



# 2016/17

Yesterday.

Today.

Tomorrow.



# Welcome

As we move towards our 10th birthday in December 2017, we reflect on a decade of development milestones, financial strength and strong governance.

The theme for this annual report reflects our new 'who we are and what we do' statement which you can find on our Corporate Messaging Board on page 17.

As we look back on our yesterday we're delighted that all improvements promised to our customers when Wellingborough Homes was set up as an independent company in 2007 have now been delivered.

Today, as we retain our G1/V1 rating from the Homes and Communities Agency [HCA], we have seen much progress. In July 2016, we were announced 26th in 24housing magazine's Top 50 Landlords, putting us in the top 2.5% of social housing providers in the country.

Our biggest development scheme to date, Mitchell Court, was handed over in December 2016 providing a diverse range of 48 homes, and we were allocated £3 million HCA funding to support our future development programme.

We also look different, thanks to a group of customers who helped steer our new branding guidelines which led on to a refresh of our website. And to say thank you to our staff for all their hard work in delivering great services and high quality living environments, we introduced our new "Raising the Roof" staff awards to reward those living our values.

We look forward to tomorrow and welcome the opportunities and challenges that the future will bring. You can read more about our priorities for tomorrow on page 16.

**Jo Savage**  
Chief Executive

## **Statement from the Chief Executive after the Grenfell tragedy**

At Wellingborough Homes, we felt deeply saddened by the Grenfell Tower fire in June. I'd like to take the opportunity to not only offer our condolences to those affected, but to reassure our customers and stakeholders that the safety of our residents is a top priority for Wellingborough Homes.

Although we do not own or manage any high-rise buildings, we have reviewed all aspects of our fire safety and made a number of improvements. We will continue to work with Northamptonshire Fire and Rescue Service, to help us keep every customer as safe as possible.



**Jo Savage**  
Chief Executive



# 10 years on...

On 10th December 2007, Wellingborough Homes became an independent company – that's 10 years we have been providing great services and high quality living environments. In that time...



**25,500**

people have lived in our properties



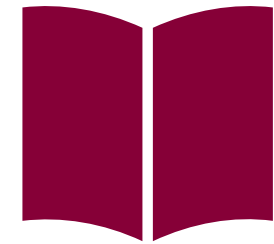
**300**

homes have been built



**173,810**

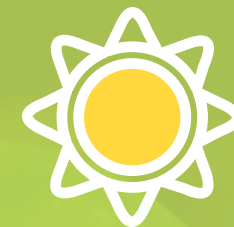
repairs have been carried out



**28**

issues of Well Informed have been sent out

\*Figures correct as of April 2017



# Our journey so far



**2007**

10th December - Wellingborough Homes started as a new organisation with Dave Willis as the Chief Executive and Eileen Higgins as Chair

**2008**

30 flats at Perkins Court, an independent living scheme, were refurbished. It was the first scheme to be updated under the Decent Homes Silver Standard since being handed over by the Borough Council of Wellingborough

**2009**

£31 million home improvement plan launched



**2012**

Our first development, Kingfisher Close, was handed over consisting of 27 homes



**2011**

We reached 3,000 properties that had been newly refurbished under the home improvement plan

Current Chair, Tim Davy, became Chair of the Board



**2010**

We joined Facebook



**2013**

We were awarded 84th best not-for-profit organisation in Top 100 Best Companies To Work For, as well as be announced as 'one to watch'

After being knocked down and re-built, Independent Living scheme Knights Court was officially opened



**2014**

Jo Savage, our current Chief Executive, started

20 homes at Hardingstone, our first development outside of Wellingborough, were handed over



