



ANNUAL REPORT

April 2014 - March 2015



CONTENTS

Introduction	Page 3
Chair's statement	Page 4 - 5
Board Members 2014/15	Page 6
Staff Members	Page 7
Income & Expenditure	Page 8
Value for Money	Page 9
Performance	Pages 10 - 12
Executive Sub-Committee	Page 13
Tenants' Panel	Page 13



Introduction

St. Peter's (Saltley) Housing Association is a small community focused registered provider. We aim to provide good quality affordable housing with a responsive management and repair service. We have a diverse community and currently house single people/couples from 18 years of age, families with children and elderly people.

The St. Peter's site is a unique part of Birmingham's inner-city with its residential accommodation, offices, and village green. There are Ninety nine flats in three colleges, all of which are listed buildings with the oldest dating from 1850. We also own six houses, which are situated locally.

Our governing Board of Management sets our strategic direction and ensures that we comply with the Homes and Communities Agency regulatory requirements code, ensuring that we remain a viable, well managed and properly governed organisation.

This report provides information relevant to St Peter's (Saltley) Housing Association for the period April 2014 to March 2015.

Helen Harvey
Chief Executive



Chair's statement

2014.15 was a period of significant change for St Peter's. A new chief executive was appointed at the end of July with an immediate brief to assess and prioritise asset management activity to ensure that priority asset renewals were carried out.

A review of sheltered accommodation was also carried out in response to the loss of Supporting People income. This service has now been revised and extended to tenants needing support across all of St Peter's accommodation.

St Peter's also began leasing a number of properties and appointed a support provider via a management agreement to provide housing management and support services at these properties.

Board Members received risk management training and carried out a thorough risk review to identify key strategic and operational risks. These risks and any mitigating actions identified drove the annual planning process and the Annual Plan for 2015.16 reflects the risks and actions identified and includes a suite of key qualitative and quantitative performance indicators that will help St Peter's identify whether it is delivering value for money and ensures key risks are being actively managed. The budget for 2015.16 was set based on the priorities in the Annual Plan.

Towards the end of the year Board approved a new governance review. This has been carried out from April to August 2015 and has resulted in the Board approving the adoption of the NHF Code of Governance. Key actions identified as part of the review were to reduce the size of the board, address the nine-year rule, identify key skills for board renewal, set up a tenant-led scrutiny panel and set up an audit & governance committee to provide an increased focus on audit, governance, risk and compliance. A recruitment exercise concluded in September and St Peter's is on target to meet full compliance with the Code of Governance by the year end.

Looking ahead our new Board will immediately enter into a strategic review that will look at the future direction of St Peter's taking into account the external pressures we face and the challenges of managing a listed building.

As Chair I would like to thank, the Board, staff and tenants for their hard work throughout the year. Our success is a tribute to everyone's commitment, hard work and enthusiasm.

Maureen Bradley

Chair



Board Members 2014/2015

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2014 to 31st March 2015 unless otherwise stated

Chair:

Maureen Bradley Independent Board Member

Vice Chair:

Jack Butcher Independent Board Member

Phil Knight Independent Board Member

Ken Jackson Tenant Board Member – Middle College House

Angela Maynard Tenant Board Member – South College House



Staff Members

Helen Harvey	Chief Executive/Company Secretary
Carol Murray	Housing Administrator/Book-keeper
Lisa Baker	Housing Services Manager
Dev Basi	Property Maintenance Supervisor
Luke Reed	Estate Maintenance Assistant
Bea Lunn	Housing Services Officer
Samantha Compton	Receptionist/Administrator

Other key service providers during 2014/15 were:

Chad Patel	Financial Consultant
Synium	IT Support
Mazars	Auditors
Barclays	Bankers
Anthony Collins	Solicitors



Income & Expenditure

The Income & Expenditure account for the year ended 31st March 2015 from the financial statements is as follows:

	2015	2014
	£	£
TURNOVER	658,815	594,484
Operating costs	(494,104)	(546,741)
	<hr/>	<hr/>
OPERATING SURPLUS	164,711	47,743
Interest receivable and similar income	977	1,115
Interest payable and similar charges	(10,453)	(11,889)
	<hr/>	<hr/>
SURPLUS FOR THE YEAR BEFORE TRANSFERS	155,235	36,969
	<hr/> <hr/>	<hr/> <hr/>

The Association's turnover and expenses all relate to continuing operations. The Association has no recognised surpluses or deficits other than the surplus for the year.

