

## EIGHTH ISSUE

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# Anneka Rice attends the Slade Silver Big Bash

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We held an event in April to celebrate the 25th anniversary of the Slade Vision Centre.

Anneka Rice attended as special guest on the day, returning to Ilfracombe 25 years after the Slade Vision Centre was built as part of the 'Challenge Anneka' TV programme in 1992.

The show, which challenged Anneka and her team to complete a task within two or three days, saw the former Ilfracombe library building moved across town and rebuilt as a new community facility.



We worked in partnership with the Slade Vision Centre Committee, who manages the facility to hold a "Slade Silver Big Bash" family fun day event, supported by the Big Lottery Celebrate Fund, to mark the occasion.

People attending the event enjoyed lots of exciting activities including a photo booth, bouncy castle, inflatable pillow smash, animal encounters from Really Wild Learning, meet the Minions, face painting, children's entertainers Entertainingly Different, street dance and martial arts displays, and performances from local magician Tom Rose and musicians Rough Justice and Chloe Marie Aston.

It was a fantastic event with around 400 people attending during the day and many local people bringing photos from 25 years ago to show Anneka and talk to her about their memories of when the Vision Centre was built.

Anneka said "It's great to be back here to see the hall we transported from one side of Ilfracombe to the other in

such good use – it's stood the test of time and is still here.

"I do remember when I was first here, the lovely sense of community here, so it's great to be back and see that again."

Ilfracombe Mayor Paul Crabb said "I think it's brilliant that this centre has proved so useful here. We are 25 years later and it's still used daily – it's a testament to the people who run it.

"I think it's a really nice gesture that Anneka has come back."





# Governance

## Building on firm foundations

During the year we made a number of important changes to the way North Devon Homes is run and governed by the Board. Our new Chairman, Robert Stronge, was appointed to his role in September 2016 and has led a number of significant changes to the way the Board of North Devon Homes operates. The aim of these changes is to ensure the continuing success of our business in increasingly challenging times.

Across the Social Housing sector there has been significantly less funding available to help build new homes and in addition, the Government has imposed reduced rents on social landlords to help low income households. This funding impact is significant and means that to preserve services and the provision of new affordable homes, we need to raise additional income from more homes built for market sale. These will be built and sold to help provide funding for those households that need it most. One of these new schemes is Anchorwood Bank in Barnstaple.

These commercial activities require significant expertise, experience and skills at a strategic level in order to compete effectively, and ensure we raise the funds needed. We have already gained significant development and regeneration experience over the past 10 years, delivering some very large developments which we are extremely proud of, and look forward to developing even more homes for the local community. In addition, whilst undertaking these activities we also need to preserve the services and homes of our existing customers. In order to achieve all of this the Board has moved to a skills based Board, bringing to an end the era of local councillors and customers having automatic rights to serve on the Board. This had been a very successful model, however, our regulator and the Board acknowledged that this needed to change to ensure we continue and build on our success going forward.

We undertook a major exercise of

consultation on these changes in 2016-17. This found that customers and stakeholders overwhelmingly supported these changes. To preserve the interests of customers now and into the future, we converted North Devon Homes into a business with charitable objectives to protect the assets for the benefit of the local community.

The new Board Trustees have developed improved ways to involve customers in the running of the business using an initiative called C90 which was launched in 2017. This will really help the new Board ensure that it stays firmly connected to the needs and views of its customers. You can find out more about who is on our Board at [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

We pride ourselves on being a real community business driven by the needs of our customers and hope to continue to build on the great success we have achieved so far with customers, staff and our local partners.



Chair of the Board of North Devon Homes, Robert Stronge



Chief Executive of North Devon Homes, Martyn Gimber

### Our performance

Welcome to our 2016-17 annual report, looking at how we've performed over the year. At North Devon Homes we want to ensure that we deliver excellent customer service. We work with customers to set service standards, and we monitor performance so that customers know how we are doing.

You can find more information about our performance including our financial statements, service standards and full Value for Money statement on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

### Tell us how you think we are doing

We always welcome feedback from our customers - whether that's a compliment, a complaint, or an idea for how we could improve - we'd love to hear from you.

You can submit feedback to us by emailing [feedback@ndh-ltd.co.uk](mailto:feedback@ndh-ltd.co.uk), using the online feedback form on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) or by calling our Customer Care Team on 01271 312500.

### Equality and Diversity

At North Devon Homes we deal with over 10,000 customers, contractors, staff and members of the public every year. When working with such a large and diverse group of people, we want to ensure, as a business, that our culture and the services we offer are accessible for everyone.

To do this we train our staff and develop a positive action culture through our values and embed equality as part of our business.