**2015**

Refurbishments to Sylvanus and Diana House were completed

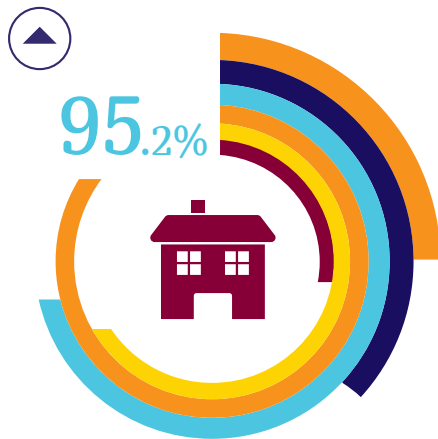
Beginning of Corporate Plan with a focus of growth and development into wider Northamptonshire

Our Annual Report went to an online format to increase value for money

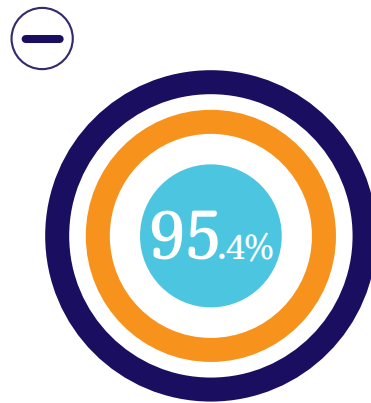
# Our 2016/17 performance

At Wellingborough Homes we're dedicated to providing our customers with great homes and value for money services, as well as investing in our communities to support our customers and protect our business. We monitor how we perform to ensure we are meeting our objectives.

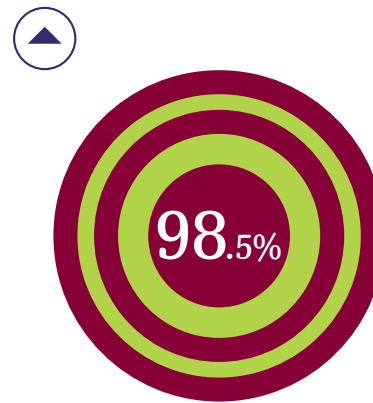
So how did we do between April 2016 and March 2017?



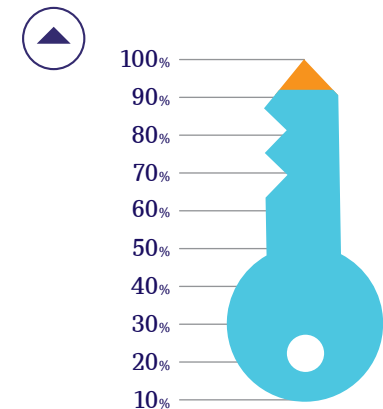
**95.2%**  
of customers  
are satisfied with  
repairs service  
Target: 90%



**95.4%**  
of repairs completed  
on target  
Target: 96%



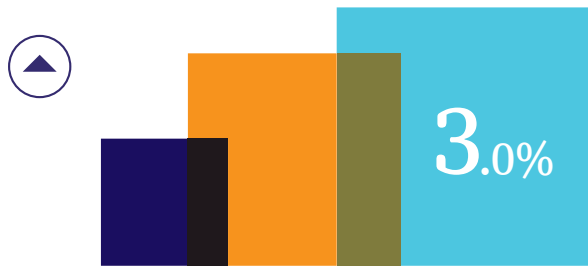
**98.5%**  
of emergency  
repairs completed  
on target  
Target: 98%



**92.4%**  
of repairs completed  
at first visit  
Target: 85%



# Our 2016/17 performance



**3.0%**  
of current customer rent arrears  
Target: 3.2%



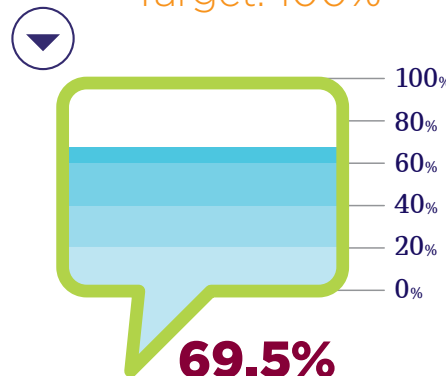
**100%**  
of homes that are in a reasonable state of repair  
Target: 100%