Value for Money

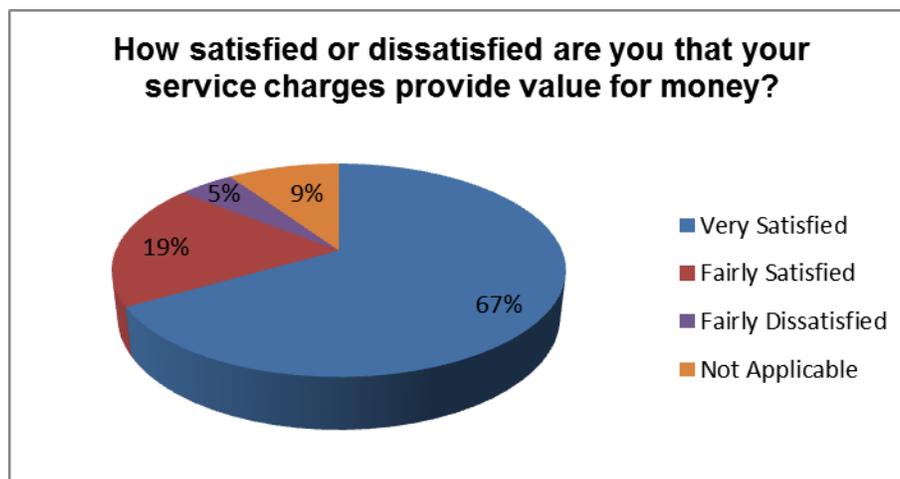
We aim to ensure that the service we offer represents good value for money and continually look at what we are doing and how we can demonstrate value for money.

During the year we lost our Supporting People income from Birmingham City Council but were able to revise the service to ensure support could still be provided where needed both in Middle College House and also across all of St Peter's accommodation. The cost of this service has been absorbed into St Peter's existing income and expenditure and there has been no loss of staff as a result of the loss of income.

The lease and management agreement that started in 2014.15 generated 7.5% extra income and we have been able to manage this additional work within our existing resources. The additional income will help to support planned improvements and additional items required such as the mobility scooter store.

During the year a number of contracts and service arrangements were reviewed which has resulted in the re-appointment of Mazars as our external auditors and the appointment of a new external financial support service. An immediate priority for the new financial service is to support the development of financial reporting to support value for money assessment from a cost perspective.

When we asked tenants this year how satisfied they are that their rent provides value for money the results were as follows:



Finally our value for money strategy was completely reviewed and a new strategy developed which aims to embed a culture of VFM within the organisation, so that it becomes 'part of the day job' for all and involves residents in achieving the aims of the strategy.

Landlord Performance

We manage 105 properties.

Location	Number of properties
Middle College House	40
Old College House	33
South College House	26
Dispersed Houses	6
Total	105

Housing Management

During the reporting period 1st April 2014 – 31st March 2015 we had 10 properties become empty compared to 18 in the previous year. The general needs properties that we manage when empty were re-let on average within 5.4 weeks compared to 3.8 weeks in the previous year. This increase was mainly as a result of fitting new kitchens and bathrooms where they were needed. The average cost of the property being empty was £519.12.

We reduced rent arrears to £6176.97 at the end of the financial year compared to £8,107.15 in the previous year.

During the year we received 8 complaints about anti-social behaviour compared to 12 in the previous year. We also received 3 complaints about service failure compared to 5 in the previous year and all of these complaints were resolved at stage one.

Asset Management

We are delighted to report that we attended our emergency, urgent and routine repairs within our target time. We also ensured a 100% performance in carrying out gas servicing.

In addition, we have completed 3 kitchen and 7 bathroom replacements during the year and began a project to replace the warden call and door entry system. We appointed a contractor to carry out gardening around the site and our Estate Maintenance Assistant has been carrying out a number of site repairs to improve the look of the outside areas.

We have also carried out a small number of adaptations to ensure we assist tenants with mobility issues and will shortly be installing a scooter store.

We also sought conservation advice for replacing the windows in South College House and will be seeking tenders for this work later in 2015.