This year we have:

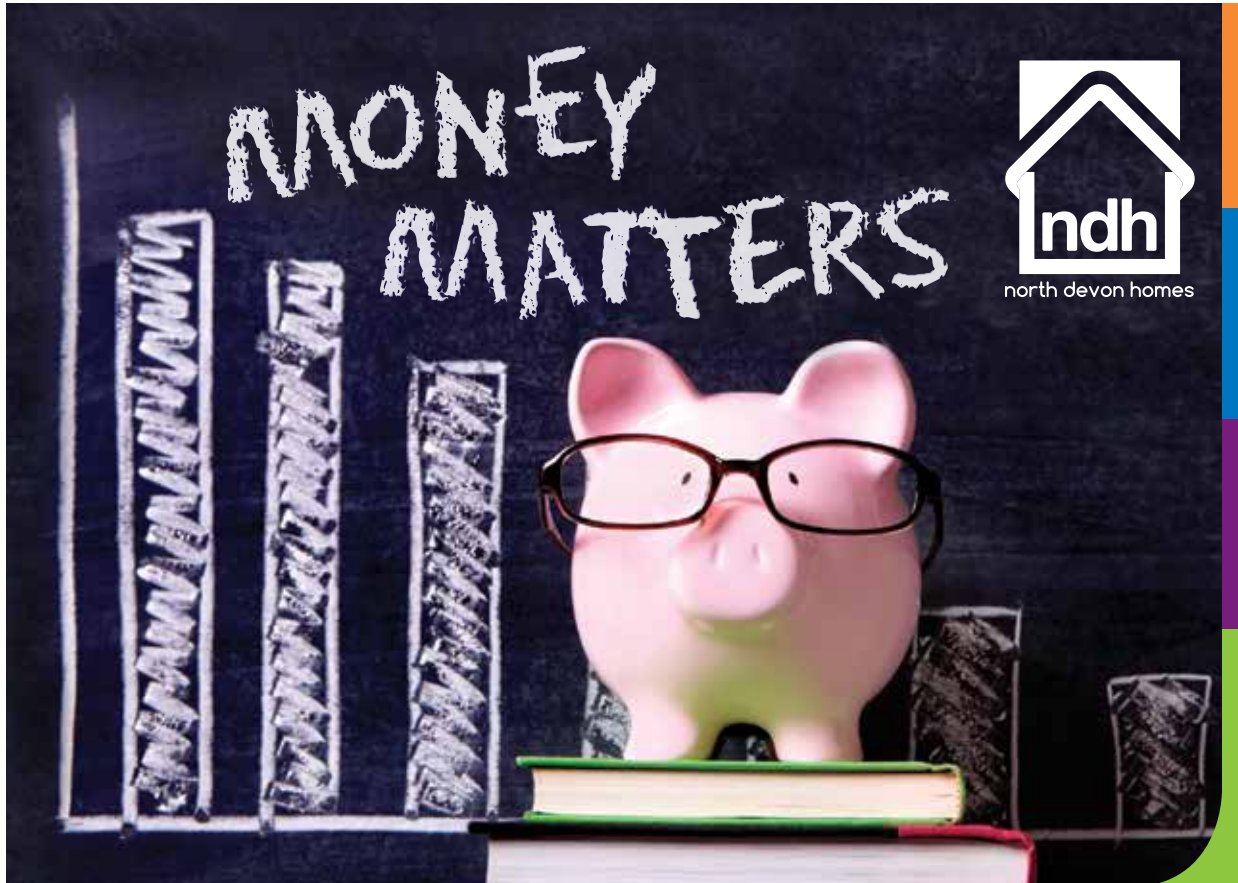
- Reviewed each and every complaint to ensure that they did not raise or identify any underlying Equality and Diversity issues.
- Carried out a range of adaptations to our customer's homes.
- The Board has considered each major decision it has taken in terms of its impact on equality for customers.
- All policies and service standards approved in the year have been reviewed and amended to take into account best practice on equality.
- All contracts we have committed to with external agencies include specific requirements on treating customer fairly and with respect.

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](mailto:rowan.summers@ndh-ltd.co.uk) or fill out the feedback form available on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk).

# Income Team

## Managing your money



Over the past year we've been encouraging our customers to become effective money managers.

- Our Money Matters team have worked with 219 households referring them for a range of support from managing on a budget, to maximising benefits and dealing with debts.
- We have been working together with South West Water and the 361 Energy project to get customers the best deal on their utility bills.
- We worked with customers to put together a budgeting supplement in our Home News newsletter with lots of ideas and advice about managing your money.



This year our Benefits Coordinator James Shambrook has dealt with 1,589 cases of benefit entitlement assistance. James has offered advice on and assistance with a variety of benefits.

In addition, our Welfare Support Officer Kirsty Boys has worked with customers to

offer advice and assistance in 219 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.

### What's next for The Income Team?

- Encouraging working age customers to prepare for Universal Credit by making instalment payments to bring their rent account balance one month into advance. In addition, we will be providing information and support so that everyone who will be affected is ready for the switch to Universal Credit.
- Working closely with new customers to manage their money and benefits so that they are able to successfully complete the starter phase of their tenancy.
- Taking the appropriate legal action with a small minority of customers who repeatedly fail to give proper priority to the payment of their rent.

