	56	n/a	n/a
Support Service:				
Joiners minus leavers net difference year end (i.e. growth in customer base)	No.	-28	n/a	n/a



- Number of Devon Homelink customers: 1136
- Number of new customers: 293
- Number of customers leaving the service: 245
- Number of support service customers: 262
- Number of new customers: 28
- Number of customers leaving the service: 56

NEIGHBOURHOODS



Anti-Social Behaviour Update



This year's anti-social behaviour figures show a fall in the number of cases managed by the Neighbourhoods Team. These figures reflect a change in our process for handling anti-social behaviour. This is a challenging time for social housing and in many ways we are working in a hostile environment of cutbacks and pressure on services, as well as our households. A big focus of our work in neighbourhoods this year will be exploring how we can work more efficiently to continue to deliver an effective level of service with reduced resources as a result of the 1% rent cut.

We have begun this work by working more closely with other teams in the management of anti-social behaviour and neighbourhood complaints. We now share a process with our Support Advisors and Customer Care Team which enables us to risk assess and record every complaint at the first contact, and then to target resources at the higher level issues. This means that lower level nuisance issues and disputes are recorded and managed

separately from the more serious anti-social behaviour issues.

As a result, the number of cases passing through our anti-social behaviour recording system has fallen, but the overall work we have done has increased. Whilst last year we supported customers through a total of 117 anti-social behaviour cases, this year we have managed 79 serious cases and 100 lower level cases. Noise nuisance (30 new cases) and verbal abuse (9 new cases) are the top two causes of anti-social behaviour reported. We advise on the conclusion and closure of every case in writing to all parties.

We are confident that this overall increase does not indicate a rising level of problems in our neighbourhoods, but actually reflects a more efficient way of managing issues, enabling us to capture and address more issues with a lower level of resources in the team. The latest residents' survey shows that our neighbourhoods continue to be highly scored by our residents.

HOME SPOT

- Number of new ASB cases: 73
- Number of closed cases: 89
- Number of closed resolved cases: 88
- Number of cases without an action plan year end: 0
- Number of cases open at year end: 17
- Number of graffiti cases reported this year: 0
- Fly tipped items removed within 3 working days of notification: 87.5%

Customer Involvement

Staff from the Neighbourhoods Team will shortly be meeting to review the process of working with our Customer Forum members to assist in the Forum's monitoring of the process of repairing and reletting empty properties. Customer Forum members will conduct a number of before and after visits on properties which are returned to North Devon Homes – inspecting the homes when they first come back, just before they are let, and are then hoping to speak to households after they have moved in to assess customer satisfaction with the allocations process. We will also continue to work with customers in the Neighbourhood Services and Repairs Improvement Group.

New Ways of Working

Building on the new anti-social behaviour procedures, we will continue in the year ahead to explore new ways of working across the business to help maintain our services with fewer resources. We will be using landlord's checks on new tenancies to enable us to target support resources at those most in need. We will also be forming cross-department teams to work together more effectively for the benefit of our neighbourhoods and challenging the way we do things with Value for Money in mind. For instance, we will support the Every Visit Matters initiative across our patches, so that we don't make three separate visits from three different departments to the same address, when all issues could be progressed in one single visit.

HOME SPOT

- Tenancy changes (aquisitions and successions): 36
- Number of out days dedicated to inspections: 102
- Number of Action Days: 2

HOME SPOT

- Total lettings (relets and first lets): 275
- Total relets: 229
- New lettings (first lets): 46

Action Days



This year we have held Action Days at Gorwell and Frankmarsh in Barnstaple and Slade Valley in Ilfracombe. These are attended by a wide range of people from the local community including residents, councillors, police and staff from North Devon Homes. Community Action Days are a great opportunity for all parties to work together to improve the appearance of the local area and include litter picking, pathway weeding, collecting unwanted items and a general tidy up of the estate. We are looking forward to holding more Action Days in the year to come.