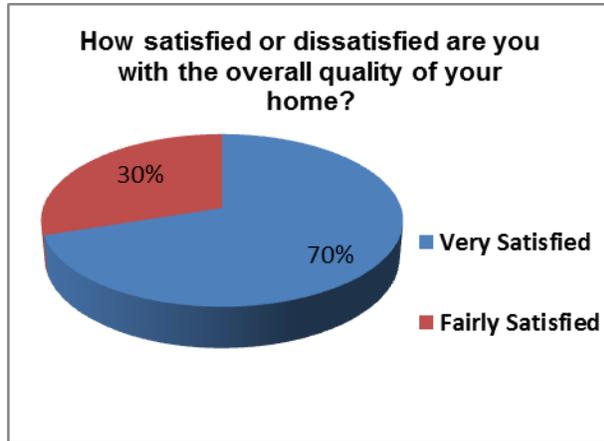
Tenant Satisfaction

We carried out a tenant satisfaction survey and achieved a response rate of 21%.

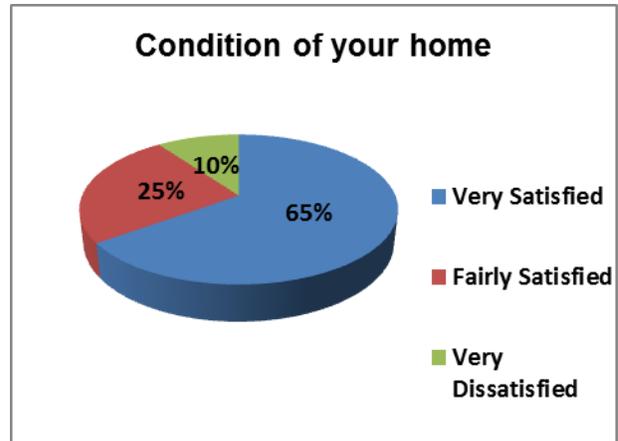
Condition of Home

We asked tenants how satisfied or dissatisfied they are with the overall condition of their Home and this is how we compared to our previous survey:

2015



2013

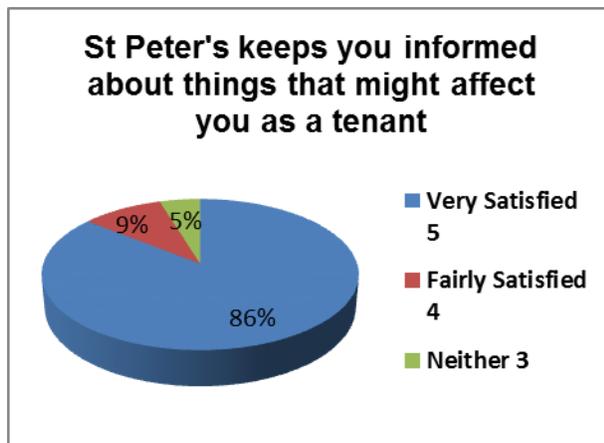


The majority of tenants who responded are very satisfied with the condition of their home and this opinion has increased since the last survey.

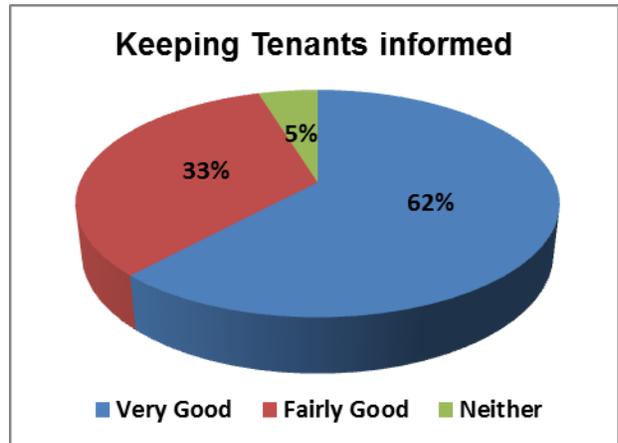
Keeping Tenants Informed

We asked tenants how good or poor they felt we were at keeping them informed about things that might affect them as a tenant and this is how we compared to our previous survey:

2015



2013

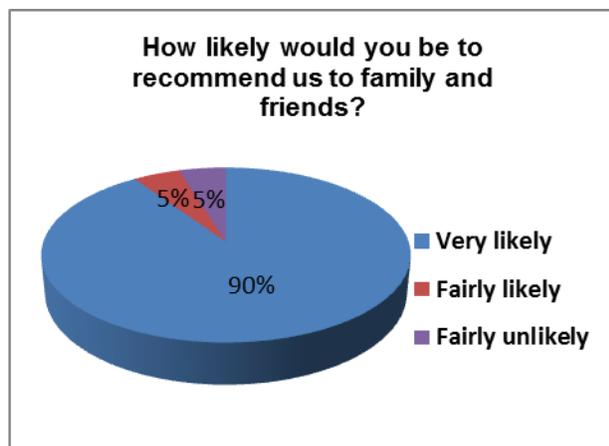


The majority of tenants who responded felt that we were very good at keeping them informed and this opinion has increased since the last survey.