## NEW PRE-TENANCY CHECKS

During 2016/17 the Income Team introduced pre-tenancy checks for new customers moving into a North Devon Homes property for the first time. We assess the benefits that you may be entitled to alongside your other income and expenses to make sure your home will be affordable for you. This helps both North Devon Homes and our customers decide whether the tenancy is right for them, and to identify any support that might be needed from the beginning.



**0.49%**  
or **£70,394**  
Rent arrears



**0.53%**  
or **£75,677**  
Former tenant  
rent arrears



**0.2%**  
or **£29,363**  
Rent written off



**4**  
Evictions for  
rent arrears



**£140,000**  
Extra in grants and  
benefits gained by  
customers, helped by  
our Money Matters  
Team



**101.72%**  
Rent collected as a % of  
net rent due (excluding  
arrears) at the year end



**219**  
Welfare support  
cases



**1,589**  
Assistance with  
benefits cases

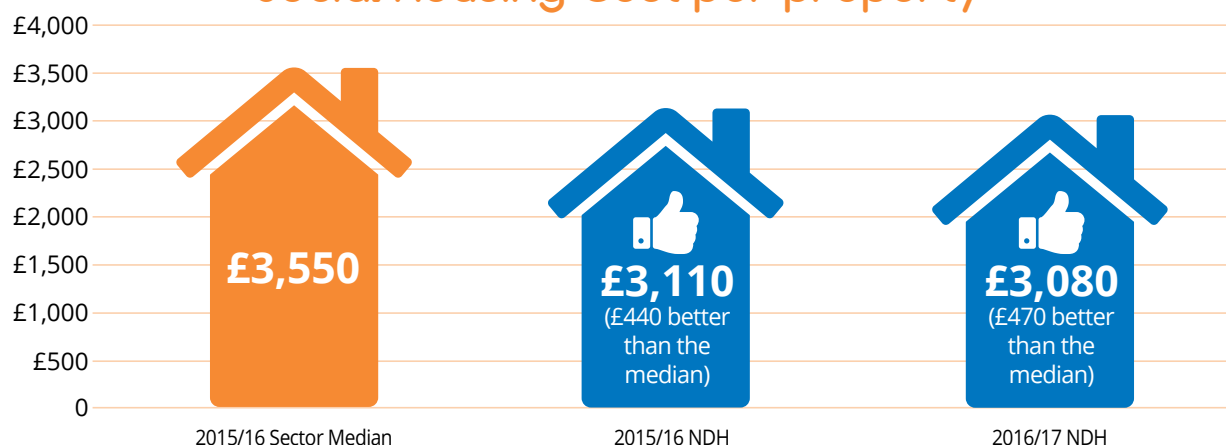


# Value for Money

As a community landlord, Value for Money (VfM) is a key driver of our culture and is integral in everything that we do, from setting strategies at Board level through to delivering good value services to our customers. Delivering VfM is one of the four main strategic objectives in our Corporate Plan - maximising the value of the services we provide within available resources. We aim to deliver a high quality service as efficiently and effectively as we can. This does not necessarily mean being the cheapest.

Each year we prepare a detailed self assessment on how we have achieved VfM. Here is a summary of the key areas of the assessment highlighting the ways in which we have continued to deliver VfM during the year.

## Social Housing Cost per property



## Investing in our stock

We have invested £5.2m in our stock in 2016/17 as part of our planned and major works maintenance programme and satisfaction with these works is high at 96%. As part of our options appraisal process, we have identified those properties that cost us the most to run, so that we can sell them as they become void and reinvest the proceeds in newer, more efficient properties for our customers. In 2016/17, these sales generated £665k to invest into new homes.

## Managing repairs and maintenance

An objective in last year's VfM statement was to reduce responsive repairs and void works costs. This was achieved and costs fell by £36 to £811 per property, due to reduced employee and overhead costs. Satisfaction with repairs remains high and customers were satisfied with 98% of jobs carried out.

## Social value

The value that North Devon Homes provides to its customers includes a social return to communities. We invested £154k in our Independent Living Service to support older

customers in their homes and are additionally using these staff out in the community to identify and resolve wider issues that these vulnerable customers may have (for example; repairs, planned

works, neighbourhood issues).

Our Big Lottery funded youth project continues to deliver significant value for young people and their communities.

Our full Value for Money statement can be found in the publications section of our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk).

## Managing rents and income

Arrears collection rates (both current and former tenants) of 0.89% continued to significantly surpass the upper quartile threshold for total tenant arrears of our benchmarking peer group at 3.6%. Cost per property of rent collection increased marginally from £134 to £143 due to increased transactions costs as we have promoted more ways for customers to pay ahead of welfare reform changes impacting.

## Reducing costs

The Homes and Communities Agency, who regulate all registered social housing providers in England, has started to measure VfM based on Headline Social Housing Cost per unit, which splits out operating costs against each social housing property we own to give an average cost for each property. As shown above, our cost performance is better than the sector median.