Fixed Term Tenancies

In 2012, the government introduced the new Fixed Term tenancies. These are intended to enable us to make best use of the properties we manage by reviewing every 5 years whether the property continues to be in line with the needs of the household who live there. Since 2012, most of our general needs family houses have been let on these new 5 year tenancies. In the course of the year ahead, the Neighbourhoods Team will begin to work with the households who came into our family houses from 2012 to conduct these reviews.

It is planned that the review will follow this process:

- 9 months before the end of the 5 year tenancy, a Neighbourhood Officer will visit to begin the review.
- 6 months before the end date, a decision will be given as to whether or not the tenancy will be renewed. Tenancy renewals will be either 2 year or a further 5 year Fixed Term Tenancy.
- If the decision is not to renew the tenancy, a further decision will be made on whether North Devon Homes offers an alternative property or ends the tenancy altogether.

We are keen to reassure customers that we would only seek to end a tenancy altogether if there are serious tenancy management issues, such as persistent rent arrears or anti-social behaviour, or the household's income has increased so much that there is no longer a need for or entitlement to social housing. In most cases, we expect households to remain where they are on renewed fixed term tenancies. Otherwise, we would expect to be making alternative offers (for instance where members of the household have left home and the house would better suit a larger family).

CUSTOMER INVOLVEMENT



Customer Involvement is all about having your say and telling us what you really think of the services we provide. You can do this in a way that suits you from our range of activities in our menu of involvement. We listen to your views and together we make changes and improvements to our services. Any time you can spare is invaluable and important for the continuous improvement of your home and neighbourhood. Our dedicated Customer Involvement Officer can provide you with the training and support you may need to have your say and make informed decisions. During 2015/16 customers have taken part in the following activities:

Activity	No. of occasions	No. of customers involved
Surveys	6	2,005
Mystery Shopping	1	2
Inspections	217	10
Repairs and Maintenance Group	7	16
Neighbourhood Services Group	3	4
Editorial Panel	6	4
Focus Groups	9	10
Customer Forum	12	16
Scrutiny Panel	12	4
Customer Board Members	10	2
Customer Events	1	620

Service Standards: The Review

North Devon Homes first introduced service standards in 2010 to set out the services we provide to customers. Members of our Customer Forum set up a focus group to carry out a thorough review. The group has put together revised standards which are current, relevant and measurable for each front line service. The new standards have been approved by the Customer Forum and came into effect from 1st April 2016. A copy of the new standards is available from our website. We will be reporting our performance against these standards to our customer groups and to all customers in the next edition of Your Local Standard.

What's next for Customer Involvement?

- Develop a new Community Involvement Strategy
- Implement new ways to engage with customers
- Reviewing services

Tenant 2 Tenant Update

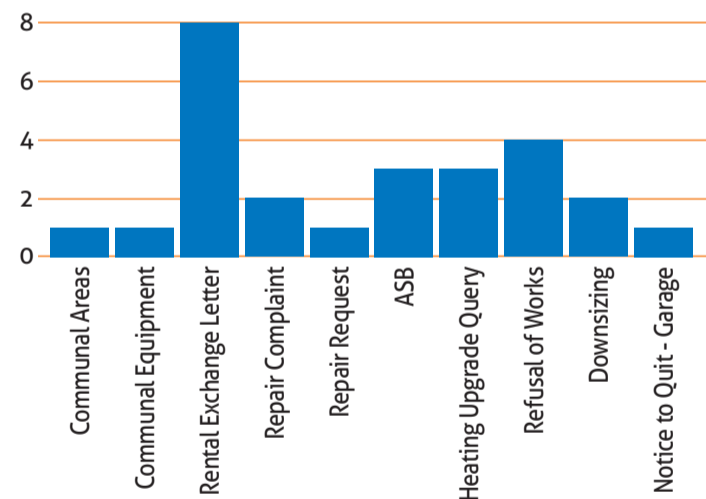


It has been a busy year for the Tenant 2 Tenant team; we have visited or had contact from 26 tenants altogether. The areas that we have been involved in have been wide ranging, some being simple to deal with and others involving a lot of work, phone calls, emails and visits to get things sorted. Out of all the cases below only two remain outstanding and we are still working with these tenants to come to a satisfactory outcome.

