



Annual Report

22-23

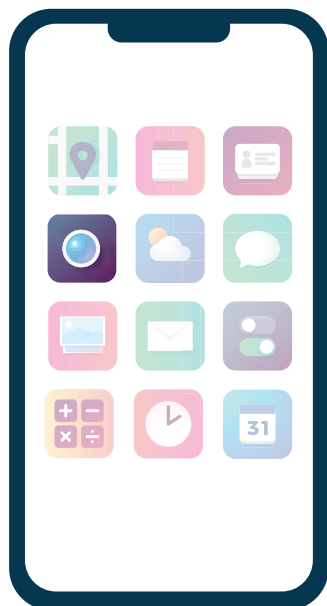
Regulator of Social Housing registered number A4020. Charity Commission registered number 1014862.
Companies House registered number 13968187. National Association of Almshouse registered number 981.

How to use a QR code

We have used QR codes throughout the Annual Report to provide quick access to information on our website. If you have never used a QR code; please see some simple instructions below on how they work:

1

Open the camera on your smart phone



2

Hold over the QR code until a link appears



3

Press the link and a webpage will open



Welcome to the PFH Annual Report 2022 - 2023



This year's report aims to demonstrate how PFH performs against our targets, plans and how we compare against other social housing landlords. All performance figures included in this report are for the period 1 April 2022 – 31 March 2023.

PFH again maintained the highest ranking for the Governance and Financial Viability Standard set by the Regulator of Social Housing - G1/V1.

For more information about PFH, including our Board of Directors, Senior Leadership Team, Performance and Equality, Diversity and Inclusion Strategy, please see our website About Us section.



Corporate Plan Ambition

1

To deliver quality services that represent value for money in the eyes of our customers

Our Overall Resident Satisfaction for 2022/23 is

95% Target: 93%



Resident Satisfaction that their views are listened to and acted upon

79% Target: 85%

We are working hard to ensure the voices of our residents are heard, and that we are demonstrating how we use your feedback. This includes our new Learning from Feedback Forum and the recommendations from resident led scrutiny reviews

Resident Satisfaction that that they are kept informed with an enquiry

85%

Target: 86%

Resident Net Promotor score

68

Target: 72



Overall Empty
Property loss

1.15% Target: 1.19%

Resident satisfaction with value for
money of related service charge

86% Target: 85%

Calls handled by the
Customer Service Team

19,302

Calls answered

89.3% Target: 90%

A marked improvement on previous years

Calls answered within
2 minutes

70.3% Target: >75%

Calls that waited longer
than 10 minutes

2.2% Target: <2.5%

Contacts made
through the PFH website

1,086

Digital contacts answered
within agreed timescale

96.6% Target: >95%



Complaints Handling

During the last 12 months there has been a significant increase in complaints handling performance compared to last year which is a real positive. Complaints are really important as they let us know what you are thinking about our services, tells us where we might have a problem and are an opportunity to build relationships with residents and demonstrate that we listen and take action.



Kate-Marie Foster
Customer Experience Manager

Learning from complaints demonstrates we have truly listened and taken action to prevent it happening again. This page details actions and learning from complaints in the last 12 months.

Performance indicator	Target 22/23	End of Year 22/23
Number of Complaints Received	Target not required	44
Number of Stage 1 Complaints Received	Target not required	37
Percentage of Stage 1 Complaints Responded to within target	97.5%	100%
Number of Stage 2 Complaints Received	Target not required	7
Percentage of Stage 2 Complaints Responded to within target	97.5%	100%
Number of Complaints escalated to Ombudsman	Target not required	0
Percentage of Complaints responded to within agreed time scale	100%	100%

A Complaints Review Panel with residents was held in August 2022 to update the Housing Ombudsman Self-Assessment of the Complaints Handling Code. This has now evolved into a ‘Learning from Feedback Forum’ chaired by board complaints champion, Pam Davies which will be delivered twice a year to review complaints performance, trends and the quality of responses. This first one took place in May 2023.

Learning and action from complaints have been identified in the following complaint responses.