## Procurement

Procurement is a key area where organisations like us can ensure they are delivering VfM. In 2016/17, we saved £216k and avoided a further £90k via retail price index avoidance through our membership of Advantage South West.

Other specific savings were made in key areas through renegotiating contracts, including 22% reduction in waste management costs; 18% saving on lift maintenance costs; and 50% ongoing savings on asbestos removal (£93k in 2016/17).



**92%**  
Overall customer satisfaction with our service



**90%**  
Customers satisfied with their neighbourhood



**£154,000**  
Invested in our Independent Living Service



**£5.2 million**  
Invested in our stock in 2016/17 as part of our planned, cyclical and major works maintenance programme



Energy efficiency improved in **77** properties



**£811**  
Average cost per property to deliver our responsive repairs and voids works



**98%**  
Customers satisfied with repairs works carried out in their home



**22%**  
Reduction in waste management costs



**204**  
New affordable homes to be delivered over the next 3 years



**256**  
Young people actively engaged with the Bridging the Gap project

# Independent Living Services

## What have we achieved in 2016/17?

- We have continued to develop the Independent Living Service to provide a range of value added services. The team continues to support those living in our properties who may be struggling to maintain their independence. We act as the first point of contact for customers on sheltered schemes delivering a housing management service. In addition, we continue to provide an emergency response alarm service to both North Devon Homes' customers, and those living in the private sector. Analysis through June 2017 has confirmed that the housing management role has increased significantly across the team, accounting for 30% of their time compared with 16% last year.
- We maintain good relationships with colleagues in health and social care settings, and in many cases have been able to work jointly to help people manage better in their homes. There continues to be significant pressure on budgets and resources in health and social care that adversely affect a number of our customers. We act as a facilitator in many cases to bring people and services together, and during the course of 2016/17 we have hosted events that link people to services. It remains our ambition to develop ever closer working, so that our customers have access to all the health and social care support they need to maintain their independence and enjoy life to the full.
- In 2016/17 we responded to the requirements of the Care Act with regard to our safeguarding procedures. All our staff are required to undergo safeguarding training, and we have published new safeguarding policies that are designed to help staff recognise, and deal with, safeguarding concerns that they may come across in their work.



**88.1%**  
of customers  
satisfied with  
support service



**1,059**  
Devon Homelink  
customers



**241**  
New  
Devon Homelink  
customers



**256**  
Support service  
customers

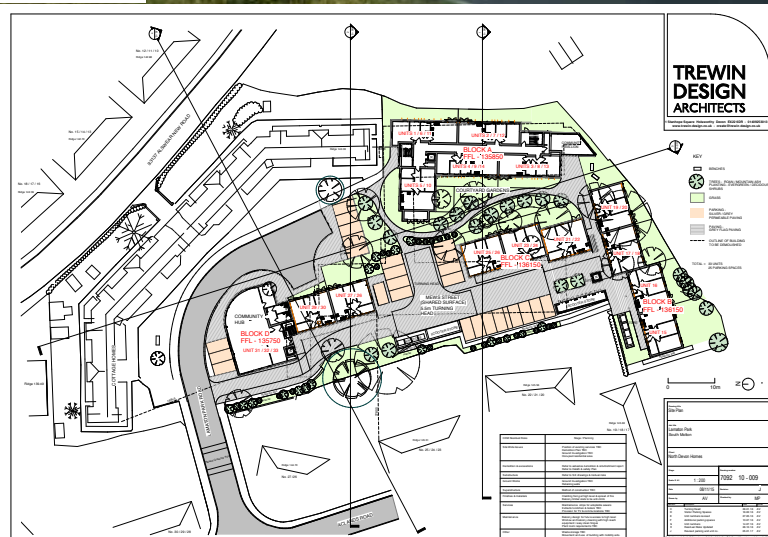


**29**  
New  
support service  
customers



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 Independent Living Service?

- The Independent Living Service continues to develop its services as we transition from the previous Supporting People grant funding. We 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.
- Throughout next year we will be working very closely with our colleagues in the Development and Regeneration team to support the redevelopment of the Lamaton, South Molton site. This is an exciting opportunity to deliver new, purpose built units of accommodation that include features specifically designed to support people as they get older, and help them to maintain their independence. It's not often that this opportunity to help shape a new scheme comes along, and we will be enthusiastically embracing this - working with colleagues and customers to make sure we deliver a truly great scheme.
- We retain an ambition to deliver services in partnership with the health service, and in the coming year will be working on a model of "step down" accommodation designed to help alleviate bed blocking in hospital. It's a model that is working successfully elsewhere, and which we feel has the capacity to make a difference in North Devon.