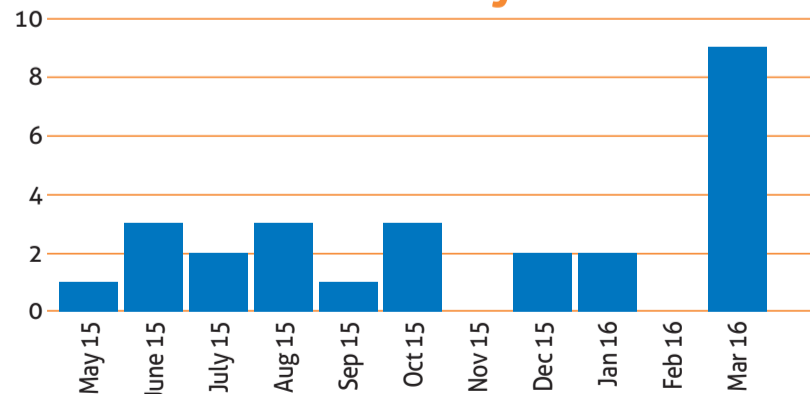
The Tenant 2 Tenant group has three members; Dawn Ash, Patsy Chapple and Vickie Jenkins. We are all elected members of the Customer Forum and have had training to help us in our role. We feel that it is a valued service, creating a 'bridge' between North Devon Homes and its customers. The work that we do is rewarding especially when a problem is solved to the satisfaction of all involved. Tenant 2 Tenant can be contacted on 07740410970 and 07811273671 - if you think that we could help, please give us a ring. The only issues that we are unable to assist with are Anti-Social Behaviour cases, in these instances we will signpost you to where you need to go to get help. We have found that these cases were beyond our expertise and are best left to the experts.



Customers by Case



No. of Customers by Month



HOME SPOT

- Number of policies and documents reviewed and developed by customers: 25
- Number of customers receiving training for involvement duties: 49
- Number of service changes as a result of customer involvement: 15
- Number of improvements as a result of inspections and mystery shopping: 1
- Number of Scrutiny Panel service reviews: 3
- Number of customers involved: 45
- Number of customer forum meetings held in a year: 12
- Total number of involved customers registered on the database: 144

Customer Involvement	Unit of Measure	Performance Year End	Target	Position
No. of Customer Forum meetings held during the year	No.	12	12	●

CUSTOMER CARE TEAM



Call Recording and Quality Assurance

Since the introduction of 100% call recording in 2015, we have been monitoring calls to ensure customers are receiving excellent service from our advisers. The results are also highlighting areas where we need to focus additional training and the information that is important for our advisers to have at their fingertips. All of these improvements will mean a better service for our customers.

Keeping the record straight

We encourage all our customers to keep us updated with telephone numbers and contact information. This information is used by our teams and contractors so it's vital we hold the right details for you. If you have had a change of telephone number please do let us know so that we can update our records.

You can contact the Customer Care Team on 01271 312500 or by email at CustomerCareTeam@ndh-ltd.co.uk.

HOME SPOT

- 87.7% letters replied to within 10 working days
- 45,818 - number of calls answered during the year
- 98.45% customer satisfaction with call handling
- 870 surveys conducted over the telephone (against a target of 720)

Your Opinion Counts



- (average for similar housing associations 81%)
- 86% customers satisfied with the way North Devon Homes deals with repairs and maintenance (average for similar housing associations 77%)
 - 92% customers satisfied that their rent provides value for money (average for similar housing associations 78%)
 - 75% customers satisfied that North Devon Homes listens to your views and acts upon them (average for similar housing associations 66%)
 - 90% customers satisfied with their neighbourhood as a place to live (average for similar housing associations 84%)

You told us, that the following services provided by North Devon Homes are important to you:

- Repairs and maintenance
- High level of customer service / care
- Providing quality homes
- Carrying out regular checks to ensure your safety e.g. gas, electrics, smoke alarms, and asbestos

We will continue to develop our service offer in these areas.

