

Annual tenant report 2018/19



*Putting the
community at
the heart of
what we do*

Who are we and what do we do?

Castle Vale Community Housing Association (CVCHA) was set up in 1997, initially to develop and manage new homes on the Castle Vale estate after residents voted to create a Housing Action Trust post regeneration. In 2015 a group structure was created with Castle Vale Community Housing (CVCH) at the heart of the organisation with by far the largest housing stock of The Pioneer Group. CVCH has strong values and works along side partners within Castle Vale to ensure we deliver on our strategic goals within the community.



Provide great homes and excellent services



Help people to reach their true potential



Empower communities and identify community driven solution



Build a strong and value driven organisation



Simon Wilson, CEO,
The Pioneer Group

"2018/19 has been a year of both challenge and opportunity, which I hope is reflected throughout this Annual Tenant Report. A number of new appointments were made to the Executive Leadership Team, with Kate Foley joining us as Director of Housing and Customer Services and Martyn Hencher joining us as Finance Director.

As an organisation we are subject to regular review by the Social Housing Regulator, to make sure that we are complying with all our obligations. During the year we were subject to an In Depth Assessment, with the Regulator visiting us, observing our Board meeting and interviewing us at length. I'm pleased to say that they awarded us the strongest 'mark' available, known as G1 V1

Alongside this we experienced challenges with some of our services and this was reflected by a dip in satisfaction ratings. We have taken this feedback on board and will be spending the year 2019/20 looking in more depth at what we need to do to understand customer satisfaction and improve our performance in a number of areas."

CVCH board and scrutiny



It's been a year of change here at The Pioneer group, with some changes in management and some structural changes in governance.

One thing that hasn't changed though is CVCH's commitment to its many customers. It has been a difficult year managing changes imposed on us by government and I am very impressed that the organisation has managed this with little effect on our customers.

There are some vacancies on the CVCH Board for an independent member and resident. Anyone interested in being on the Board and helping to influence future direction of our Housing Association then please contact CVCH at our usual office.

The CVCH Boards' biggest strength is that residents form a majority on this Board, which is right at the heart of the business. I am proud to have been the chair of this board, and as a resident group we have achieved much in this past year. Although it is my intention to remain on the board into the future, my term as chair is near its end, so this will be my last report to you.

It has been a privilege and pleasure, and I've met so many lovely and interesting people, and I thank everybody for their support and encouragement that I have enjoyed along the way.

CVCH board tenant representatives

As a community driven organisation we are proud to have retained a resident/tenant majority board with the chair of our board being a resident of Castle Vale. Our CVCH board is embedded in everything we do from policy to complaints and we are committed to retain this majority. The voice of the customer is what keeps us delivering to our strategic goals and in a way in which is aligned to our strong organisational values. Our independent board scrutinise and approve our policies, procedures and our performance to ensure that we deliver according to our service standards.



Do you
want to be involved in shaping the
organisation and what services we offer to our
tenants and how?

We are always looking for people within this
community to be part of both our governance
structure and to be involved with important
decisions we make as an organisation.

Whether this be part of our board, a member of
our scrutiny panel or even letting us know we can
check in with you now and again to see how
things are going, please get in touch.

If you are interested and would like more
information, please
contact Becki
Winkless on
07956 007 696



SCRUTINY PANEL

This year was a year of change for our Scrutiny Panel, we recruited volunteers and therefore have 8 enthusiastic tenants on board. The Panel received 2 days of bespoke training delivered by TPAS the Tenant Engagement Experts, one around team building, successful meetings and report writing and the other focused on Housing knowledge and the law. Once the training was complete they worked together to build a work plan for the year telling us the services they wanted to scrutinise, alongside the standard governance guidelines for Scrutiny Panels such as our Contractors and workforce.