# Neighbourhoods



**63**  
New ASB cases



**64**  
Closed ASB cases



**17**  
ASB cases open at year end



**0**  
Graffiti cases reported this year



**89.29%**  
Fly tipped items removed within 3 working days of notification

## Ilfracombe Action Day

In August we held an Action day in Ilfracombe which was attended by a wide range of people from the local community including residents, councillors, police and staff from North Devon Homes. Everyone worked together to help improve the appearance of the local area by litter picking, weeding pathways and collecting unwanted items for disposal.

We are looking forward to holding more action days in the year to come.



## Community springs into action for the Great British Spring Clean



In March we held an organised litter pick at the Forches estate, Barnstaple, to support the Great British Spring Clean, a campaign to get half a million people out and about cleaning up their local communities.

The team of volunteers, which included staff from North Devon Homes, a local Councillor, and people living in the local community amassed 16 bags of rubbish during the 3 hour event.

The Great British Spring Clean is a new campaign, with a view to it becoming an annual event, helping to bring people together to clean up the country.



**211**  
Total lettings (re-lets and first lets)



**205**  
Total re-lets



**6**  
New lettings (first lets)



**33**  
Tenancy changes (acquisitions and successions)

### What's next for Neighbourhoods?

- Working with other agencies to develop a protocol in dealing with hoarding in properties.
- Reviewing the roles of the Neighbourhood Rangers to ensure their role is focused on estates.
- Reviewing the voids procedures and updating letting standards.





# Customer Involvement

Customer Involvement is all about having your say and telling us what works and what needs to improve. We listen to your views and value all feedback received from customers.

This year has been busy and exciting for Customer Involvement with the launch of the new Chatter That Matters events. We have been out and about at various events chatting to our customers and finding out what really matters to them.

There are numerous ways you can get involved; if you would like to do so then please contact our dedicated Customer Involvement Officer, Tracey Williams on 01271 313384 who will be happy to chat to you about the options available. Training and support will be given.

During 2016/17 our customers have taken part in the following activities:

Activity	No. of occasions	No. of customer involvement opportunities
Surveys	1	102
Mystery Shopping	5	83
Inspections	2	10
Repairs and Maintenance/ Neighbourhood Services Group (merged in April 2016)	5	15
Editorial Panel	10	26
Focus Groups & Consultation Events	9	38
Customer Forum (changed to 6 weekly in April 2016)	8	14
Scrutiny Panel	11	5
Customer Board Members	11	1
<b>Chatter that Matters Events</b>		
Trailer tours	1	12
Doorstop Challenges	3	59
Fun days	2	871
Independent Living Fayres	2	23

## What's next for Customer Involvement?

- This year we are launching the new C90 Customer Group (in place of the Customer Forum) which will see customers meeting every 90 days with Board Members, the North Devon Homes Executive Team and staff. A massive thank you to the Customer Forum for all their hard work over the years and the many achievements that have made a difference.
- Further new opportunities for customers to get involved including digital options, pop up events, focus groups and training opportunities.
- The C90 Group will produce a new Customer Involvement Strategy.



14

Policies and documents reviewed and developed by customers



16

Customers receiving training for involvement duties



2

Scrutiny Panel service reviews



470

Customers involved in activities



8

Customer Forum meetings held a year

## Tenant 2 Tenant update

The Tenant 2 Tenant team has continued to work and support customers and this year we have visited or had contact with 14 tenants. The areas that we have been involved in have been wide ranging; we have given advice to customers about downsizing, communal queries and permissions to name a few. Some have been easy to deal with and others have involved us working with tenants and staff to find solutions. Out of the cases listed 2 remain outstanding as we are still working with these tenants to achieve a satisfactory outcome.

There are currently two active Tenant 2 Tenant members; Dawn Ash and Patsy Chapple. We have had training to help us in our role and feel that it is a valued service, creating a 'bridge' between North Devon Homes and its customers. We find the work we do very rewarding and try our best to solve problems for all involved.

If you think we can help you, please call us on 07740410970 and 07811273671. We can help support you with most issues apart from anti-social behaviour cases, which are beyond our expertise.