What's next?

We have looked at all the feedback, and have followed up where a specific action was required, for example, a request for repairs.

Next, we will be exploring, in more detail, those areas where you told us we could improve, and

using your feedback to shape the service we deliver, for example, developing our new website.

We will provide further updates on what actions we have taken following the customer survey in our customer newsletter.

We are always happy to help and receive feedback, so if you are experiencing any issues or have any suggestions on how we can improve the services that we deliver, please contact our Customer Care Team on 01271 312500.

NDH Opening Hours

Head Office, Westacott Road:
Monday to Friday - 08:30 to 17:00

Town Centre Office, Boutport Street:
Monday to Friday - 08:30 to 16:00

Website

The Customer Care Team has been working with colleagues and customers to improve the quality of our website and the information it holds. In particular we have focused on the types of queries we handle over the telephone and whether having this information available on the website would help our tenants. We are also looking to improve the way customers can access their account information online, particularly rent accounts and reporting repairs functions.

Out of Hours

Since our last edition of the Standard, we have continued to work with our Out of Hours service providers. Some of the improvements have included better definitions of what would constitute an emergency, the provision of more defects information for our new build properties, and robust procedures for Health & Safety issues, such as carbon monoxide alarms. This information is helping the Out of Hours team to deal with calls in a much more effective and efficient way.

What's next for the Customer Care Team?

- Continuing to strengthen cross team relations to ensure that the Customer Care Team know about all activity right across the business. This knowledge has really helped us since the start of the Team Rep service offer and we hope to expand the teams we currently represent.
- We are undertaking a large refurbishment of our garage stock at Churchill Crescent in South Molton. We hope that improving the quality of our garages in this area will help local residents by alleviating parking issues. It will also enable us to look at potential development of one garage site.
- This coming year sees the next evolution of the Customer Care Team; we are investing time and resource into a comprehensive training program that will enhance and improve the extensive skills in the team, and enable each adviser to deal with far more queries at source.

In November we sent a survey to all our customers. We did this to help inform us on what you think about your home, the area in which you live, and the services that we provide. We understand that listening to our customers' views and opinions about North Devon Homes helps us to improve our service offer to you.

Thank you!

Thank you to everyone who took the time to complete the survey (600 customers in total) and for all your kind words of thanks to the North Devon Homes team and staff members.

The results

The results show that North Devon Homes is a top performing organisation in terms of customer satisfaction, sitting in the top 25% of similar housing associations based in Southern England.

- 87% customers satisfied with the overall quality of their home

Customer Care	Unit of Measure	Performance Year End	Target	Position
% customer letters replied to within 10 working days	%	87.7	92.0	●
Response Repairs Customer Satisfaction Survey responses collected by telephone	No.	870	720	●

DEVELOPMENT & REGENERATION

It has been another busy and successful year in the Development & Regeneration Team, achieving delivery of 70 new affordable homes to the North Devon area.

New Development Schemes

The Development & Regeneration Team has a large planned Development Programme in place for the next 5 years to include the following schemes:

Lamaton Park, South Molton (*Supported Housing*)

Demolition of an existing supported housing block of bedsits and flats and construction of 37 age restricted (over 55s) supported housing flats.

Springfield, Bickington (*Modular Methods of Construction Pilot*)

New build development using modern methods of construction to include:

- 7 x 2 bedroom Bungalows

Woodville 6 (*Modular Methods of Construction Pilot*)

Demolition of an existing pre reinforced concrete property and construction of a 2 bedroom bungalow using modern methods of construction.

