



Pickering and Ferens Homes

Annual Report to Residents

As at
31st March 2011

CONTENTS

CONTENTS

2 - 3	Introduction
4 - 5	Involvement and Empowerment Standard
6 - 7	Home Standard
8 - 9	Tenancy Standard
10 - 11	Neighbourhood and Community Standard
12 - 13	The Year in Review
14 - 15	Value for Money Standard
16 - 17	Governance and Financial Viability Standard
18	The Board of Trustees
19	Local Offers
20 - 21	Performance Information
22	Financial Information
23	Our Advisors and the Senior Management Team

INTRODUCTION

INTRODUCTION

Who is this report from?

This report is from your landlord Pickering and Ferens Homes. We are the largest locally based independent housing association providing over 1,200 homes for older people within the city of Hull and the East Riding of Yorkshire. We are unique in that we are the only specialist older person's housing association that is also a registered charity and a member of the Almshouse Association.

Who is this report for?

This report is for the residents of Pickering and Ferens Homes and has been designed with residents for residents. This is the second Annual Report in accordance with the requirements of the Tenant Services Authority (the TSA). The TSA monitors our performance. We feel this report is an improvement on last year's report and what a year it has been! We have made some massive strides around resident involvement and value for money, developed our Local Offers and begun to build 30 new homes at Junella Fields off Hawthorn Avenue and at Rokeby Mews off Rokeby Avenue in Hull.

Why is this report important?

Although we are proud of our achievements we know there is always more we can do and areas where we can improve in order to make the association even better! We wanted to put down on paper some of the things we have achieved in the last 12 months and identify how we performed, particularly in comparison to other landlords. In addition, we wish to make a commitment to you that we are looking to improve each year on everything we do and in particular under the six TSA standards. So please read on and discover what we have done in 2010/11 and what we plan to do in 2011/12.

Chairman's comments

The last financial year provided both highs and lows for the association. Despite making a number of representations to Hull City Council the annual loss of almost £400,000 a year in Supporting People funding will have a significant impact upon the association. The loss is extremely disappointing as the association plays a key role in enabling its residents to live full, independent lives. The association is presently working hard to source other funding to support the work it does.

After many years the association is once again developing new properties. We will see 30 new eco homes being developed and let during this financial year.

The association continues to prosper despite the funding challenges and is always looking to continuously improve, which this report demonstrates.

Director's comments

During the last financial year we have continued to improve in a large number of areas. We have progressed a number of governance arrangements. We are building new properties, improving other properties and embarking on the provision of solar PV panels. We have also continued to work closely with our residents.

During the next 12 months we wish to progress the six standards of the Tenant Services Authority even further. We can only be truly successful however as an organisation through all Trustees, residents and staff working actively together for the benefit of all.

I hope therefore that you will enjoy reading this second Annual Report to Residents.

A word from the residents who helped us put this report together

Living in a Pickering and Ferens Homes property is more than just about the bricks and mortar and as involved residents we want to ensure that properties are well managed, happy places to live. Getting involved at any level of the association can help make a difference and help the association continually improve its services to residents. This Annual Report illustrates what the association is doing on a day to day basis to improve.

Our mission statement

Our Mission Statement tries to capture in one sentence what we are trying to achieve:

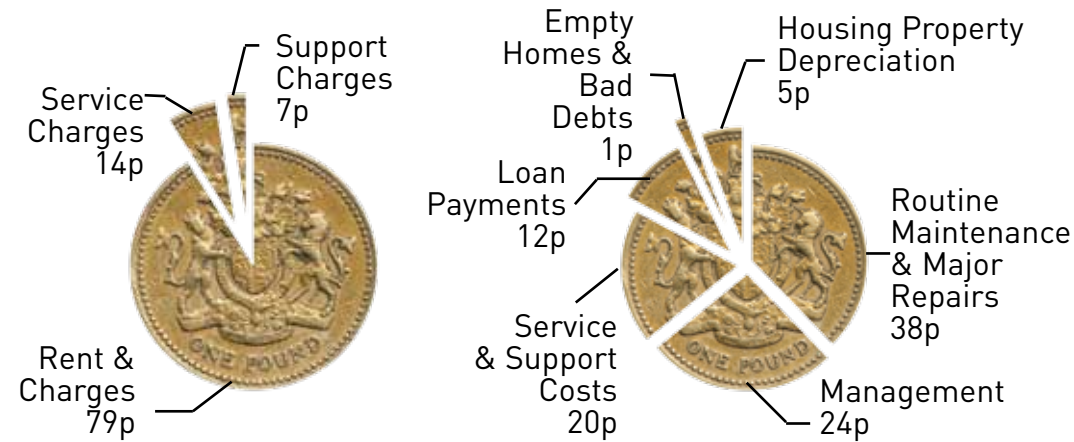
“To provide high quality homes for older people who are in housing need throughout the city of Kingston upon Hull and the East Riding of Yorkshire”

Where our money comes from and how we spend the money

We need rent and service charges so that we can continue to provide you with high quality services and accommodation. Our main source of income is from the rents and service charges we collect. We previously received Supporting People funding from Hull City Council, unfortunately, this funding was terminated in April 2011 and we have subsequently been looking at how we can replace this lost income.

We set our rents using a given formula. Our service charges are based on the actual costs of providing the different services we provide for you.