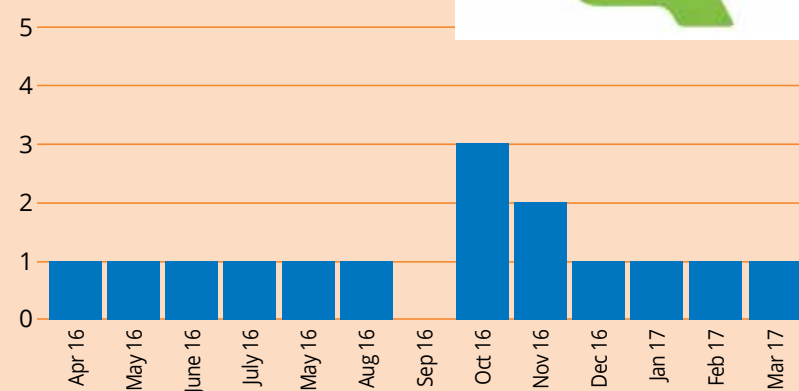
Dawn Ash



Patsy Chapple

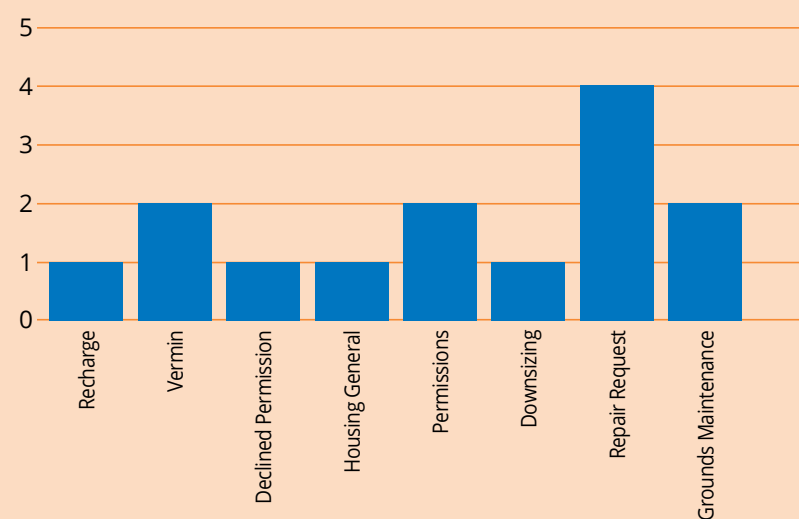
## Customers by Date

April 2016 - March 2017



## Customers by Case

April 2016 - March 2017



# Customer Care Team

## Looking back - 2016/17

### Cross team relations

The Team Rep initiative has gone from strength to strength; every team has a rep from the Customer Care Team who regularly meets with colleagues across the business. This has enabled staff in the Customer Care Team to keep a finger on the pulse of things happening in the business, such as activity on our estates, correspondence being sent to customers and any properties where we need to gain access for essential work.



### Refurbishment of garages at Churchill Crescent

The works to these garages in South Molton were completed in June 2016 and we are delighted that every garage on the estate is now let. This work has really benefitted the local residents by alleviating parking issues in the area. We are now looking at sites in Wrafton and Barnstaple.



### Customer Care Team training

Every member of the Customer Care Team has spent time in the various Neighbourhoods teams learning more about the work they undertake. This has been a really valuable exercise as the Customer Care Team advisers are now equipped to handle many more queries at source, without the need to pass them on to other departments. The job shadowing with our Asset Management and Income Teams was particularly helpful, as this gave the team an insight and an appreciation for their roles.



## Looking forward - 2017/18

### Continuous improvement of the Out of Hours Service

Including assessments of call quality against the Customer Care Team criteria, regular feedback sessions and reviewing the information our provider holds and the criteria they follow when diagnosing callouts.



### Recharges






Following work with customer groups in 2016, we are contributing to the review of the Recharge Policy. Key changes will include much more transparency about the charges customers may incur for repairs which are considered to be their responsibility.

### Channel Shift

We are aware that not all customers can contact us during office hours so we are working to improve the various channels customers can use to correspond with us. We have already improved the website and helped those customers affected by the Town Centre Office closure. We will continue to develop alternative channels and broaden the scope of payment methods over the coming year.

## SAVE TIME - DO IT ONLINE

Did you know you can access a range of our services 24/7 online by visiting our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)? You can:

-  Report a repair
-  Pay your rent
-  Make an enquiry
-  Find a home
-  Make a complaint

It's quick and easy and best of all you can do it at a time which is convenient to you.

## Opening Hours

Monday - Friday: 08.30 - 17.00

Head Office number: 01271 312500

Emergency out of hours number: 0800 917 0619



Very strong call quality, averaging **83%**



**43,789** calls answered during the year



**1,130** phone surveys completed, against a target of 720



**86%** of letters responded to within 10 working days



**39** stage 0 complaints handled



**187** low level anti-social behaviour / neighbour dispute cases dealt with



# Development & Regeneration



## Anchorwood Bank

We are delighted to announce that ground works have started and the infrastructure works have commenced and are progressing well. 172 units are planned for completion at the site, including 37 new affordable homes.

## Woodville

September 2016 saw the completion of the final phase at Woodville. These included two new 2 bedroom affordable properties at John Smale Road.



## Section 106 Sandringham Gardens

July 2016 saw the completion of four new affordable homes which include one shared-ownership and three for social rent.



## Crow View and Goodleigh Road, Gorwell

Demolition of the garage site has been completed and site development is advancing quickly. This site will provide 7 new affordable homes for rent, including three new 3 bedroom houses and four new 2 bedroom flats. Goodleigh Road will provide four new 3 bedroom semi-detached houses and twelve new 2 bedroom flats for the local area.



Goodleigh Road



Crow View



Churchill Crescent



## Churchill Crescent, South Molton

Spring 2016 saw the demolition of the garages at Churchill Crescent, South Molton. The existing garage block has been demolished and the groundworks are in progress.