Church Grove, Newport

Existing Garage site to be redeveloped to include:

- 4 x 2 Bedroom Houses

Churchill Crescent, South Molton

Existing Garage site to be redeveloped to include:

- 5 x 2 Bedroom Houses
- 2 x 3 Bedroom Houses

Crow View, Gorwell

New build development to include:

- 3 x 3 Bedroom Houses
- 4 x 2 Bedroom Flats

Goodleigh Road, Gorwell

New build development to include:

- 4 x 3 Bedroom Houses
- 12 x 2 Bedroom Flats

Anchorwood Bank

Major new build development programme to include:

- 26 Affordable Rented Homes
- 11 Shared Ownership Homes
- 135 Homes for outright sale

Woodville

We are pleased to confirm that we successfully delivered completion of 30 units forming Woodville Phase 3 & 4, with the final units completing in February 2016. These properties included a mix 2 and 3 bedroom houses for shared ownership and rent. Works are now progressing across Phase 5 with these final 2 homes due for completion in August 2016.



Lee Road, Lynton



Completion of 4 new affordable local connection flats and 2 commercial units at Lee Road Lynton, took place in March 2016, followed by a very successful opening event held on 5th April 2016.

Forches 2

We are delighted to announce that the development at Forches has now been concluded. Over the last 5 years, the very successful large scale development has provided a mix of family houses, flats and bungalows. The site as a whole has been completed in 2 phases and has included 115 affordable rented homes and 33 shared ownership houses.



Section 106 Purchases



Sandringham Gardens, Barnstaple

6 affordable rented houses were purchased in July 2015 followed by the acquisition of 2 shared ownership homes in March 2016, from Chichester Homes. A further 4 affordable homes are due to be completed in June 2016.



Coastguard Cottages, Woolacombe

In February 2016 NDH purchased two new 2 bedroom affordable rented houses from Longclose Limited. These two properties both have a 5 year local occupancy tie to the local area.

Pill Gardens, Braunton - Market Sales

We are delighted to announce that all the properties at the popular Pill Gardens development are now sold.

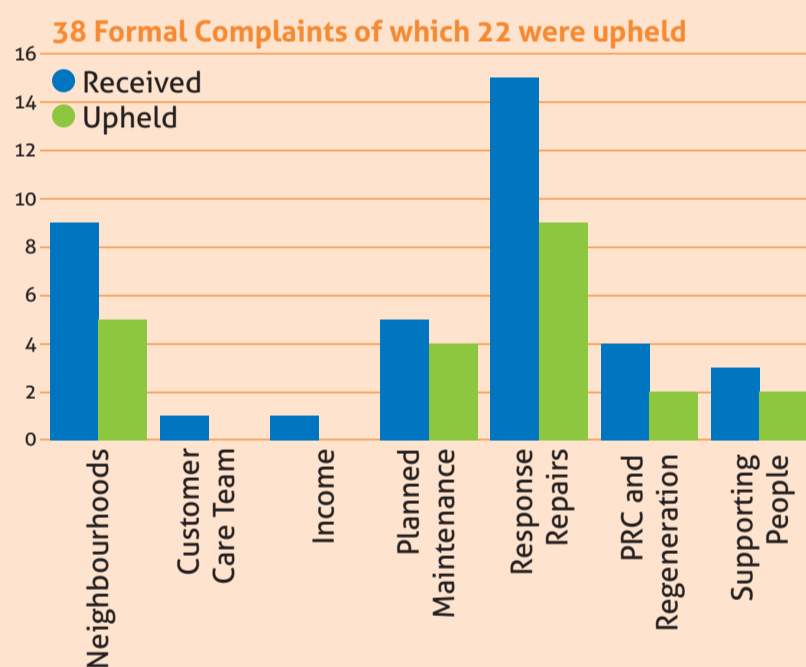
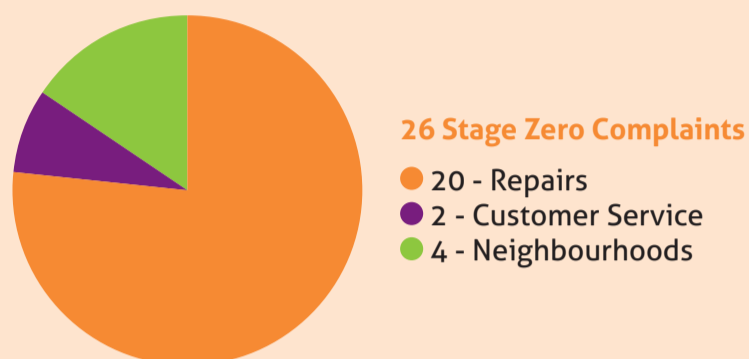
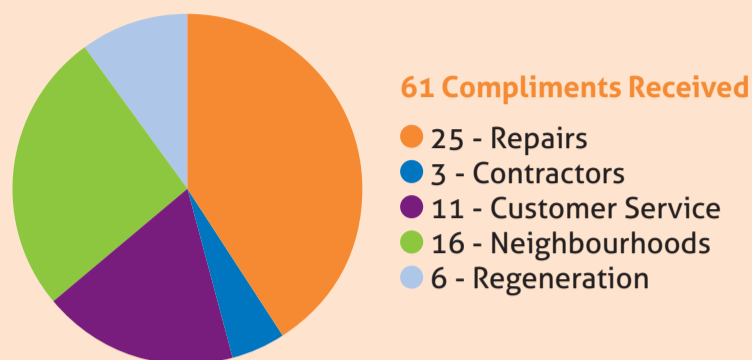