TENANTS VOICE

This year we engaged with Tenants to understand their priorities within the services we as a Housing Association provide. To start this we took a group of tenants to a Government Green Paper event; we ensured they had their say and were able to put their views forward to representatives from the National Housing Federation. In house there were changes within our own services and policies and we wanted to ensure Tenants were listened to and consulted with to ensure we got the service right. We took guidance on the Allocation Policy and worked with a large group of Tenants to discuss what this should look like and how we should be allocating properties on our waiting list. We also listened to experiences of tenants using our Contractors and started a review of the Gas Service and Responsive Repairs contracts; alongside taking into account the reports that came from our Scrutiny Panel.

We continue to produce our Neighbourhood News in effort to keep the community updated with all the latest events and projects in the area.



PLEDGE 1**Commit****PLEDGE 2****Responsive****PLEDGE 3****'On tap'****PLEDGE 4****Feeling Safe****PLEDGE 5****Green, clean and tidy****PLEDGE 6****Help for the vulnerable****PLEDGE 7****Providing Support****PLEDGE 8****Meeting together
and having fun****PLEDGE 9****Pledge Pot****PLEDGE 10****Connected****PLEDGE 11****In the know**

11 POINT PLEDGE

CASTLE VALE COMMUNITY PLEDGE

In 2015 we made a pledge to the community to continue delivering the range of 'added value' services that are beyond our core landlord responsibilities. Each year there is a minimum of £500k investment and we wanted to share the brilliant things that took place in 2018/2019 because of this.

Last financial year, we invested a whopping...

£320K**COMPASS SUPPORT**

Funding for support services such as open access Job Clubs, Family Support, Youth Activities and much more

**CASTLE VALE STADIUM****£36K**

Maintaining Castle Vale Stadium as a community facility for club, resident and school bookings with a fully operational team

**CCTV/SAFETY****£153K**

Operating 79 cameras throughout the estate, reporting incidents to the local police team

**£58K****NEIGHBOURHOOD PARTNERSHIPS**

Enabling residents, community groups and partners to work together to make Castle Vale a better place to live

**£36K****DEBT ADVICE**

Access to debt advice service for Castle Vale tenants & residents to help anyone who finds themselves in a financial crisis

**ESTATE SERVICES****£65K**

Helping keep our community safe and clean by reducing litter, fly-tipping and anti-social behaviour

**DIGITAL INCLUSION****£22K**

Offering help to all Castle Vale residents to increase confidence with computers and accessing services online

**£36K****APPRENTICES**

Offering 2 year placements that provide successful local candidates with a formal qualification, work experience and a clear career path

**£727,000!****FINANCIAL
COMMITMENT
2018/2019**



Get online!

This year saw a lot of services make the big switch over to Digital enabled services therefore as an organisation we had to ensure provision was made so our residents could access this. We opened the Hub more hours, 3 days to 4, recruited 5 Volunteer Digital Champions to support the work we do and to support residents with their learning. Birmingham City Council moved their housing list to a digital website therefore we offered support for that and still do, Universal Credit had a huge impact on the estate and saw a lot more residents needing to access their accounts online. We also joined in with some fun stuff! We got involved with a government funded initiative Get Online Week and encouraged residents to try one new thing; this was anything to turning on a computer, tablet or mobile phone to learning how to crochet via YouTube videos; this encouraged residents to learn more and resulted in us offering Food Hygiene Certificates online to improve employability.

CVCH enable free impartial advice for residents of Castle Vale through our contract with Spitfire Services. They have the expertise to support the community on a wide range of subjects.

Spitfire services have been providing a service on behalf of CVCH such as;

- ◆ Benefit advice and benefit health checks
- ◆ Universal Credit support
- ◆ Crisis support with the use of the crisis fund
- ◆ Debt advice

Last year alone there were 172 households are benefited positively from this service.



This year we focused on some intergenerational projects involving our older residents in Phoenix Court, Chivenor House and Whittle Croft getting together with Young People across the estate to share stories, skills and have fun. We ran singing projects, arts and crafts, trips and coffee mornings – this in turn saw the launch of the Young Leaders Project.

