

Two of Chapter 1 Champions Spring 2016



Introduction

Welcome to our annual tenants' report for 2016. This booklet shows key data about Chapter 1 services. Here you will find out how your rent was spent, the expenses incurred and the improvements made to your accommodation.

Chapter 1's aim is to help and support our tenants to successfully maintain their tenancies or move onto independent living. Last year the average stay in our supported housing was 6 months. We supported over 2500 people in our services, of which 68% moved on positively.

Chapter 1 is constantly working on delivering the best possible service to our tenants. That is why it is important to hear your views of the services offered. It will help us make the necessary improvements.

Based on your feedback from last year we have produced a large poster detailing the highlights of the main report. The report booklet and poster will be available in all Supported Services and can be seen on the Chapter 1 website: www.chapter1.org.uk

We are eager to hear your comments and suggestions about this year's report and poster. Please contact Mary Firth, the Get Involved Manager on 07889 533359, email: maryef@chapter1.org.uk with any feedback you may have.

Joseph R. Main
Chief Executive



Care and Support Services

Buckingham Service
Exeter, The Grapevine Centre
Exeter & East Devon Mental Health Services
Exeter, Shilhay
Guildford, Mulberry House
Liverpool, Mildmay House & Crete Towers
Manchester, The Limes
Notting Hill, Dashwood House
Southampton Young People's Services

St Austell, FreshStart
St Leonards, Turner House
SW Surrey Outreach
Tunbridge Wells, Calverley Hill
Walthamstow, Stephen House
Warwickshire Support Services

Weston-Super-Mare, Margaret House
Weston-Super-Mare, Graham House
Weston-Super-Mare, Triangle
Domestic Abuse Services:
Gemini Services
Swan House

Contact Centres & Social Enterprises

Exeter, Little House Family Services
Preston Contact Centre
North Warwickshire Foodbank/Furniture Store
Warwickshire, 2nd Chance Furniture Re-use
Warwickshire, Judkins Recycling Shop
Waterloo, London, Xenia (Student Accommodation)

Services' Finances

Here you can see Chapter 1's income and expenditure for supported accommodation. These figures are for the whole country, not just your region.

We do not publish financial details for individual services because these are commercially sensitive. However, you are welcome to ask your manager for more details of the income and expenditure for the service you receive.

SUPPORTED ACCOMMODATION

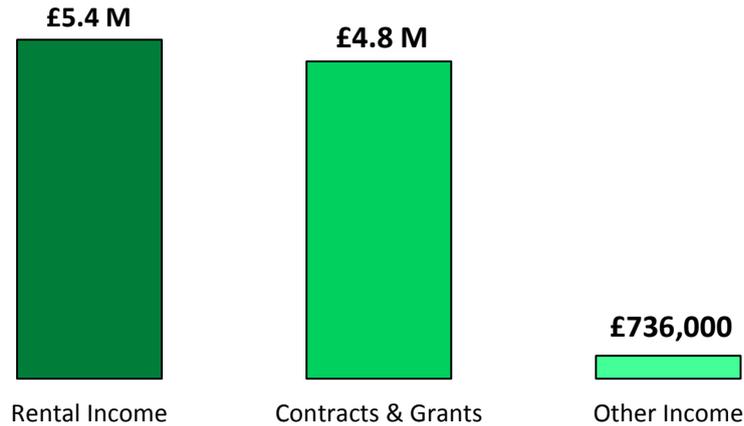
INCOME	Rental Income	5.4 M
	Contract & Grants	4.8 M
	Other Income	736,000
	Total Income	10.9 M
EXPENDITURE	Staff	4.6 M
	Property*	1.6 M
	Support Related Costs	178,000
	Service Charges	1 M
	Other Costs	2.6 M
	Local Overheads	260,000
	Total Expenditure	10.2 M

*Rent paid to landlords

TENANTS' REPORT 2016

The charts show how the income and expenditure for supported services are split, so you can see where the money comes from and how we spend it.

INCOME



Key for Income

Rental Income

e.g.
Housing Benefit,
tenant and service charges.