**100%**  
of homes with a valid gas safety certificate  
Target: 100%



**25.5**  
days average time to let our homes  
Target: 25 days



**69.5%**  
of customers are satisfied with their views being taken in to account  
Target: 78%



**89.0%**  
of customers are satisfied with Wellingborough Homes  
Target: 90%



target met or exceeded



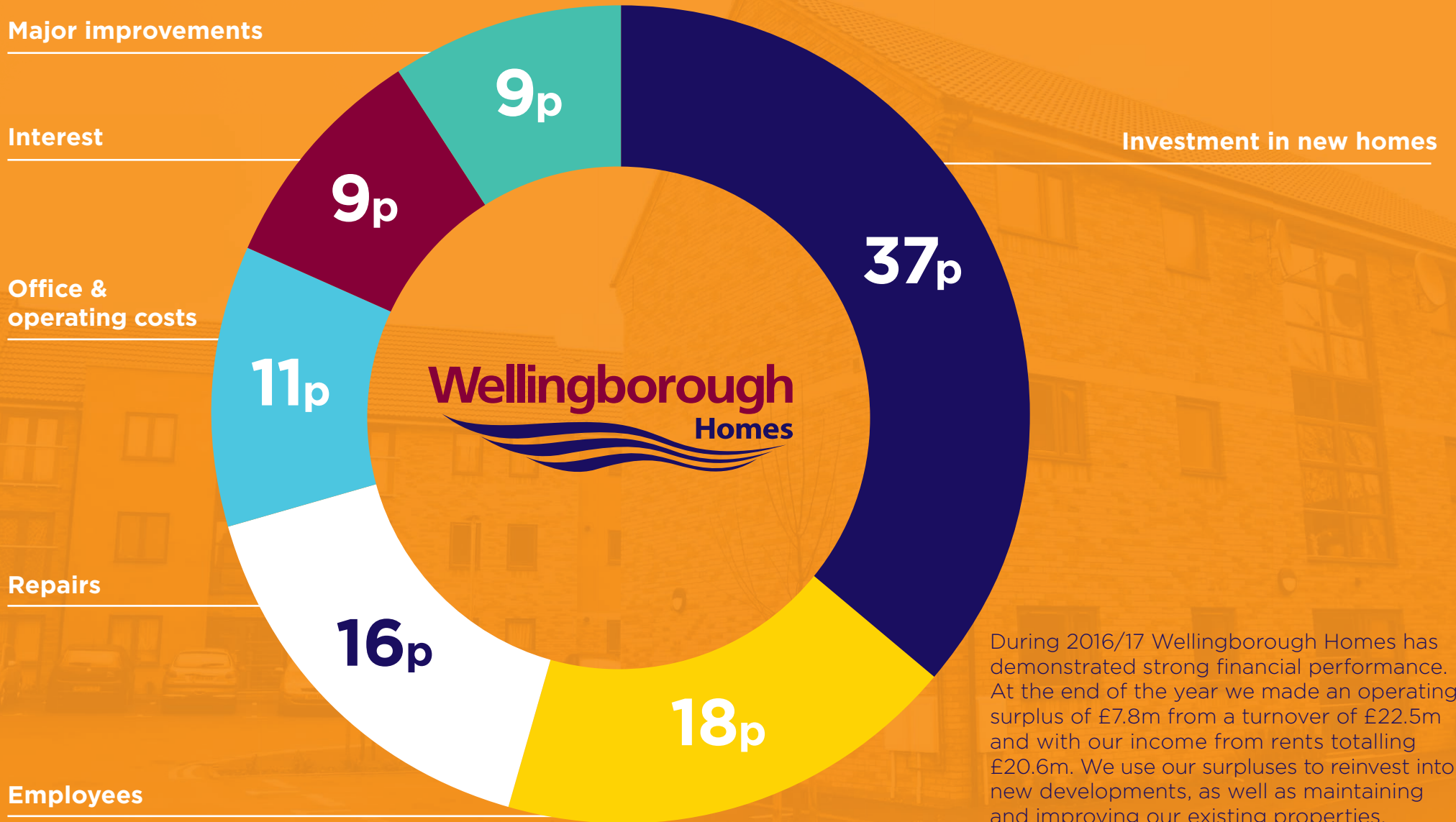
target nearly met



target has not been met



# How we spend each £1



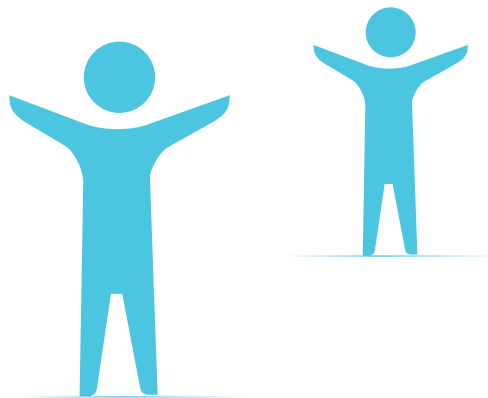
During 2016/17 Wellingborough Homes has demonstrated strong financial performance. At the end of the year we made an operating surplus of £7.8m from a turnover of £22.5m and with our income from rents totalling £20.6m. We use our surpluses to reinvest into new developments, as well as maintaining and improving our existing properties.

# Working with our customers

## Welfare Reform

In January 2017, we launched specific drop in sessions twice a week for those who need advice from our Debt and Benefits Advisor. The introduction of the Benefit Cap has meant working closely with those customers affected to help increase their income. Despite significant benefit changes, rent arrears have reduced.

The drop in sessions for benefit advice, employment, skills and training are every **Tuesday and Thursday between 1pm - 4pm at Thompson Court.**



## Training Academy

The Training Academy has continued to provide training and skills to increase employability to our customers and support through our drop in sessions. Since April 2016, we have been a registered 'UK Online Learning Centre' affiliated with the Good Things Foundation. This enables our customers to access free online courses through the 'Learn My Way' website.



Dave Small, our Debt and Benefits Advisor



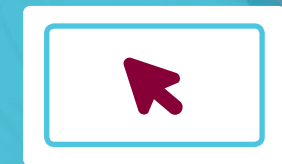
199