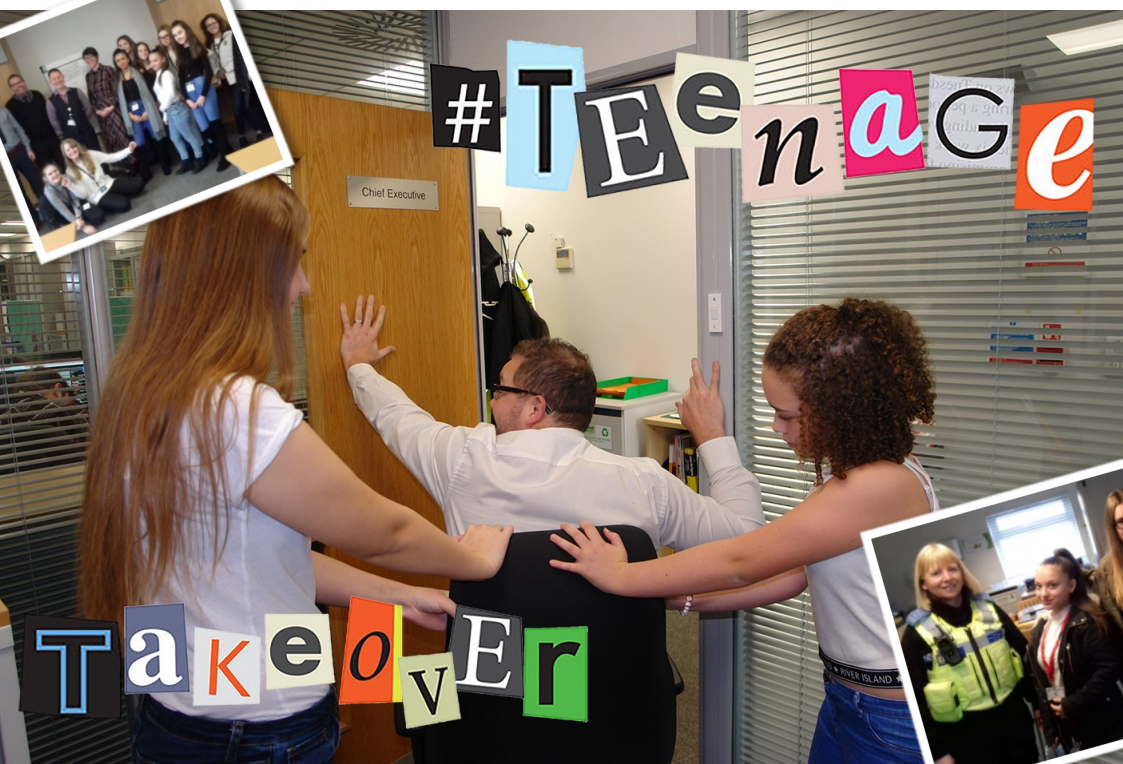
Safety in Castle Vale

The safety of our residents, their family and friends is extremely important to us. We want to ensure that we have the right services in place to make Castle Vale a safe place to live in. We work closely with West Midlands Police to detect and intervene in the prevention of crime and anti-social behaviour. Our CCTV is operating 24/7 and we encourage our residents (not just tenants of CVCH) to notify us of anything that may be cause for concern. If you would like to report anything to us please call our CCTV team on 0121 776 8880.

To review a copy of our CCTV Code of Practice, please see our website.



This year we were shortlisted for 3 awards at the TPAS National Awards Ceremony for 3 projects across various parts of the group. The Inspire Bike project that focused on Community Safety with Young People was shortlisted in the Excellence in Community Action Award, The No One without Festival Campaign that focused on ensuring older residents didn't go without over the festive period was shortlisted for the Community Focused Service Award and Get Healthy, Get Working which is a Compass Support employment project supporting those furthest away from the employment to be employment ready.



With the focus on Tenant Voice and listening to our tenants we worked with Greenwood Academy to listen to young people who could be our tenants of the future. We invited a handful of students who live on the estate and attend Greenwood Academy to come and Takeover for the day! They were split into teams of 2 and took over the 'running' of the organisation for the day focusing on various departments. They acted as the Chief Executive, Marketing Officers, Customer Service Directors and more. They had the opportunity to interview all the Directors to find out what a typical day in the office was like, they then worked with them for the day and ended the day attending meetings, taking over our Social media and finished the day with suggestions for improvements and praise for what they do well.