- Where we have received complaints about how we have managed anti-social behaviour cases, we have enhanced our approach by having a clear procedure and action plan for managing such cases. We are also exploring how we communicate acceptable standards of resident behaviour towards one another, and how cases can be escalated when concerns are raised.
- Guidance to be reviewed and issued on how residents can run activities either through the working group or independently to prevent confusion and increase the use of the communal spaces.
- The specification of new bathroom components to be reviewed to quality check against future issues.
- Ensure that our offer and sign-up processes ensure that new residents are advised if their garden is communal and confirm that they are still happy to accept the offer.
- Undertake refresher training and guidance on processes for staff (communication, trips, slips & falls escalation, Aids and Adaptations).
- Customer focused training to be explored in response to an increase in staff conduct complaints
- Training to be explored to support staff in challenging situations.
- PFH to design Civica (new IT system planned to go live 2023/24) in a way that supports more proactive communication with residents on delays and updates.
- A review undertaken by Astraline (out of hours support service provider) which stemmed from an isolated incident which delayed a response to a resident.
- A review of the PFH Out of Hours Cover service to ensure this is meeting the residents needs.
- Complex case management to be put in place to better manage situations such as a leak in a home that requires a decant. This is to ensure we have a clear plan of action and includes adhering to residents’ communication preferences.
- Review of ASB communications to ensure wording is sensitive.



**For more information
please see our Value For
Money statement report
in our financial accounts**

We reported a surplus of £993k for 2022-23 and continued to generate a strong net cash flow from operating activities of £2,232k. During the year we invested a further £1.4 million in new homes and invested a further £1.4 million improving our existing homes. We expect investment to increase during 2023-24 as we continue our new build programme and our plans to replace boilers, kitchens and windows at a number of our properties. Our commitment to a high-quality management, repairs and maintenance programme means that our costs are generally higher compared to our peers. We anticipate that these costs will further increase in the coming year as we continue to face unprecedented inflationary pressures and ensure that our residents continue to receive the best

quality service, we are committed to carrying out benchmarking analysis and comparisons of our key performance indicators and value for money on a continuous basis against a peer group of similar organisations. Our peer group is reviewed annually and includes Arawak Walton HA, Arches HA, Ashton Pioneer, Durham Aged Mineworkers HA, Leeds & Yorkshire HA, Nehemiah, and Railway HA



Lish Harris
Business Services Director

Investing in homes

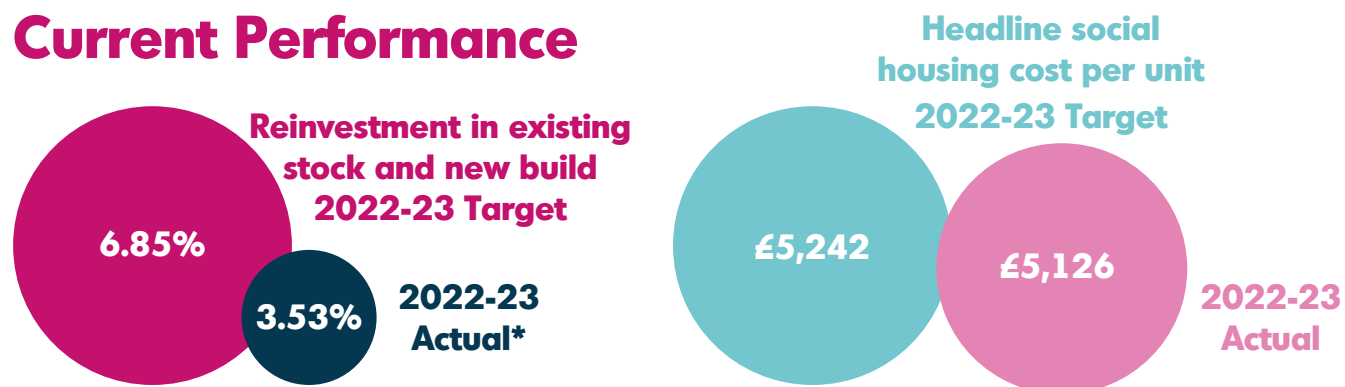
Reinvestment in Existing Stock and New Build

2020-21 PFH Actual	3.13%
2021-22 PFH Actual	7.29%
2021-22 Peer Group Average	4.87%

Headline Social Housing Cost per unit

2020-21 PFH Actual	£3,995
2021-22 PFH Actual	£4,707
2021-22 Peer Group Average	£3,867

Current Performance



*Lower than target due to delay in completion and new properties.