In comparison to other similar sized housing providers our average weekly rents of £65.97 are slightly lower than the national average of £69.78 (data source TSA).



Where every pound of rent and charges comes from

Where every pound of rent and charges goes

We produce a wide variety of information to help the Board of Trustees decide our priorities each year. Customer feedback plays an important role in setting priorities and how the money that comes in is spent.

On a day to day basis the Senior Management Team is responsible for implementing the association's priorities as well as providing the day to day services you require from us.

The TSA Standards

In April 2010 The TSA introduced a set of six standards by which all social housing providers are regulated. As a social housing provider we must meet the TSA's six standards and tell our residents by the end of September each year how we met the standards in an Annual Report. However, we want our Annual Report to go further. Consequently we have included additional information to let you know what has happened in the year from April 2010 to March 2011. Where appropriate we have included more recent information.




STANDARD 1

INVOLVEMENT AND EMPOWERMENT




We aim to provide information that is accessible to all our residents' different needs. We offer a wide range of opportunities for residents to get involved in the management of their homes and to influence our policies, procedures and the delivery of services. We support residents in a progression of resident involvement and empowerment. If things do go wrong we have a clear, simple and accessible way that we deal with complaints. We have also developed a range of Local Offers with residents on the things residents say matter to them the most.

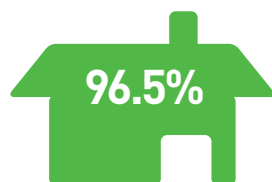
Key

-  We are in the top quarter of all housing providers we compare ourselves with
-  We are doing okay but there is room for improvement
-  We are a little off course and we are working hard to improve

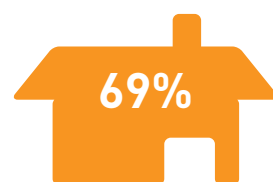
How we met this Standard in 2010/11

-  Changed our complaints procedure to make it easier for residents
-  Relunched our website
-  Developed the Menu of Choice options for resident involvement
-  Used residents' Menu of Choice options to get more residents involved in telling us about our Lettable Standard and the grounds maintenance services
-  Established Area Forums that include the opportunity for residents to raise any issues or concerns
-  Continued to collect information from residents through the Household Questionnaire
-  Developed a residents' Value for Money working group
-  Published the People First magazine four times and the Community Matters newsletter twice
-  Provided regular performance information against the six TSA Standards in People First, on our website and at Area Forums based on residents' needs
-  Provided extra funding to make improvements to communal gardens based on residents' requests
-  Joined The Tenant Participation Advisory Service to help us work even more effectively with residents

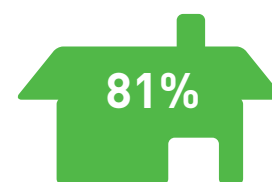
How did we perform in 2010/11



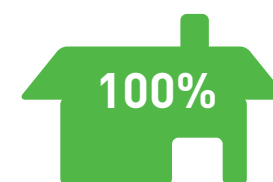
Percentage of residents very or fairly satisfied with the overall service



Percentage of residents very or fairly satisfied with opportunities to participate



Percentage of residents very or fairly satisfied that their views are being taken into account



Percentage of residents' complaints answered in target time

Did you know that in 2010/11

The Residents' Committee met **4** times to discuss key things that matter most for residents

We organised **22** trips and get together that were attended by over **1,100** people

We held **2** Area Forum meetings in each of the three Area Forum areas attended by over **60** residents

We held **10** coffee mornings that were attended by almost **170** residents

We consulted over **30** interested residents on the Grounds Maintenance Service and the associations Lettable Standard

We appointed a Performance Improvement Manager to progress the association further. You can find out more about how we perform on pages 20 - 22

There were **9** different ways you could get involved. If you did get involved we paid your expenses

We developed **17** Local Offers with residents in accordance with the Involvement and Empowerment Standard. You can find out more about Local Offers on page 19

We received **4** complaints and **66** compliments

How we plan to meet this Standard in 2011/12

- ➔ Work with the Tenant Participation Advisory Service to develop our involvement activities, particularly resident led scrutiny
- ➔ Re-apply for the Customer Services Excellence Standard
- ➔ Speak to all residents at least once a year to talk about their needs
- ➔ Rewrite our Service Standards with residents to bring the standards more up to date
- ➔ Use the information we have obtained from residents to improve service provision
- ➔ Continue to offer a range of involvement options and support residents who wish to get involved
- ➔ Report back to residents on how we performed in terms of our Local Offers in respect of the Involvement and Empowerment Standard



In our residents' words...

John Ashby: "I have been an involved resident for over 15 years and I am one of the longest serving members of the Residents' Committee who help run the organisation. I am also a member of the Value for Money working group and the East Area Forum. I believe it's a good thing that we have a say in the organisation as if you do not go to meetings you cannot change things and it's important to tell the association what is going on rather than just moaning about it to friends and neighbours. The new Area Forums have helped me to stay involved as I can easily get to meetings in East Hull on my mobility scooter. If I do use a taxi, the association will reimburse me for the costs."

We believe that for residents, getting involved does not just mean attending a committee or a working group but can mean attending a coffee morning or an area walkabout. Whichever way you want to get involved, we will support you and you can find out more about involvement opportunities on our web site (www.pfh.org.uk) or in the Community Matters newsletter, or by calling us on 01482 223783.