The site will now provide 5 two bedroom and 2 three bedroom new affordable timber framed homes, due for completion in early 2018.

## Church Grove, Newport

Early infrastructure works have been completed on site. The old garages have been demolished. The site will provide four new 2 bedroom affordable homes.



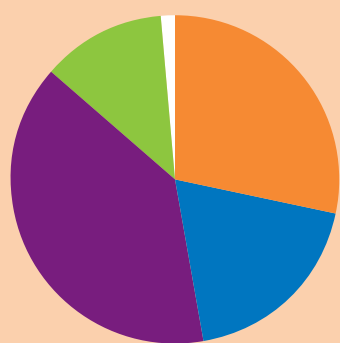
Church Grove

## Future Schemes

We are currently planning our regeneration and development programme for the next three years. Including the current developments on site, we are planning a 50/50 mix of contracted works and Section 106 acquisitions from developments. In total, we plan to develop over 200 new homes during the next three years.

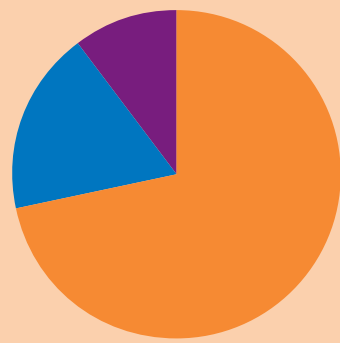


# Complaints & Feedback



**74 compliments received**

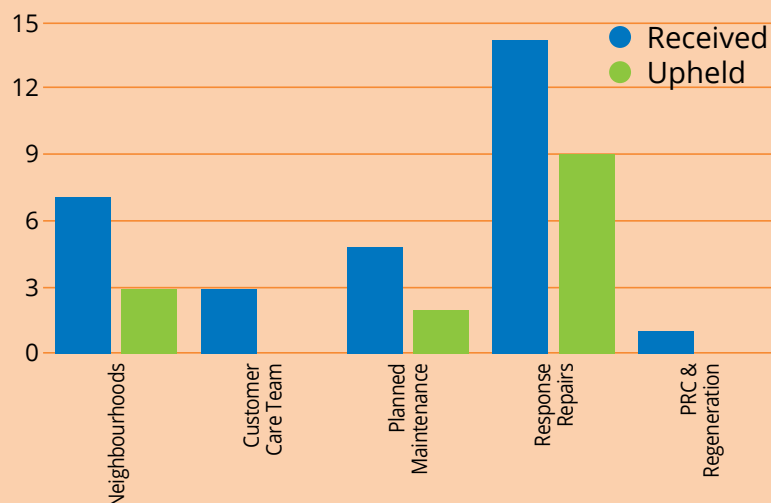
- Repairs 21
- Contractors 14
- Customer Service 29
- Neighbourhoods 9
- Regeneration 1



**Stage Zero complaints**

- Repairs 28
- Customer Service 7
- Neighbourhoods 4

**29 formal complaints of which 13 were upheld**



## What's next for Complaints & Feedback?

- We want to deal with more issues/complaints raised by customers at their first contact with us, and therefore continue to see an increase in stage 0 complaints.
- Aspire to 100% response to stage 1 complaints within 15 working days.
- Share complaints and learning information with Board Members and customers at the regular C90 meetings to give an understanding of complaints.

### Compensation

On a small number of occasions 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 2016-17 is £2,935, which is a 44% reduction on the previous year.

### Learning from complaints: a snapshot

- We will appoint a member of staff to co-ordinate works when we have two contractors involved in repairs where one contractor needs to finish before the other can start. This will ensure that the work flows and information is communicated to the customer.
- We will ensure that we communicate information about improvement repairs with the customer to ensure they fully understand what will be happening in their home.
- We will make sure that if another team asks a surveyor to visit a property an order is raised on our computer system rather than relying on email. We will also make sure repairs are logged in good time following visits from our surveyors.



**24**  
Complaints resolved at Stage 1



**2**  
Complaints resolved at Stage 2



**2**  
Complaints went to Stage 3



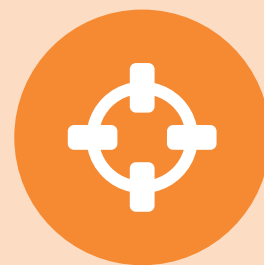
**0**  
Complaints went to the Customer Complaints Panel



**0**  
Customers have approached a designated person or the Housing Ombudsman



**27**  
Complaints responded to within target (93%)



**25**  
Complaints acknowledged within target (86%)



**11**  
Days to respond to complaints, on average

## What have we achieved in 2016/17?

- We wanted 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.  
*The number of stage 0 complaints captured this year has increased by 50% over last year.*
- We wanted to continue to improve on the response levels to stage 1 complaints after seeing an increase this year.  
*Our response rate rose from 89% to 93% this year which again is an increase, showing improvement in our performance.*
- We wanted to 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.  
*North Devon Homes complaints numbers remain low, dropping by 24% on last year making it very difficult to identify trends to share with our customers. Therefore, no meetings were held last year.*