Corporate Plan Ambition

2

To invest in our homes, so they remain well maintained and a safe place to live

Resident Satisfaction with quality of their home

92% Target: 92%

Resident satisfaction with the repairs service

91% Target: 90%

£1.1m spent in 2022-23

£1.2m spent in 2021-22

£1.3m estimated spend in 2023-24

£4,000,000

spent on targeted home improvements between 2021 and 2024.

Emergency Repairs Attended in target time

99.7%

Target: 99%

Repairs completed on the first visit

98.2%

Target: 99%

Repairs completed in target time

99.9%

Target: 99.5%



100% Achievement

of government Decent Homes Standard

We continue to closely manage key services with contractors



Repairs managed in relation to damp, mould and condensation (Cumulative)

75



Total spend on planned and major repairs investment

£2,002,669

Customer satisfaction with grounds maintenance service

80%

Target: 80%



Corporate Plan Ambition

3

To increase the sustainability and affordability of our homes, making them more energy efficient and reducing our carbon impact

Deliver the energy improvement programme to Pickering Crescent properties

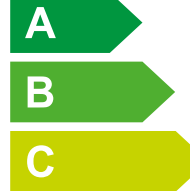
8 properties of 24 are now complete, achieving an EPC rating level C.

C



All properties to be at or above EPC rating Band C by 2030

Cavity wall insulation installed in 230 properties in 2022/23; further homes with lower energy efficiency ratings are to be completed in 2023/24.



We fitted **120 LED bulbs** in PFH homes this year offering a typical saving of £4.38 per light per year



Deliver a pilot air source heat pump project

Trial commenced of infra-red heating in 8 of our new homes.

We also provided infrared heaters to some residents to determine the impact on their energy bills.

These heaters allowed residents to heat only the room they were using, rather than their whole home, hopefully providing a saving on their heating bill.

Develop

25-30



new homes
each year

Eleanor Scott Cottages and Hessle High Road developments completed 2021-22. 8 properties located at Ryde Avenue completed this year. 24 homes are planned for development at Padstow Close in 2023-24.

We have reduced home development aims to 15-20 per year to address the impact of increased costs and supply chain restrictions.

We have appointed Unity HA as our development partner to support us in identifying suitable land sites and project management of future developments.



Corporate
Plan
Ambition

4

To grow, meeting local housing demand, by providing a supply of new homes for older people

Corporate Plan Ambition

5

To increase the sustainability and affordability of our homes, making them more energy efficient and reducing our carbon impact

Roll out assistive technology services and codesign to the sheltered housing offer

KCOM

The initial rollout phase of the assistive technology upgrades is now complete. We are currently planning the next phase to align with the KCOM digital switchover.



Performance indicator	Target 22/23	End of Year 22/23
Resident satisfaction with sheltered schemes	95%	99%
Resident satisfaction with quality of neighbourhood	96%	94%
Number of Resident connections (Cumulative)	650	698

Improving in 2023/24

Our Sheltered Scheme communal area renovation programme completed works at Ada Holmes Circle in 2022-23.

Christopher Pickering Lodge is the final scheme communal area to be completed. Residents views will be sought throughout the process and works will be completed prior to 31st March 2024.

PFH understands that updated and well-maintained communal spaces contribute significantly to resident comfort and enjoyment of their living environment. By investing in these areas, we create inviting spaces for socializing and relaxation. Our goal is to continuously enhance the quality of living for our residents, fostering a sense of community that exceeds their expectations.

Improving Connections

The resident portal continues to be developed through our new IT system investment. Feedback provided by residents in August 2021 has been incorporated in to the portal development process and initial testing was undertaken by residents in May 2023, with more resident consultation to come in the next year.