STANDARD 2

HOME



We aim to keep homes repaired and maintained to a good standard and ensure works are completed in a timely and efficient manner. We also aim to ensure that we provide value for money and that we only spend money on those things that matter most to residents. We also want to help create better, safer places for you to live.

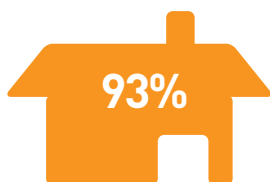
Key

-  We are in the top quarter of all housing providers we compare ourselves with
-  We are doing okay but there is room for improvement
-  We are a little off course and we are working hard to improve

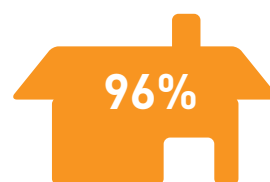
How we met this Standard in 2010/11

- ✓ Satisfactorily passed an audit of our planned and day to day maintenance activities undertaken by our internal auditors
- ✓ Amended, in consultation with residents, one of our repair categories to ensure we provide a better service
- ✓ Renewed kitchens giving residents choices in the kitchen layout, work surfaces and cupboard doors
- ✓ Improved the energy efficiency of almost 100 homes as they became empty, through the provision of loft insulation and where possible cavity wall insulation
- ✓ Renewed the bay windows in over 50 homes in the Broadway village area
- ✓ Progressed the refurbishment of bedsits into two bedroomed bungalows at Sir James Reckitt Village Haven
- ✓ Commissioned a tree survey and began to implement recommendations arising from the survey
- ✓ Appointed a Trainee Technical Officer to support the work of the association

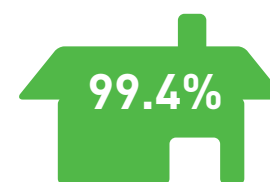
How did we perform in 2010/11



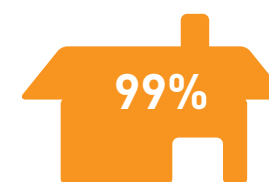
Percentage of residents very or fairly satisfied with the repairs and maintenance service



Percentage of urgent and routine repairs completed on time



Percentage of urgent and routine repair appointments kept



Percentage of gas services completed within their anniversary date as at 31st March 2011

Did you know that in 2010/11

We spent altogether around **£2,000,000** repairing and maintaining residents' homes

We carried out **4,821** repairs to residents' homes of which **355** were emergencies, **1,578** for urgent repairs and **2,888** for routine repairs

We renewed around **120** new kitchens

We completed over **90** minor adaptations and over **30** major adaptations to residents' homes at a cost of around **£126,000**

We spent over **£100,000** renewing boilers and radiators

The average repair cost us **£86.95**

The average cost for repairing empty properties was **£1,280**

0 homes fail to meet the Decent Homes Standard

We developed **16** Local Offers with residents in accordance with the Home Standard. You can find out more about Local Offers on page 19

How we plan to meet this Standard in 2011/12

- ➔ Renew around 90 more kitchens across the city
- ➔ Upgrade boilers and radiators at Ashbury Court and Buttercup Close
- ➔ Begin work at Charles and Esther Jacobs Homes
- ➔ Refine our draft Lettable Standard
- ➔ Develop a definition for doing repairs Right First Time and report back on how we are doing
- ➔ Further implement the findings from the tree survey
- ➔ Develop an Environmental Management System to assess and minimise the associations effect on the environment and reduce our energy costs
- ➔ Monitor our Rechargeable Repairs policy
- ➔ Complete the construction of 30 new properties at Junella Fields and Rokeby Mews
- ➔ Report back to residents on how we performed in terms of our Local Offers in respect of the Home Standard



In our residents' words...

Cyril Stones: "I had my kitchen replaced in November 2010 and it took four days to do the main work. I was given a choice of doors and worktops beforehand and the workmen were very nice and did a professional job. My friends helped me move my belongings in and out of the kitchen and I was left with water and cooking facilities at the end of each day. I am very happy with the finished kitchen and I am getting used to washing the floor. Other residents who are worried about having their kitchen replaced should not worry, I would say go ahead."

If you need to report a repair do not hesitate to do so, you can report a repair via the website (www.pfh.org.uk) or by calling the dedicated repairs line on 01482 212360.




STANDARD 3

TENANCY



We aim to allocate homes in a fair, transparent and efficient manner. This benefits existing residents by minimising the time homes in their neighbourhood are left empty as well as benefitting the new resident whose needs are met. An empty home also means lost income. It is also important that we charge rents and offer a form of tenure that meets our charitable obligations. We are also required to ensure we collect all rents and service charges from existing and former residents.