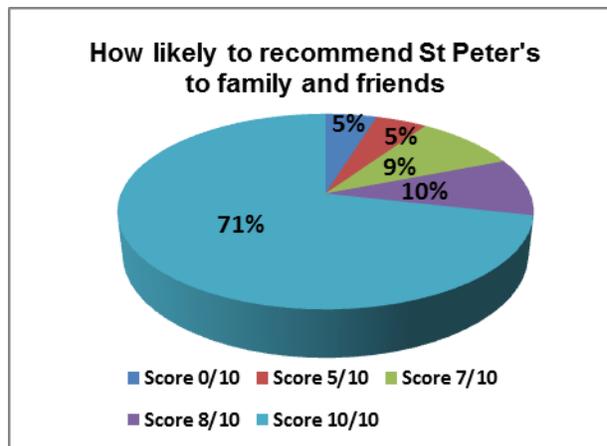
Recommend a friend

We asked tenants how likely they would be to recommend us to family or friends, and this is how we compared to our previous survey:

2015



2013

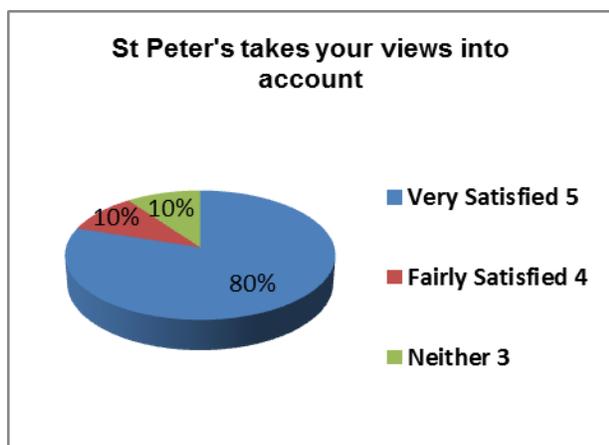


The vast majority of those who responded would recommend us to family or friends.

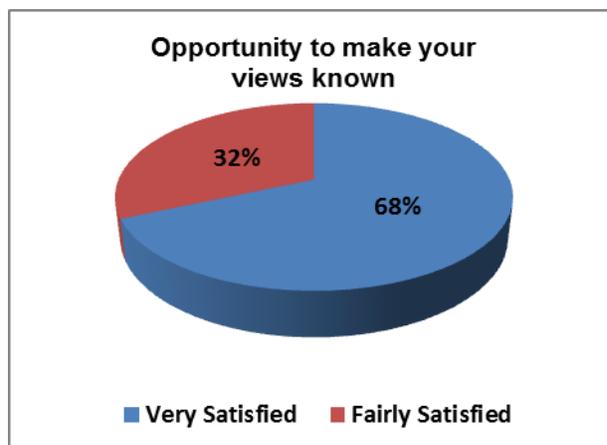
Taking views into account

We asked tenants how satisfied they were that St Peter's took their views into account and this is how we compared to our previous survey:

2015



2013



The majority of those responded were satisfied and this opinion has increased since the last survey.

Executive Sub Committee

The Committee, chaired by Jack Butcher, met quarterly with the key purpose of monitoring overall service delivery and tenant satisfaction. The Committee received quarterly reports on repairs completion times, tenant satisfaction and planned maintenance in order to monitor the service tenants were receiving from St Peter's (Saltley) Housing Association. The Committee has also continued to review operational policies and procedures, ensuring tenant views were taken into account.



Tenants' Panel

The Tenants' Panel met throughout the year with a regular attendance of 4 - 5 members. This has now evolved into a Scrutiny Panel that will work closely with the Housing Services Manager.

GET INVOLVED!

The Scrutiny Panel is looking for more members; if you would like to get involved please contact any member of staff. We need your ideas and input.