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



# Looking After Your Home

## Response Repairs 2016/17

- We have continued to focus on building a team of trades people with a variety of skills to meet the needs of our customers. We have successfully recruited four new staff members across the team to enhance the skill set and improve the Home2Home repairs service.
- We have reviewed our procedures to ensure best value for money when procuring materials, tools and vehicles. When purchasing new tools we've tested the market to ensure best value for money. We've also undertaken a comprehensive review of our ageing fleet and market tested options for replacement.
- We will continue to invest in suitable training to ensure the team stays up to date with industry best practice and are able to take on further work streams to meet demands. We have undertaken a variety of training including access and safety harness to enable us to save costs on scaffolding and undertake works more efficiently. We've also trained two staff members to undertake fire safety works to our older persons housing schemes.

### What's next for Response Repairs?

- We will be focussing on growing the team, ensuring we recruit trades people with a variety of skills to complement our existing workforce and to meet the needs of our customers.
- We will look to improve our software and back office systems to increase productivity of the team and improve how we communicate with customers regarding appointments.
- We will look to improve our in-house storage provision in order to bulk buy materials, improving our buying power ensuring best value for money and to decrease down time for the team at suppliers.



**96.85%**  
Response repairs completed on time



**99.2%**  
Emergency repairs completed on time



**98.1%**  
Urgent repairs completed on time



**100%**  
Satisfaction surveys for completed work sent out



**100%**  
Properties with a valid gas certificate at year end



**9.75%**  
Completed repairs inspected against a target of 10%



**97.5%**  
Customers satisfied with service received

## Planned Maintenance

In 2016-17 609 units of planned maintenance work were programmed for completion. As at year end 545 were completed; 70 were where customers chose not to have work done and 69 units were where data was reassessed (e.g. works did not need doing yet).



**£4 million**  
Spent on planned major works to existing homes



**218**  
Additional unplanned upgrades were completed



**395**  
Planned maintenance satisfaction surveys completed



**379**  
Customers satisfied with service received (96%)



# Community Involvement

## CAMPING AT CROYDE



Many of our young people might never have access to live music or theatre; they might never have gone away on a trip or experienced the thrill of a personal challenge outdoors.

Within Bridging the Gap we not only stay focused on raising educational standards, but also inspire young people to develop skills, talent and character through a wide range of activities. We encourage them to use their curiosity and creativity to find new ways of achieving their potential and to have the confidence, drive and resilience to follow their dreams. The importance of enrichment activities such as camping, beach trips, car washes and adventure weekends is about developing the life skills of our young people, and for some of them it's about the spark that gets them going in terms of self esteem and self confidence. These are life changing skills that can be effectively developed in such settings outside the youth clubs and other activities, allowing them to deepen and maintain strong friendships and create senior mentors for younger young people to aspire to.

The North Devon Homes Bridging the Gap Young People's Project is funded by The Big Lottery Reaching Communities fund, which pays for staffing costs, activities and summer holiday events.

In addition, we have had support from local business; Asda, Tesco, local Rotary's, the Tubby Foundation and the Davie Trust. A huge thank you goes to Ruda Holiday Park who have provided free camping and swimming.



## Talent Show



This year's Young People led Bridging the Gap Talent Show was hosted at the West Down Parish Hall Community Centre. Young people performed song and dance routines to an audience of over 60 people. This year a new act was introduced, a Lip Sync Battle between the Young People and members of staff from North Devon Homes, judged by the audience.

The talent was out of this world; all the young people overcame their nerves and were able to perform solos and group acts.

We were very lucky to be able to give 1st, 2nd and 3rd place trophies and medals for all young people

who took part. These were donated by the Trophy Man in Barnstaple; our young people loved their medals.

These talent shows are extremely popular with young people and their parents; promoting increased confidence and constructive competition in a safe environment where not coming first is not a disaster. Giving Young People the opportunity to perform, direct or be behind the scenes back stage fosters team work.

This was the second Talent Show we have held, which will now continue to be a yearly event. Many young people who start youth club are eager to get involved.

## Slade Silver Big Bash



Over the past three years the Slade Valley Fun Day organised and run by Ifracombe young people has become increasingly popular.

The year the Slade Valley Youth Management Team decided to theme their event around the 25 year celebration of the Challenge Aneka TV programme which in 1992 built the community centre.

North Devon Homes youth workers, together with the Vision Centre Committee applied to the Big Lottery Celebrate Fund to help make the event bigger and better. Aneka Rice was also invited to attend the event on the 12th April 2017.

The extra funding meant more activities including 2 fish and chip vans which served free food till late

into the afternoon on the day. Ifracombe's local businesses were extremely supportive and generous with donations of prizes for a number of competitions and prize draws.

The event attracted over 400 people many of whom spent time with Aneka sharing memories and photographs which Aneka signed.