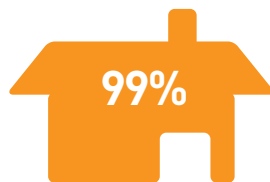
Key

-  We are in the top quarter of all housing providers we compare ourselves with
-  We are doing okay but there is room for improvement
-  We are a little off course and we are working hard to improve

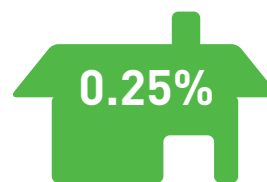
How we met this Standard in 2010/11

- ✓ All our rents continued to be set in accordance with our legal requirements
- ✓ Provided rent statements and service charge information less frequently based on residents' wishes
- ✓ Told applicants for accommodation what the criteria is for going on to the waiting list based on our charitable status and our aims
- ✓ Let properties to people based on their needs and also the needs of other residents in the area to ensure we maintain balanced communities
- ✓ Used the results from the Household Questionnaires we complete with residents in order to help us balance our communities, understand and meet residents' needs
- ✓ Offered all our properties under licence agreements but treated residents as though they had an assured tenancy
- ✓ Visited all new residents within six weeks of the beginning of their new residency to ensure they had settled in and to deal with any problems and assess any needs residents may have

How did we perform in 2010/11



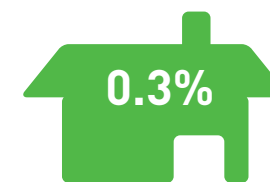
Percentage of rent collected as a percentage of rent owed



Percentage of homes that are vacant and available to let at 31st March 2011



Average re-let time for empty homes



Current resident arrears as a percentage of rent owed

Did you know that in 2010/11

We let **97** properties

At 31st March 2011 over **700** people were on our waiting list

We evicted **0** residents for rent arrears or any other reason

At 31st March 2011 over **92%** of our residents have lived in their home for more than one year

61% of residents who pay their own rent and service charges pay by direct debit

6 existing residents transferred to another of our properties

That our average rent for 2010/11 was **£65.97**

We are owed just over **£19,000** by former residents in rent and service charges

How we plan to meet this Standard in 2011/12

- ➔ Provide additional information about our allocations appeal process
- ➔ Review the service charge information we give to residents
- ➔ Refine our draft Lettable Standard
- ➔ Use the information we have obtained from residents more effectively to help build and sustain balanced communities
- ➔ Let 30 new homes at Junella Fields and Rokeby Mews
- ➔ Encourage more residents to pay their rent and service charges by Direct Debit
- ➔ We wish to continue to be the first choice housing provider for people over the age of 60 in Hull



In our residents' words...

Mrs Wilshire: "I moved into Christopher Pickering Lodge in April 2011 after living at my daughter's for a while. I have my own flat here and like to meet other residents for a game of bingo and to watch the entertainment that is provided. There are lots of things to do in the Lodge and I feel safe living here. Having a flat in a sheltered scheme gives me the best of both worlds and taking part in things helps make living here great."

If you can no longer afford to pay your rent and service charges or want to talk to us about any aspect of your residency call us on 01482 223783.

STANDARD 4

NEIGHBOURHOOD AND COMMUNITY



We aim to ensure that the neighbourhoods residents live in are clean and safe. We can better achieve this through working in partnership. We know that anti-social behaviour is one of the main ways that neighbourhoods can suffer and tackling anti social behaviour is something we take very seriously. We also provide a range of opportunities for residents to get together and socialise, thus creating many communities within the association.

How we met this Standard in 2010/11

- ✓ Carried out area walkabouts with residents and responded to issues raised
- ✓ Invited our grounds maintenance contractor to attend the Area Forums
- ✓ Provided extra funding to make improvements to communal areas based on residents' requests
- ✓ Agreed to prepare waste ground so residents can use it as allotments at Rustenburg Street
- ✓ Organised coffee mornings with guest speakers who helped residents maximise their income
- ✓ Organised trips and get togethers for residents including the annual Community Development Party
- ✓ Organised Gardens In Bloom and Top Neighbour competitions
- ✓ Cleared the snow from paths to our properties
- ✓ Upgraded scooter stores and built a new scooter store at Humber View
- ✓ Published the People First magazine four times and the Community Matters newsletter twice
- ✓ Redecorated the Priory Pop-In Centre
- ✓ Supported our residents and resident groups in their local communities
- ✓ Sent Christmas cards to all our residents



Did you know that in 2010/11

We had **0** formal anti social behaviour cases

Residents could use our **7** Pop In Centres

We provided **10** bays in the new scooter store at Humber View

Our **8** cleaners cleaned our **5** sheltered schemes and **7** Pop In Centres

We carried out **16** area walkabouts attended by over **50** residents

Our grounds maintenance contractor looked after over **300** individual gardens

We spent just over **£17,000** on footpaths and environmental works

We spent over **£25,000** on fencing

We developed **6** Local Offers with residents in accordance with the Neighbourhood and Community Standard. You can find out more about Local Offers on page 19

How we plan to meet this Standard in 2011/12

- ➔ Launch our Communal Cleaning Standard
- ➔ Work with the grounds maintenance contractor to ensure that they meet the specified standards within the grounds maintenance contract
- ➔ Develop our approach to anti-social behaviour and monitoring anti social behaviour with residents
- ➔ Develop and report on a range of performance indicators under the Neighbourhood and Community Standard
- ➔ Invite our grounds maintenance contractor to attend Area Walkabouts with residents
- ➔ Develop mystery shopping for the key areas of the service
- ➔ Report back to residents on how we performed in terms of our Local Offers in respect of the Neighbourhood and Community Standard



In our residents' words...

Mrs Rispin: "I like to take part in the Area Walkabouts just out of interest and to make sure the area I live in is kept repaired, clean and tidy. I hope that my views and suggestions help make this a better place to live. The association sends out an explanation of what has happened to all the views and suggestions that are raised on the Area Walkabouts so everyone in the area knows that things are in hand."