COMPLAINTS & FEEDBACK



Learning from complaints - a snap shot

- Where there seems to be a misunderstanding or perception of completed works and customers continue to contact us about the same issue, we will arrange a home visit to ensure that everything has been completed.
- The void process for checking water storage tanks has been reviewed to ensure that tank lids are secured following the checks and not left loose.
- We meet monthly with our contractors and share the information that we receive on the satisfaction survey forms. It helps us to be proactive when things go wrong.



Compensation

As a registered charity we aim to operate in an efficient and ethical manner. On a small number of occasions during the year we have reimbursed customers who have incurred costs as a result of works or activities we have undertaken. The total amount of compensation paid to customers during 2015-16 is £6722.33.



- 37 complaints resolved at Stage 1
- 1 resolved at Stage 2
- 0 went on to Stage 3
- 0 have gone to the customer complaints panel
- 2 customers who complained during the previous year have approached the Ombudsman who is yet to carry out an investigation
- 34 complaints responded to within target (89%)
- 37 complaints acknowledged within target (92%)
- 97.4% feedback acknowledged within 3 days of receipt
- 10.4 - average number of days taken to review stage 1 complaints

What have we achieved in 2015-16?

Last year we said that we wanted to capture more Stage 0 complaints (dissatisfaction resolved at the first point of contact). The number of stage 0 complaints captured this year has increased by 30%.

We also said that we wanted to work with managers to achieve 100% response to stage 1 complaints. We reached a response rate of 89% this year which is an increase of 7%.

Another aim last year was to increase the membership of the Customer Complaints Panel. Two new customers have joined the Customer Complaints Panel during 2015-16.

The Customer Feedback and Customer Compensation policies were reviewed in conjunction with customers and approved by the Board

We would like to thank all our customers who have taken the time to contact us with their complaints and compliments.

What's next for Complaints and Feedback?

- We want to continue to capture more Stage 0 complaints to increase our understanding of the things that cause dissatisfaction which are resolved at the first point of contact.
- Continue to improve on the response levels to stage 1 complaints after seeing an increase this year.
- Work with the Customer Complaints Panel on a quarterly basis to help them gain an understanding of the types of complaints we receive and how they can be resolved.