Our resident involvement work shapes the future of the organisation. We are grateful when residents volunteer their time to make suggestions and share their experiences. We are always looking for more residents to engage with us and there are always lots of opportunities throughout the year so if you would like to know more, don't hesitate to contact Kate-Marie our Customer Experience Manager.

Last year we exceeded our targets for creating formal opportunities for residents to have their voices heard and shape services. Looking forward we are evaluating these opportunities to ensure they are meaningful and accessible by all our residents.

More than a Landlord

Welcome to your New Home

We are passionate about making our residents feel welcome when they move into their new home. Based on your feedback, we have decided to introduce a six-week aftercare telephone call to all new residents, with the possibility of offering further support if required. This personalised support will be wonderful for residents with individual and specialised needs.



Last winter we received grant funding from Hull Council to help keep our residents warm over the winter period. We used this to open warm spaces in our sheltered schemes with entertainment and refreshments and, we distributed over 300 cosy blankets and thermos flasks.

We have supported 26 residents with financial advice sessions too – helping with benefits and changes in circumstances.



We are there when you need us the most

Adjusting to life without the person who has died takes time, usually more time than we realise but eventually most people are able to make these adjustments and look forwards. This can be even more difficult if circumstances mean we also have to make major practical changes in our lifestyle.

This support can make a huge difference, in offering practical support and signposting to additional services too. Some recent feedback from a son whose father we have supported says, ***“It was lovely to meet you all, it gives us great comfort to see dad living in such a wonderful community with such a caring Neighbourhood Coordinator, who has offered such guidance and support as he navigates his new path without our mum.”***

“It was lovely to meet you, it gave me great comfort to see Dad is living in such a wonderful community and has such an experienced and caring coordinator as yourself to offer guidance and support as he navigates this new path. Thanks again for all the support you have given my Dad and for reaching out to me, I look forward to being in touch from time to time.” Message received by Dawn Wainman, Area Coordinator from a resident’s daughter following a bereavement visit to her Dad.

Our help is there when you need it, please

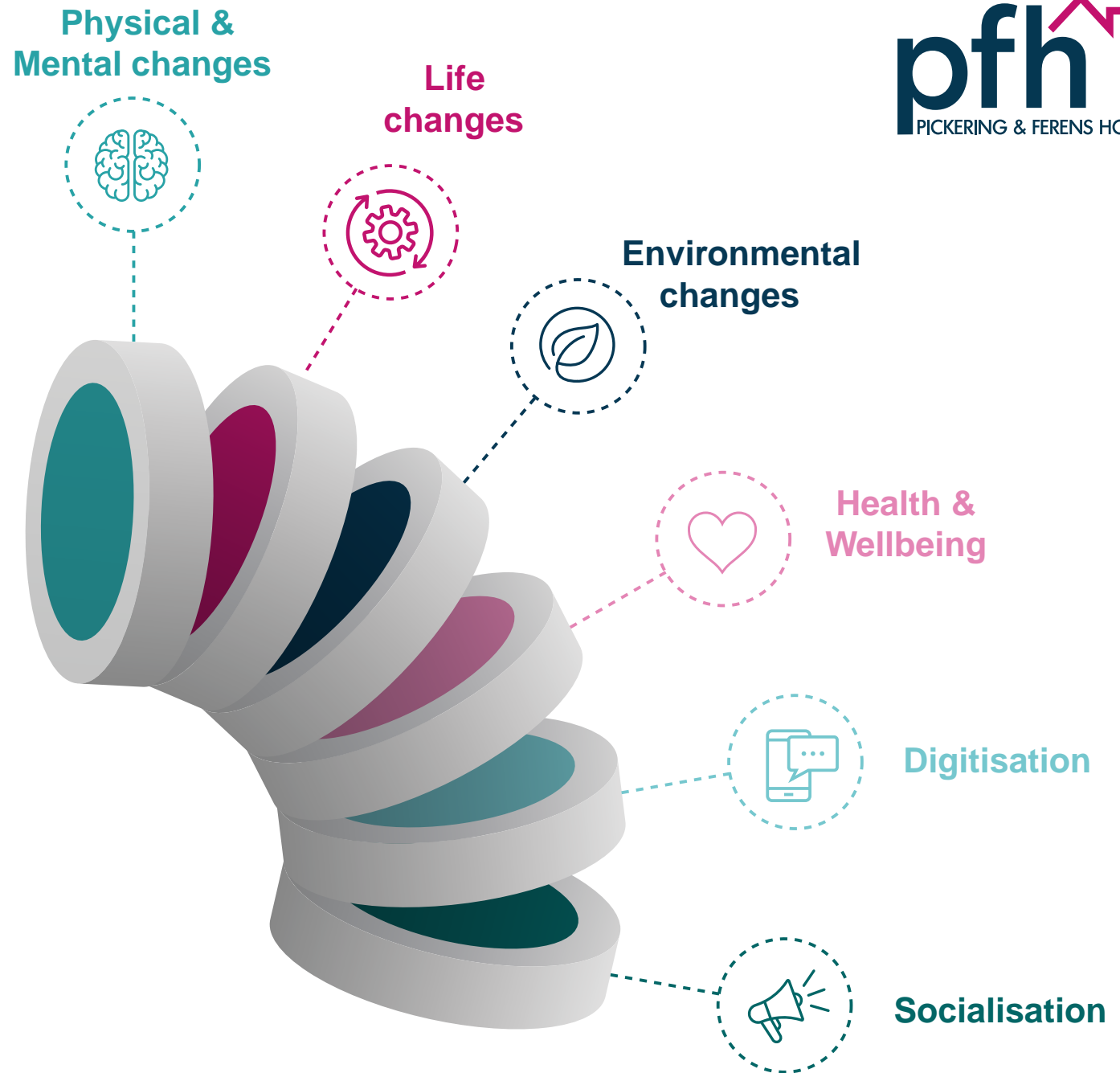
 email info@pfh.org.uk  or call 01482 223783