We publish a schedule of our area walkabouts, coffee mornings, trips and get togethers on our website (www.pfh.org.uk) and in the bi-annual Community Matters Newsletter. If you need to know more about any event or if you want to find out about your local Pop In Centre and what it has to offer call us on 01482 223783.

THE YEAR IN REVIEW

DIARY OF THE YEAR

APRIL 2010

- We appointed Deloitte LLP as our new internal auditors
- We introduced our Recharge Policy
- The Community Matters newsletter dedicated to resident involvement and events was launched

MAY 2010

- We appointed a Trainee Technical Officer, James Proctor
- We agreed a new Risk Management Matrix



JUNE 2010

- We circulated the Menu of Choice for resident involvement activities to all residents
- We ran a residents' training seminar attended by 20 residents
- Area Walkabouts for 2010 started

JULY 2010

- We appointed a Performance Improvement Manager, Gavin Clark
- The annual Gardens In Bloom competition took place
- We appointed Mr Zia Salik as a Co-opted trustee
- We changed our committee structure
- We re-appointed Baker Tilly as our external auditors
- We introduced bi-monthly meetings of the Board of Trustees

AUG 2010

- We developed the content and structure of the Annual Report to Residents with members of the Editorial Forum
- We were re-awarded the Customer Service Excellence award
- The annual Top Neighbour Award was decided
- Armchair Aerobics taster course at the Broadway Manor commenced

SEPT 2010

- We established Area Forums in East, North and West Hull and held the first Area Forum meetings with residents
- We published the first Annual Report for residents
- We were successful in our bid to build 20 "eco homes" at Junella Fields, off Hawthorn Avenue



OCT 2010

- We joined HouseMark, a good practice and benchmarking organisation
- We developed draft Local Offers with residents at Area Forums



NOV 2010

- We held a Policy Day to plan the way forward
- Trustees approved our five year Business Plan
- We held the first meeting of the Value for Money working group



DEC 2010

- We were successful in our bid to build 10 "eco bungalows" at Rokeby Mews
- We held further discussions at Area Forums on Local Offers



JAN 2011

- We started on site at Junella Fields
- We were re-awarded the Investors in People standard
- We received our TSA regulatory judgement which stated we were financially viable and were providing services that met the requirements of the TSA and residents
- We met local MPs to promote the work of the association

FEB 2011

- We held our annual Community Development Party
- We held consultation events with local residents regarding the development of bungalows on the former Rokeby House site (work started on site May 2011)
- We relaunched our website following consultation with residents

MARCH 2011

- Area Walkabouts for 2011 started
- Launched Local Offers



STANDARD 5

VALUE FOR MONEY



At any time, but particularly in the current economic climate we know that obtaining value for money and providing residents, many of whom are on a fixed income, with value for money is our greatest challenge. Providing cost effective, efficient, quality services is something we are constantly aiming for. We feel that the Value for Money Standard encompasses all the TSA standards and is embedded in everything we do.

How we met this Standard in 2010/11

- ✓ Updated the annual Business Plan to reflect the association's priorities and the current economic and political climate
- ✓ Worked with the Northern Housing Consortium to increase our buying power
- ✓ Switched to Nite Direct, a cost effective mailing house, to post out letters and magazines that go to residents
- ✓ Joined HouseMark and began benchmarking with a large range of other housing providers
- ✓ Worked with a business energy and utility company to get the best deals for the electricity and gas which we purchase
- ✓ Established a resident Value for Money working group
- ✓ Kept the cost of trips and get togethers as low as possible by working in partnership with a local coach firm
- ✓ Developed a Loyalty Card system for people who attend trips
- ✓ Used local service providers on a day to day basis to provide a tailored service and to show our support for the local economy
- ✓ Worked in partnership with a range of organisations to achieve better value

What is value for money?

When we assess value for money we are looking to strike the right balance between a number of things including cost, quality, performance, customer satisfaction, sustainability and speed. Only when we get the balance right do we feel we are providing value for money.