Estate Services and environment

Introducing CVCH's Estates Team. The team work hard to keep Castle Vale a great place to live, work and play. The team recently ran some statistics on their work and updated us with some killer facts for the month:

**"WE COLLECT 222 BAGS
OF LITTER MONTHLY"**

**"WE MOVE APPROXIMATELY 5 TONS
OF BULK ITEMS EVERY MONTH"**

**"WE RETURN 70 TROLLIES
PER MONTH"**



LITTER PICKING



LOOKING AFTER THE
ESTATE

SEE IT REPORT IT

Within the Castle Vale Newsletter we have launched a new initiative for residents to make it easier to report issues of concern to us. We now have a text facility so that residents can report litter hot spots, fly tipping or issues of neighbourhood ASB via a text service. All you need to do is text **VALE** along with the message to **86688**.

**SEE IT...
REPORT IT**

Repairs, maintenance and voids



L Daniels
Property Maintenance Ltd
Putting Customers First

Who are L Daniels?

L Daniels are small to medium size building, maintenance and reactive repairs business based in Kings Heath. The company is privately owned and has been providing services throughout the West Midlands for more than forty years.

All L Daniel's operatives are security checked and trained to NVQ Level 2 in their respective trades.

As part of the contract, L Daniels have committed to providing a dedicated team for the provision of services to CVCH including the position of a dedicated Contracts Manager. This is to ensure the service provided to our tenants is of what is expected within our service standards (<https://www.cvch.org.uk/your-cvch/your-service-agreement/>)

L Daniels have displayed flexibility and dedication during the life of the contract. We continue to make improvements as CVCH and L Daniels have been working together.

Asset Management Performance 2018/19

100%
Compliance
against fire
safety
activities

92% of
responsive
repairs
completed on
time

84%
Responsive
repairs
completed at
1st visit

84% satisfied
with their most
recent repair

78% satisfaction
with condition of
new home



Major works and Planned maintenance

CVCH continues to deliver on its kitchen replacement programme and work is being undertaken to produce a 30 year plan for major works across our stock. We will continue to invest in our homes in 2019 onwards.

396

**kitchens replaced
2018/2019**

97%

**satisfaction
with the kitchen
replacement**



Your say!

It is important to us that our tenants can have a say on our services and feedback on the experiences they have had when dealing with us or one of our contractors. When we receive feedback, regardless of where it is positive or something in which we need to improve on, this is always taken seriously. The feedback in which we receive helps us shape our services to ensure that we are delivering our commitment to the community and understand those we serve.



82% satisfied with their neighbourhood as a place to live



69% satisfied with the overall appearance of the neighbourhood

66% satisfied with the opportunities to get involved



68% satisfied that their social housing provider listens to views and acts upon them



79% satisfied with the service provided by their social housing provider



We treat people with **dignity** and **respect**



We are **innovative**, making good things happen



We always deliver **quality**, and achieve value for money



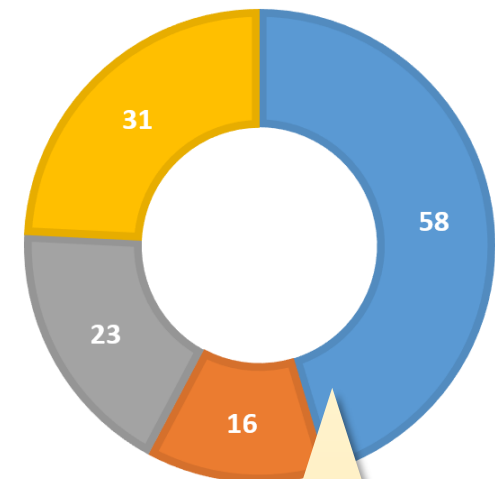
We act with **integrity** and take personal responsibility