Corporate Plan Ambition

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To work with partners to deliver health and wellbeing outcomes, particularly with regards to combatting loneliness and isolation, preventing hospital and residential care stays. Making a PFH home a 'home for life' wherever possible



Performance indicator	Target 22/23	End of Year 22/23
Resident loneliness and isolation score	20%	17%
Safeguarding Referrals	Target not required	8
Hours of activities delivered to residents	>2,500	3,602
Number of attendees at PFH activities	>15,000	20,392
Funding obtained for health and wellbeing projects	>£5,000	£9,700
Reduce resident turnover (Cumulative)	8.68%	8.19%
Reduce sheltered housing resident turnover (Cumulative)	20.42%	14.66%



Hull University has recently undertaken a research project on our innovative Try Before You Apply scheme and its participants. The final report will provide a detailed analysis of the benefits, outcomes and learning points of the scheme. 14 participants have taken part, 5 of whom have secured permanent accommodation in some of our apartments, 3 are waiting for permanent rehousing and there are 4 on-going enquiries.

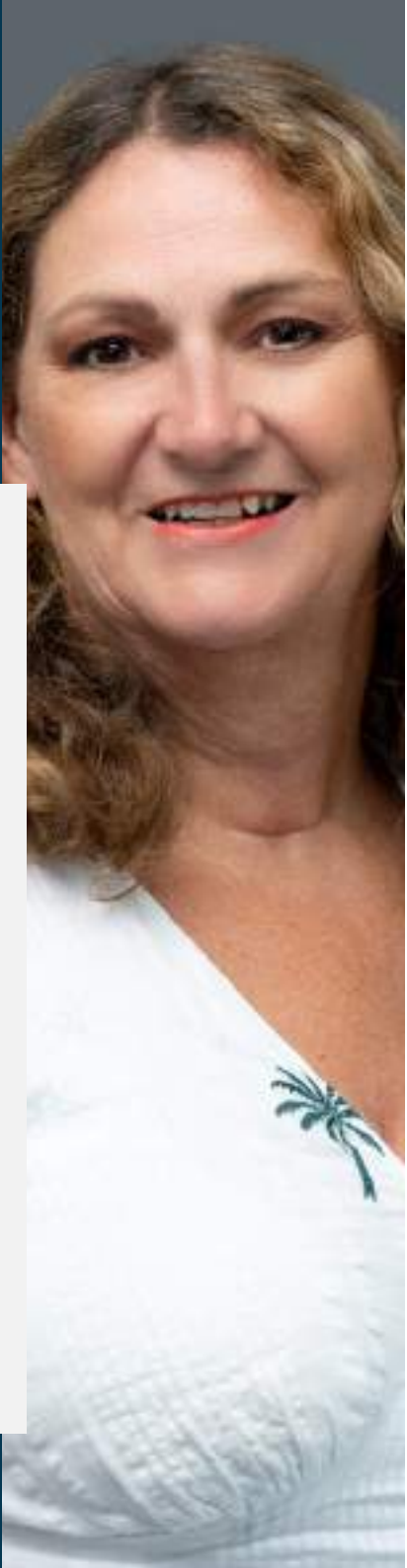
If you or someone you know would be interested in our Try before you apply scheme, you can find out more here:



Corporate Plan Ambition

7

To be a well-managed organisation and to support our colleagues to have the skills and knowledge to deliver our ambitions



Performance indicator	Target 22/23	End of Year 22/23
Staff Turnover	17%	20%

Turnover remains a concern for us and this year we will be focusing on training & development to support staff retention.

Number of days sickness per FTE	<9 days	7.96
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Significant reduction from 21/22 - largely due to staff with long term sickness absence leaving the business and stricter absence reporting being implemented.

“I am proud to work for PFH and would recommend PFH as a place to work” staff engagement strongly agree	Score to improve from 63% to 75%	82%
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Significant increase achieved on the previous 2019 staff survey outcome of 63%.

Health & Safety

Performance indicator	Target 22/23	End of Year 22/23
Properties with a valid Gas Certificate	100%	100%
Properties with a valid Electric Certificate	100%	100%
Properties with a valid Fire Risk Assessment	100%	100%
Weekly Legionella Tests	99%	100%
Properties with a valid Asbestos Survey	100%	96%
Passenger lifts with an in date service record	100%	100%

The safety of our residents is extremely important to us and we always promise to:



- ✓ To work with you and undertake our obligations to keep your house safe.
- ✓ Ensure we meet all health and safety requirements.
- ✓ Carry out annual gas safety checks to all properties with a gas supply and provide a copy of the certificate when the check is completed.
- ✓ Complete electrical tests in every home and in communal areas every 5 years.
- ✓ Undertake weekly fire safety checks and monthly emergency lighting inspections where legally required and make these inspections available to view.
- ✓ Perform water hygiene tests within our sheltered schemes and empty properties (as appropriate).
- ✓ Provide information on health and safety on our website and in our newsletter.

To ensure we deliver our services to the highest standards we have regular internal audits undertaken by our auditors.

Health & Safety

- **99.9% of 1233** Properties requiring Landlord Gas Safety Checks completed on time. One property completed two days late due to access issues.
- **100%** of required Electrical Installation Condition Reports (EICRs) completed on time.
- **100%** of properties that require Fire Risk Assessments have 'in date' assessments. 99.5% of remedial works identified have been completed within the year.
- **100%** of all fire alarm, emergency lighting, and fire extinguisher services completed on time throughout the year
- **100%** of properties requiring legionella risk assessments completed on time throughout the year
- **96%** of our domestic properties containing asbestos received an annual reinspection during 22/23, this is slightly below target due to a delay in scheduled reinspection of one property which has now been commissioned.
- **5 Passenger lifts, 14 Stairlifts, 3 Hoists** require servicing at regular intervals and regular insurance inspections. At the end of each month of the year, all were complete in time, although some missed their target dates by a few days throughout the year.



- Re-procured new Health and Safety specialist contractor to complete additional health and safety checks on our properties, our services and our contractors.
- Reviewed and updated key Health and Safety related policies including Gas Safety, Fire Safety, Health and Safety. Launched our first Resident Health and Safety Forum to ensure lived experience is captured and accounted for within policy, procedure, and culture of PFH.