Did you know that in 2010/11

We provided energy efficiency measures to almost **100** homes

Saved **£3,000** per year on postage and staff time by switching to Nite Direct

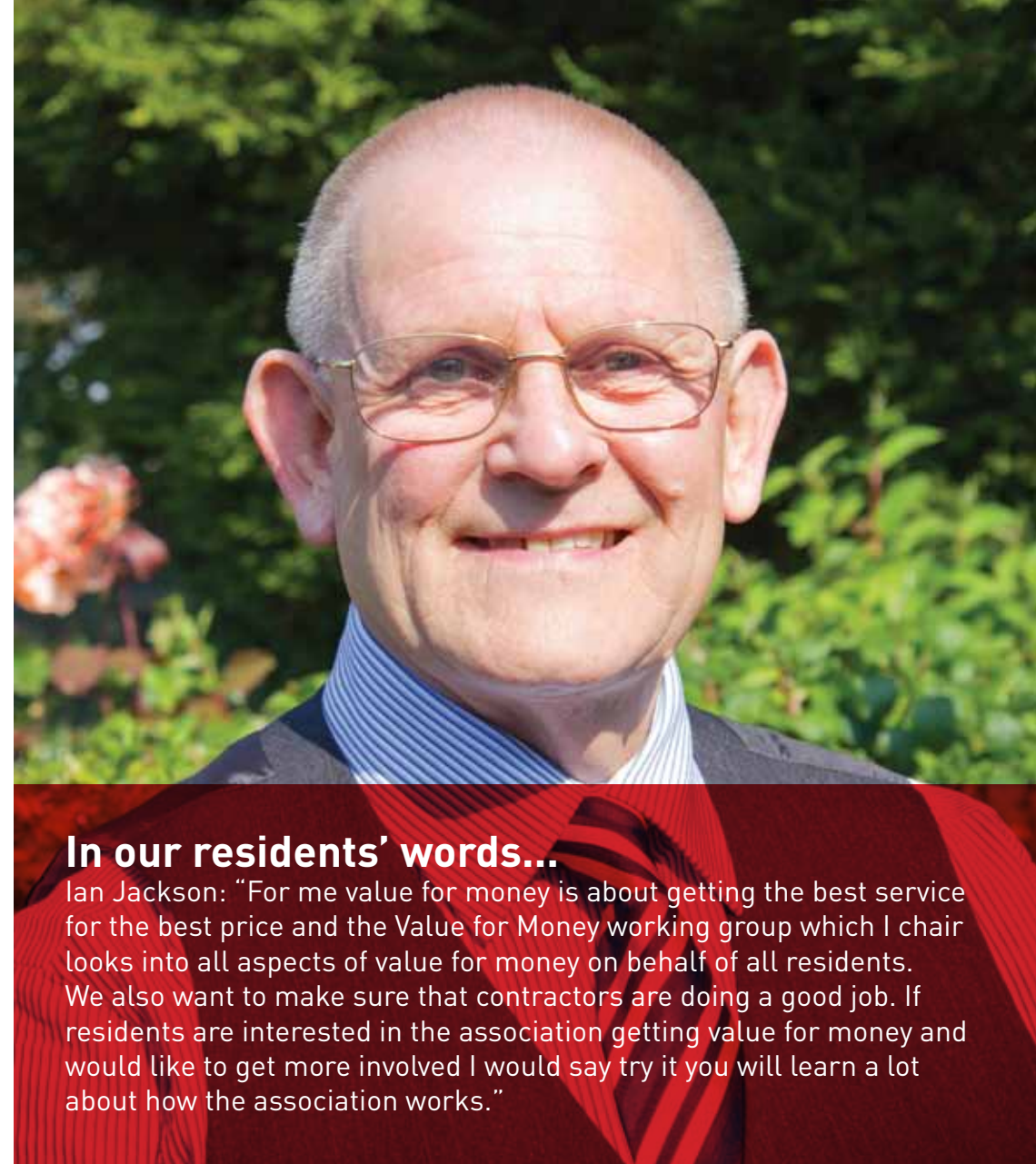
We were awarded **£1,800,000** in grant to help us build **30** new homes

When we asked if residents felt the rent we charged was value for money, **94%** of residents said the services provided by the association did represent value for money. This ranked us in the top quarter of all housing providers we compare ourselves with

Invited tenders for all work valued at over **£3,000**

How we plan to meet this Standard in 2011/12

- Review the role of the Value for Money working group and working with the group potentially develop a scrutiny committee
- Develop an Environmental Management System to assess and minimise the association's effect on the environment and reduce our energy costs
- Fit Photo Voltaic (solar) panels to the roofs of our five sheltered schemes and at Silvester House and possibly our Pop-In centres to reduce our energy costs
- Review the effectiveness of our information technology systems
- Continue to benchmark our costs and services with other housing providers and meet with other housing providers in order to potentially adopt best practice
- Review our insurance costs and investigate alternative insurance providers
- Consider piloting a new way of repairing empty properties using one organisation
- Provide more details on the efficiency savings we are making
- Write this Annual Report in-house thus saving the cost of hiring an external consultant



In our residents' words...

Ian Jackson: "For me value for money is about getting the best service for the best price and the Value for Money working group which I chair looks into all aspects of value for money on behalf of all residents. We also want to make sure that contractors are doing a good job. If residents are interested in the association getting value for money and would like to get more involved I would say try it you will learn a lot about how the association works."

The importance of value for money means that we will continue to ask residents for views on different areas of the services we provide. If you want to take part in surveys and have not returned your Menu of Choice document, or need another copy, you can get another Menu of Choice by calling us on 01482 223783.

STANDARD 6

GOVERNANCE AND FINANCIAL VIABILITY



Governance is about the way the association is run and covers the systems and processes that need to be in place to ensure the overall direction, effectiveness and accountability of the association. To achieve excellence in governance we must ensure that all our systems and processes are embedded across all areas of our work and ensure that all Trustees and staff are working in the best interests of the association and our residents. Our systems and processes give us the structure we work within to ensure that we can achieve our aims and objectives. We also wish to remain financially viable and to continue to operate as a successful, independent, self reliant, autonomous organisation.

What are our governance arrangements?