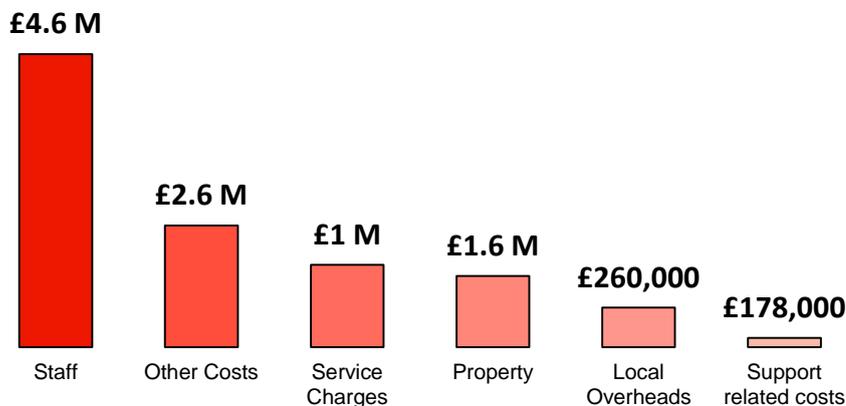
Contracts & Grants

e.g.
Govt. grant funding,
Social Services

Other Income

e.g.
donations, fundraising

EXPENDITURE



Key for Expenditure

Staff

e.g.
salaries &
expenses

Other Costs

e.g. IT equipment,
support,
maintenance.
telephones.

Service Charges

e.g. heat, light,
water

Property

e.g. rent
paid to
landlords

Local

Overheads
e.g. equipment,
legal advice

Support related costs

e.g. resident welfare
expense,
security costs

TENANTS' REPORT 2016

Repairs and Maintenance

Below you can see how many repairs and maintenances works were completed on time within our Supported Services.

	Supported Services	
	Repairs reported	Completed on Time
Emergency (same day)	75	99%
Urgent (within 4 days)	676	91%
Routine (within 14 days)	968	91%
Total	1865	94%

Examples of works completed

This list shows examples of the kind of planned improvements we have made to accommodation across the organisation.

Services

EXAMPLE OF COMPLETED WORKS

London

**Xenia -
Stephen House -**

Electric hob repaired
Cleaned out gutters and carried out routine repairs

Manchester

The Limes -

Installed CCTV cameras outside main house

Weston-Super-Mare

Graham House -

Filled hole in wall and fixed door to close securely

Warwickshire

Binswood Lodge -

Cleared draining pipes which caused problems in bedroom sinks.

Service Delivery

At Chapter 1 we want to give you more than just a place to live. We aim to give a quality service which will make a difference to your life.

We take your complaints very seriously. We encourage you to tell us if you are not happy about something, and we make sure our services are doing something about your concerns.

We know from your feedback that you find anti-social behaviour very unpleasant. We are also aware that you need to feel safe. We check on each service to make sure they are dealing with both issues.

It's not easy, and we can't always get it right, but we are striving to do the best we can.

We'll appreciate your feedback, see page 8.

Complaints & Comments across our Services

173 Complaints in total

98% were resolved within the timescale

91% were resolved to the client's satisfaction

Moving on...

At Chapter 1 we believe in changing lives one by one. This means we want to make a difference to people's lives so that you leave our services in a planned, constructive way. We check to see if this has happened when a person leaves our service.

The overall percentage of clients who have moved on positively was:

73%

approximately **17%** were unplanned moves
approximately **10%** left without notice

Satisfaction Survey

Chapter 1 carries out a Satisfaction Survey every six months. The details below show you the percentage of clients over the year that were satisfied or very satisfied with different aspects of the Chapter 1 service.

Supported Housing

The overall satisfaction rating for these services was: **89%**

Standard of accommodation rating was: **73%**

Client Involvement rating was: **77%**

Support Rating was: **87%**

GET IN TOUCH

Operations Managers

The key role of the Operations Manager is to manage and support your services, alongside your local staff. If you would like to speak to your local Operations Manager please contact:-

David Watson

Responsible for:



- Buckingham
- Liverpool
- Manchester
- Preston
- Warwickshire

davidjw@chapter1.org.uk

Hugh Symons

Responsible for:



- Exeter
- Exeter & East Devon Mental Health Service
- St Austell
- Torquay

hughs@chapter1.org.uk 07720 740684

Philip Smith

Responsible for:



- Guildford
- Notting Hill
- Southampton
- St Leonards
- Surrey
- Tunbridge Wells
- Walthamstow

philips@chapter1.org.uk 07720972700

Lesley Crawford

Responsible for:



- Exeter, The Grapevine
- Gemini Services
- Weston-Super-Mare

lesleyc@chapter1.org.uk 07834738599

Please Give Us Your Feedback

Chapter 1 is constantly working on delivering the best possible service to our clients. That is why it is important to hear your views on this report, to help us make it better in the future. Please contact Mary Firth with any feedback you may have, or contact a member of your service staff team. If you require a more detailed report please ask your Manager for more information.

Get Involved Manager

The Get Involved Manager's role is to support the clients of Chapter 1. If you would like to speak to her, her contact details are:

MARY FIRTH



maryef@chapter1.org.uk 07889 533359