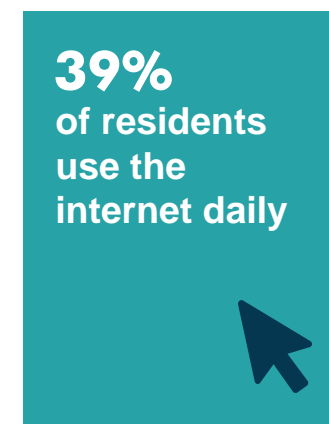
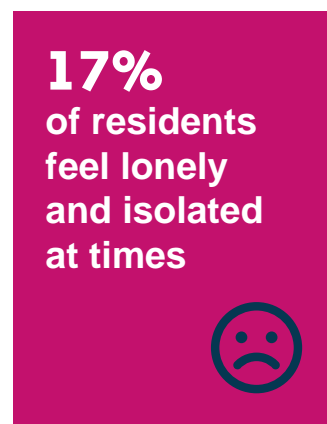
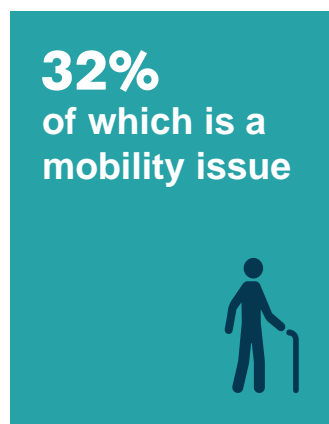
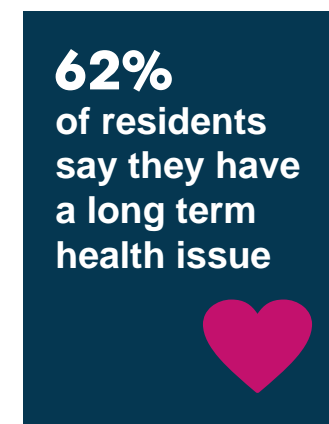
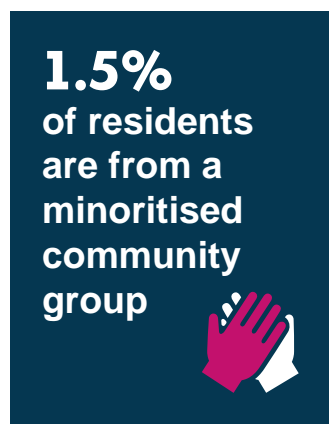
Equality, Diversity and Inclusion

PFH embraces and demonstrates our commitment to EDI in how we operate and how we learn. We believe that diversity and inclusion promote creativity and innovation. It enables us to gain a wider range of insights, ideas, and perspectives, to help us meet the needs of our residents and team effectively. We always aim to create an environment in which everyone's talents can flourish.

The information gathered from our resident survey in Autumn 2022, gave us important insight about our residents.



Please see our EDI Strategy for further information



Strategic Risk

The Board is responsible for managing risks and putting things in to place to reduce the risks. The Board consider the following items to be the top three risks currently faced by the association:

1

Significant changes to the political and macroeconomic environment which will impact upon the financial viability and service delivery of the association.

2

A malicious cyber security attack which results in significant financial and reputational damage.