To help run the association we have developed a number of groups that feed into the Board of Trustees. The diagram below shows how our governance arrangements fit together



How we met this Standard in 2010/11

- ✓ We adopted the National Housing Federation's Code of Governance in July 2010
- ✓ We strengthened the association's Standing Orders and Code of Conduct for Trustees
- ✓ We reviewed our Charity Commission Trust deeds in liaison with the Charity Commission to simplify and streamline what we do

- ✓ **Met all our loan payments on time**
- ✓ **Remained a viable organisation with our regulators the TSA**
- ✓ **Produced all our statutory returns and the Annual Report on time**
- ✓ **Produced, agreed and implemented Local Offers for the Involvement and Empowerment, Home, Neighbourhood and Community Standards on time**
- ✓ **Monitored our new risk management matrix internally via the Audit and Risk Management Committee**
- ✓ **Passed all our internal audits**
- ✓ **Carried out Board Member appraisals through an independent body**
- ✓ **Held a Board of Trustees Policy Day to discuss key organisational issues**
- ✓ **Retained the Investors In People and Customer Service Excellence standards**

How we plan to meet this Standard in 2011/12

- ➔ Report back on how we performed on Local Offers
- ➔ Conduct an election for one of our Resident Trustee positions
- ➔ Seek ways to provide replacement funding for services due to the loss of the Supporting People funding stream
- ➔ Work with the Tenant Participation Advisory Service to develop our involvement activities particularly resident led scrutiny
- ➔ Re-apply for the Customer Service Excellence award standard
- ➔ Carry out a rolling programme of internal audits
- ➔ Monitor the ongoing actions arising from last year's internal audits
- ➔ Further improve the performance information we give to the Board of Trustees and others
- ➔ Continue to benchmark our costs and service with other housing providers and report back to the Board of Trustees



In our residents' words...

Len Middleton: "Becoming a Resident Trustee was a natural extension to being involved on the Residents' Committee. I give my role total commitment or there would be no point in doing it. Over the last eight years I have learnt a lot about how the association works and I have been given all the training I need to perform my role. I believe I am representing the views of all residents on the Board of Trustees and I particularly enjoy promoting and representing the association."

If you want to know more about our governance arrangements you can visit our website (www.pfh.org.uk). Our website also contains details of the next Residents Committee, Editorial Forum and Area Forums, if you would like any more information on any aspect of governance call us on 01482 223783.

THE BOARD OF TRUSTEES

THE BOARD OF TRUSTEES AS OF 1st SEPTEMBER 2011

Bryan Burgess – Chairman



Chairman
Appointed February 1999 as
a Co-opted Trustee

Cllr John Black



Appointed May 2008 as
a nominated Hull City
Councillor Trustee

Susan Crawford – Resident Trustee



Appointed October 2009 as
a Resident Trustee

Bob Sandham – Deputy Chairman



Deputy Chairman
Appointed December 2004,
as a Co-opted Trustee

Cllr Daniel Brown



Appointed October 2006 as
a Co-opted Trustee.

Tom Hogan



Appointed December 2009,
as a Co-opted Trustee

Denys Abba



Appointed February 2005 as
a Co-opted Trustee

Godfrey Burley



Appointed May 2011 as a
Co-opted Trustee

Len Middleton – Resident Trustee



Appointed July 2003 as a
Resident Trustee

Cllr Peter Allen



Appointed May 2011 as
a nominated Hull City
Councillor Trustee

Sarah Coates Madden



Appointed December 2008,
as a Co-opted Trustee

Zia Salik



Appointed July 2010 as a
Co-opted Trustee

LOCAL OFFERS

What are Local Offers?

A Local Offer is about the provision of a tailored locally agreed service to a locally agreed standard. This means that the Local Offers Pickering and Ferens Homes' residents agree will be different to any other housing provider's Local Offers and could differ across the city. We were required to have Local Offers in place by March 2011, this was achieved.

How were they developed?

We feel that we have made residents Local Offers for a long time now, but by bringing all the things that matter to residents together and by stating explicitly what we do, this makes things clearer for residents and staff.

What do Local Offers look like; can you give me an example?

One of the Local Offers we have under the Involvement and Empowerment Standard is

“We offer to organise trips, excursions and events for residents”

We know how much the activities we organise are valued by residents and that this is something that we do that no other association does in the same way or to the same degree. The association “offered” residents this activity and residents agreed to accept the offer we made. Residents could have declined the offer in which case we would not organise trips, excursions and events.

In the future we will report back to residents on how we met Local Offers by telling residents about, in this instance, the range of trips, excursions and events we organised and any plans we have for the future so that residents know what we did to meet the Local Offer we made and what plans we have for the Local Offers in future.

The diagram opposite shows how we developed Local Offers



PERFORMANCE INFORMATION

Part of our legal responsibilities is that we are accountable to the Tenant Services Authority and our residents, who we want to become more involved particularly in regulating us and scrutinising our performance. We are developing our approach to performance and benchmarking all the time. The Annual Report gives us a good opportunity to highlight how we perform and, where appropriate, how we perform in comparison to other organisations. We have chosen to compare ourselves throughout the Annual Report with all organisations who submit performance information to HouseMark. To enable more detailed comparisons to be made with similar sized organisations, we have also compared ourselves with organisations with under 1,500 homes who submit performance information to HouseMark.


	Pickering and Ferens Homes		
	31/3/09	31/3/10	31/3/11
Number of Properties – Managed (1)	1,215	1,214	1,211
Number of Properties – Owned (1)	1,184	1,183	1,180
Average Rents	£63.03	£64.00	£65.97
Total Rent Due	£4,854,040	£5,094,335	£5,248,385
Total Rent Received	£4,709,278	£5,028,366	£5,245,890
Total Rent Arrears	£160,913	£168,298	£166,806
Current Rent Arrears Excluding Housing Benefit	£27,639	£29,205	£16,328
Number of Residents in Receipt of Housing Benefit	962	974	936
Number of Residents as a Percentage of All Residents in Receipt of Housing Benefit	81.2%	82.2%	79.3%
Total Housing Benefit Paid	£3,455,275	£3,583,777	£3,649,910
Number of Repair Orders Raised	4,580	4,837	4,821



(1) The number of properties owned and managed has reduced as a result of converting some of our bedsits into two bedroomed bungalows. We manage 31 properties on behalf of another organisation.