We are **community** and **customer** focused

146 complaints responded to

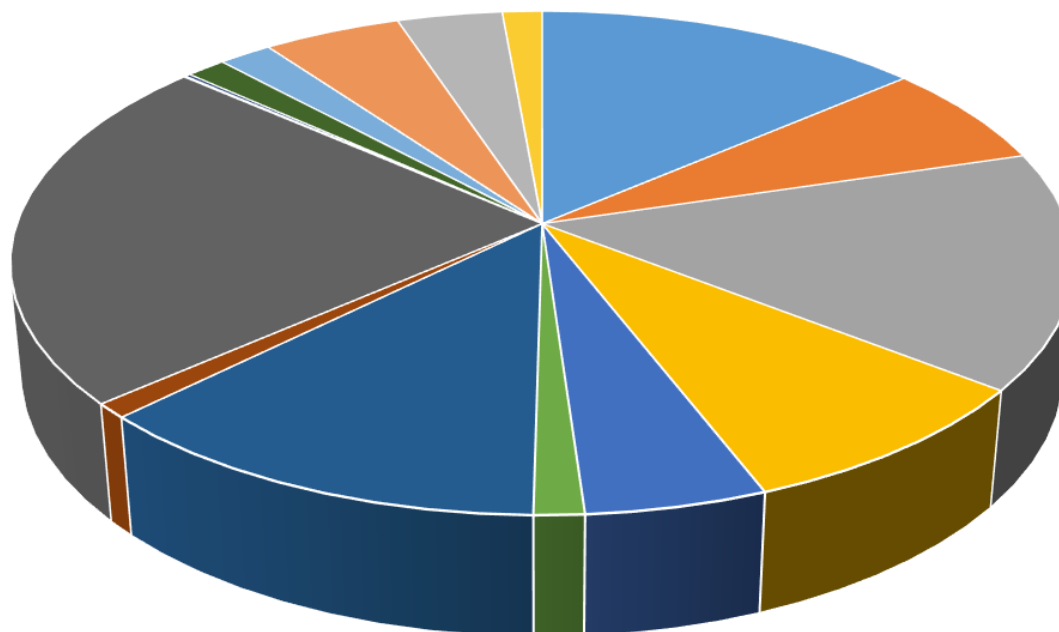
■ Upheld ■ Partially Upheld
■ Not Upheld ■ Cancelled by Customer



Thank you to everyone who has taken the time to let us know what we are doing well and what we need to do improve on!

Spending for The Pioneer Group

Castle Vale Community Housing is part of a group structure The Pioneer Group. CVCH will continue to be at the heart of the group as Castle Vale Community Housing has by far the largest stock within the group. Below is the groups spending.



■ Management £1,511,000	■ Services £730,000	■ Routine Maintenance £1,675,000	■ Planned Maintenance £945,000
■ Major Repairs £529,000	■ Rent Losses £146,000	■ Depreciation & Impairment £1,366,000	■ Leasehold Property £104,000
■ Community Regeneration £2,523,000	■ Commercial Lettings £8,000	■ Home Ownership £20,000	■ CCTV £155,000
■ Stadium £209,000	■ Nursery £537,000	■ Market Rent £409,000	■ Development £155,000

Legal Status of structure

The Pioneer Group – is a Registered Provider registered with the Homes and Communities Agency. It is an exempt charity. It owns all of the housing assets of the group and holds all loans and other liabilities.

CVCH – is a trading name of the Pioneer Group to manage the social housing assets owned in Castle Vale. The work is overseen by an operational committee of the Group called Castle Vale Community Housing Board. It has a resident majority on the this Board and delegated authority to ensure services are delivered to Castle Vale residents.

Pioneer Places – is a trading name of the Pioneer Group for market rented homes, shared ownership and sales of the Groups Assets.

SGOHT – is a subsidiary of the Pioneer Group. It is a Community Interest Company.

Compass Support – is a subsidiary of the Pioneer Group.

Merlin Venture – is a subsidiary of the Pioneer Group.



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