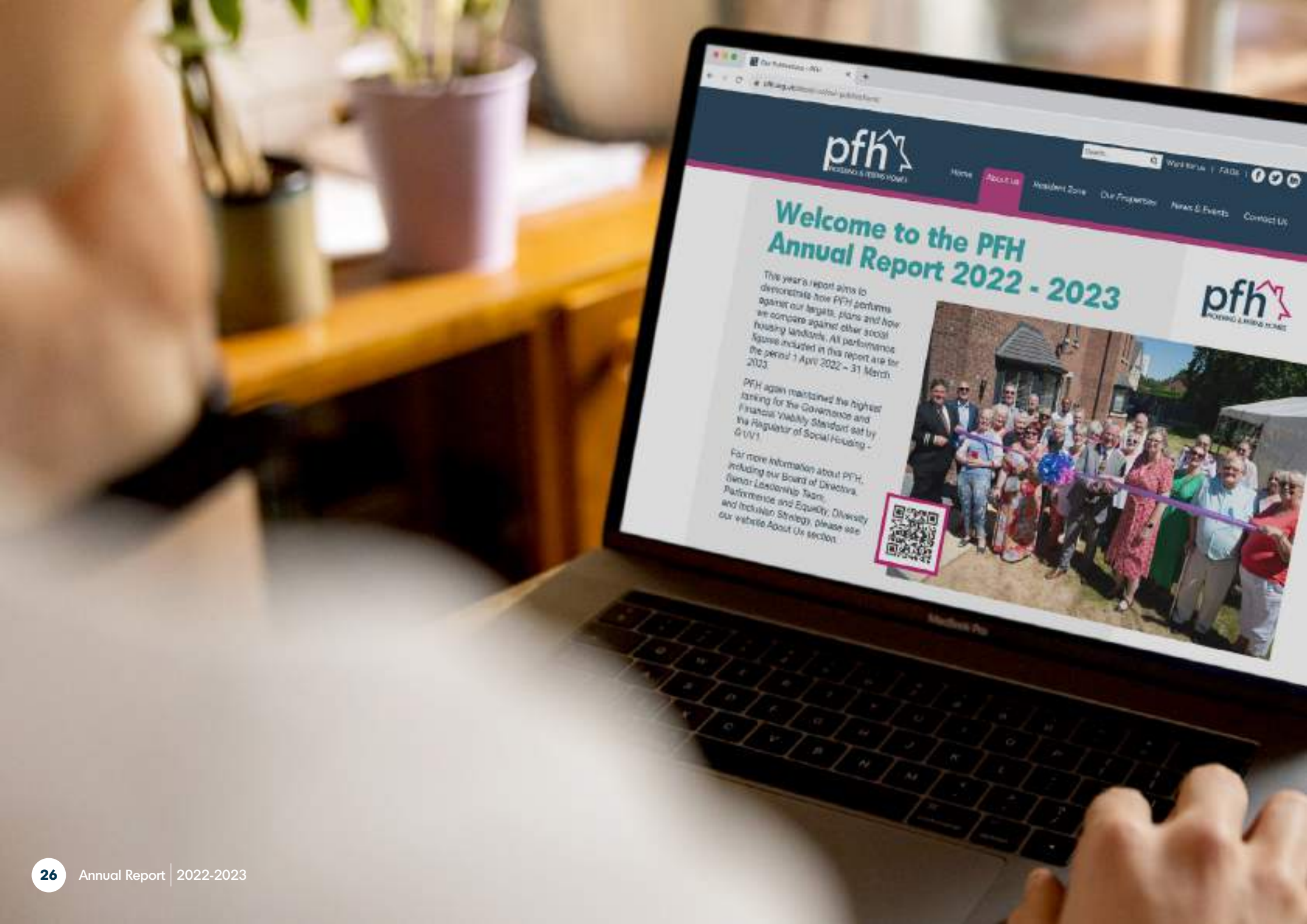
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PFH is unable to adequately insure its homes to protect against the associated costs from flooding.

This report aims to assure residents that risks are managed.







- Home
- About Us
- Resident Zone
- Our Properties
- News & Events
- Contact Us

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Did you know our annual report is also available on our website?

If you would prefer to receive the report digitally in future please let us know



Opening Hours

Mon 9:00am - 5:00pm

Tues 9:00am* - 5:00pm

Wed 10:30am - 5:00pm


Thurs 9:00am - 5:00pm


Fri 9:00am - 4:30pm

*Please note, we open at 10:30am on the first Tuesday of each month.


We're Closed on Bank Holidays. If you have an emergency outside of these hours you should call 01482 223 783 and you will be diverted to the out of hours team.

If you would like this Annual Report on audio tape, large print, Braille or another language, please contact us using the details below.

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 www.pfh.org.uk

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 facebook.com/Pickering.Ferens

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 twitter.com/pfh_hull

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PICKERING & FERENS HOMES