	Pickering and Ferens Homes			Smaller Housing Providers (under 1,500 homes)	All Housing Providers
	31/3/09	31/3/10	31/3/11	31/3/11	31/3/11
Total Rent Received as a Percentage of the Amount Collectable	97.1%	98.6%	99%	100%	100.1%
Rent Arrears as a Percentage of Gross Annual Amount Collectable	3.3%	3.3%	0.3%	2.8%	2.0%
Percentage of All Repairs Completed on Time	96.0%	96%	96.1%	98%	98%
Percentage of Emergency Repairs Completed on Time	100%	100%	100%	99.5%	99.5%
Percentage of Urgent Repairs Completed on Time	92.6%	92.8%	92.3%	98%	98.5%
Percentage of Routine Repairs Completed on Time	96.8%	96.9%	96.8%	98%	98%
Number of Development Voids	4	13	22		
Number of Non Development Voids	4	3	1		
Number of Applicants Housed	154	95	97		
Percentage of Stock Turnover	12.7%	8%	8.2%		
Number of Staff as Per Staff Structure	43	43	46		
Number of Full Time Staff Employed	25	21	24		
Number of Part Time Staff Employed	18	22	22		
Staff Turnover Rate	9.5%	4.6%	2.2%	6%	8%
Total Days Sickness	354	380	370		
Number of Staff – Percentage White British	97.5%	97.5%	97%		
Number of Board Members - Percentage White British	83%	100%	91%		

Data Source HouseMark

Key  We are in the top quarter of housing providers we compare ourselves with

 We are doing okay, but there is room for improvement

 We are a little off course and we are working hard to improve

FINANCIAL INFORMATION

The following table gives information about our financial performance during the last three financial years.

	2008/09	2009/10	2010/11	What do the figures mean?
Operating margin	9.6%	22.8%	13.6%	A
Turnover to total operating assets	9.1%	9.6%	9.7%	B
Effective interest rate	5.7%	3.5%	3.5%	C
Management costs per property per year	£917	£915	£1,089	D
Maintenance costs per property per year	£967	£938	£882	E
Growth in turnover	6.4%	4.7%	2.3%	F
Surpluses achieved	£132,000	£1,029,000	£603,000	G



- A. This is the difference between our income and operating costs, the higher the percentage the better if we are performing well
- B. This is a measure of how well we use our assets, the higher the percentage the better if we are performing well
- C. This is an average of all the different interest rates we pay on our loans the lower the percentage the better
- D. This is how much it costs to manage our homes expressed as a figure per home, the lower the figure the better if we are performing well
- E. This is how much it costs to maintain our homes expressed as a figure per home, a higher cost means more is spent maintaining homes but this cost can vary based on repair and maintenance needs and how much planned maintenance we undertake
- F. This is how much more income we are receiving compared to the previous year
- G. This is how much money we have left at the end of the year to reinvest. A higher surplus is only good if we continue to perform well

ADVISORS & SENIOR MANAGEMENT TEAM

Our Advisors

External Auditors:

Baker Tilly UK Audit LLP
Chartered Accountants
Two Humber Quays
Wellington Street West
Hull, HU1 2BN

Internal Auditors:

Deloitte LLP
1 City Square
Leeds, LS1 2AL

Funders:

Nationwide Building
Society
Kings Park Road
Moulton Park
Northampton, NN3 6NW

Royal Bank of Scotland
1st Floor
280 Bishopgate
London, EC2M 4RB

Bankers:

Natwest
34 King Edward Steet
Hull, HU1 3SS

Solicitors:

Andrew Jackson
Essex House
Manor Street
Hull, HU1 1XH

Rollits
Wilberforce Court
High Street
Hull, HU1 1YJ

Tenant Service Authority:

Registered number A4020

Charity Commission:

Registered number
1014862

National Association of Almshouse:

Registered number 981

Pickering and Ferens
Homes is a Registered
Social Landlord

Senior Management Team as at 31st March 2011

Roger Elliot – Director



Roger has overall responsibility for the day to day running of the association and is responsible to the Board of Trustees for all association activities

Paul Atkinson – Head of Maintenance



Paul has responsibility for the provision and delivery of an efficient and effective repairs and maintenance service

Lish Harris – Head of Finance



Lish has responsibility for leading Pickering and Ferens Homes' financial strategy, statutory and management accounting, budgeting, treasury management, and IT

Paula Kelly - Head of Housing



Paula is responsible for day to day operational activities within the housing management, sheltered housing and support services, along with the provision of policy information and resident involvement



Finally, Pickering and Ferens Homes hopes you have enjoyed reading this second Annual Report to Residents. Should you have any comments about the format of the report, or ways of improving the report, or request additional information to be included in the report then please forward any comments to the association by completing and returning the insert.

We can provide this information on audio tape, large print or Braille and in minority languages.



Pickering and Ferens Homes

The address is as follows:
Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Hull, HU1 3HA
Telephone: (01482) 223783
e-mail: info@pfh.org.uk
website: www.pfh.org.uk