Head Office Number:
01271 312500
Emergency out of hours number:
0800 917 0619

Satisfaction Surveys

Satisfaction survey returns were low again this year with only 11 received. Of those, 8 customers were either very or fairly satisfied with how their complaint was handled and 6 customers were either very or fairly satisfied with the outcome of their complaints. 3 customers were very dissatisfied with the handling and outcome of their complaints.

Complaints & Feedback	Unit of Measure	Performance Year End	Target	Position
% of complaints acknowledged within 3 working days	%	97.4	100	●
% of stage 1 complaints responded to within 15 days of receipt	%	89.5	99.0	●
Average number of days to complete stage 1 complaints	Days	10.4	10	●

LOOKING AFTER YOUR HOME



Planned Maintenance Team Update

Last year we said that we would continue to strengthen the knowledge and accuracy of how key components in customers' homes are performing and when they are due for replacement by undertaking another 600 stock condition surveys. We can report that during this year we have conducted over 600 stock condition surveys and the data we hold is now supported with photos.

In addition, we said that we would be retendering some key Planned Maintenance contracts during the year. We can report that

during the last year we have retendered our electrical installation contract, roof renewal contract, kitchen installation contract and asbestos surveying and removal contracts.

We also said that we wanted to embed and develop further the patch based model of working across the housing stock. We can report that during the year we have continued our patch based model of working and that this has helped us to find better repair solutions through developing surveyors' understanding of their patch.

New asbestos surveying contractor



North Devon Homes has appointed a new asbestos surveying contractor. Gully Howard will be working with us towards our aim of collecting asbestos information on the majority of our properties. Gully Howard will be contacting customer directly to arrange appointments etc for access. It is important that we collect this information about your property so that we can ensure that you and contractors are kept safe whilst using and working in your home.

All surveyors will carry photographic identification so please ask them for this. Please ensure that all cupboards, loft spaces etc are accessible so that we are able to gather all the information we require.

If you have any queries regarding asbestos in your property please contact us on 01271 312500.

Burnside Flats refurbishment

Significant progress has been made with the exterior refurbishment of the Burnside Road flats in Ilfracombe. The flats had some issues with damp penetration through the gable walls and their exterior decorations were in need of updating.

WMS worked with North Devon Homes to improve the thermal envelope of the building by removing the defective cavity wall insulation, re filling the cavity and over cladding the gables. In addition all the gutters and fascias were renewed, repairs works to the roofs

were completed, the drains were cleared and the external lights replaced. Three of the five blocks are now complete; works will start on the two remaining blocks this summer.

The works have made a significant improvement to the exterior of the flats, giving them a fresh, new contemporary look. We are very pleased with the results of the improvement works and have received some great feedback from our customers living at Burnside Road.



What's next for Planned Maintenance?

- Phase 2 of the Burnside scheme enhancement
- Delivery of large Planned Maintenance Programme through to March 2017
- Renewing key installation contracts such as electrical and kitchen delivery

What's next for Response Repairs?

- A new business plan will be launched
- We will continue to focus on building a team of trades people with a variety of skills to meet the needs of our customers
- We will also be reviewing our procedures to ensure best value for money when procuring materials, tools and vehicles
- We will invest in suitable training to ensure the team stays up to date with industry best practice and is able to take on further work streams to meet demands

HOME SPOT

- In 2015/16, 783 units were planned for completion. As at year end 599 had been completed; 67 were refused and 19 were found to be data errors.
- In addition, 167 unplanned units were completed.
- 89.3% planned works completed within agreed timescales
- 291 – number of planned maintenance customer satisfaction surveys completed
- 94.5% - customers satisfied with the completed works

HOME SPOT

- Response repairs completed on time overall: 96.2%
- Emergency repairs completed on time: 97.5%
- Urgent repairs completed on time: 95%
- 100% satisfaction surveys for completed work sent out
- 100% properties with a valid gas certificate at year end
- 11% completed repairs inspected against a target of 10%

Responsive Repairs & Gas Safety

Response Repairs Completed on time:

Unit of Measure	Performance Year End	Target	Position
All Priority works orders	96.2	97.4	●
Emergency priority works orders only	97.5	99	●
Urgent priority works orders only	97.8	97.3	●
Routine priority works orders only	95.0	97.0	●
% of post inspections carried out	11.1	10.0	●
% of properties with a valid Gas Safety Certificate (year end)	100.0	100.0	●

Planned Maintenance

Unit of Measure	Performance Year End	Target	Position
% work completed within the time-scale agreed	89.3	90	●
% customers satisfied with finished job	94.5	96	●

Creating Community Leaders for the Future

Youth Management Teams are central to the Bridging the Gap youth service in Barnstaple and Ilfracombe. Young People are provided with opportunities to run their youth clubs, manage budgets and have a say in what they would like the service to provide.

Senior Members are selected by these management teams who act as mentors and role models within their communities, helping and encouraging other young people to achieve in school and aspire to their dreams.

The project works closely with the University of St Mark & St John in ensuring the young people's own stories from the project are central to sharing this work as a model of good practice through a Participatory Evaluation Process.

Researchers at the University have received funding of 302,000 Euros to conduct groundbreaking research to inform on the value and impact of youth work on the lives of young people in the largest piece of research of its kind in Europe. North Devon Homes' youth workers attended an event in June to talk to delegates from the UK, France, Italy, Estonia and Finland to share the North Devon Homes experiences of using Transformative Evaluation.

Dr Susan Cooper, Senior Lecturer at the University of St John and St Mark and Programme Area Lead for Childhood, Youth & Community studies, says North Devon Homes will "provide a rich and invaluable learning opportunity to our colleagues from across Europe".

A night under canvas

Through our North Devon Homes Youth Service, supported by the Big Lottery, some of our older teenagers asked if they could spend a night camping out in a field.

In July 2015 we were able to take thirteen 14-19 year old young people to Cloud Farm, a campsite situated in the Doone Valley on Exmoor. With borrowed tents and a tepee we set up camp on a spot next to the river and went river wading, walking and generally enjoyed the countryside.

The weekend was a well earned break for these young people who have worked hard to become Senior Club Members and form youth management teams. These are central to how we develop our service which supports confidence building, strengthening communities of the future and assisting young people through the transition from school into college and/or paid employment.

North Devon Agricultural Show 2015



"The annual event is a celebration of North Devon's agricultural roots." As the main housing provider in North Devon, and in keeping with our "working together to communities where people want to live" ethos, we are delighted that one of our community gardens entry within the horticultural section won first prize as a project; and numerous 2nd's and 3rd's for individual entries; floral displays, fresh

vegetables and homemade produce.

The volunteers and young people who attended worked tirelessly on the day arriving at 6.30 in the morning with their flower and vegetable exhibits. The main display, promoting the community garden project from Forches, was awarded 1st prize, with the judges remarking on the pride and enthusiasm the volunteers showed for their garden.



Young People set up a Senior Youth Club Member Scheme

A Senior Member is a member, or members, of the North Devon Homes Youth Service project which is supported by the Big Lottery. Young people who achieve this status have gone above and beyond in their commitment, not only to the project, but to the other young people who attend our youth club and other activities.

The youth management teams set the standards and

expectations they require of young people who aspire to this position, and wear the coveted Senior Member blue 'hoody' with their name on the back.

Some of the requirements to achieve this status are; to act as a role model to all young people, both during sessions and in everyday life; to attend youth club sessions and other activities regularly, attend any educational and training

sessions, take part in the Youth Management Team, take part in all fundraising events and voluntarily help youth workers.

Young people striving towards these aims have to show their peers they can maintain them for a minimum of 6 months. Currently there are 8 senior members and 12 working towards peer selection in 2016.