customers received welfare reform advice



224

customers have completed employment and skills related training



46

customers have increased their digital skills by completing the Learn MyWay online course



# Working with our customers

## Mobile working

Last year, we said that we wanted to spend more time out in the community. With our new portable devices, we can. Our Housing and Income Recovery Officers can now access forms and information digitally meaning no administrative tasks after the visit resulting in spending more time with our customers.

It also enables us to deliver an improved customer service, as well as providing great value for money.



## Customer Service Standard

We launched our new Customer Service Standard which explains the service you can expect when you contact us.

### We aim to...



**Deal with your query during your 1st call**

**Pick up calls within 30 seconds**



**See you on time if you have an appointment**

**Respond to letters, emails and web enquiries within five working days**



# Working with our customers

## Customer Scrutiny

In their second year, the Customer Scrutiny Panel completed their third scrutiny report on anti-social behaviour and presented it to our Board. Out of 17 recommendations from the Scrutiny Panel, 11 were accepted. We would like to put on record our thanks to the Customer Scrutiny Panel for their excellent work.

Customers can get involved with shaping our tomorrow by calling our **Community Involvement Team on 01933 231392.**

## Staff Restructure

In our last annual report, we said we were going to review our non-customer facing staff to increase efficiency. Our Finance and Human Resources teams have been restructured and we have also introduced a new IT and Business Improvement team.

Led by the new Director of Resources, Julie Robinson, as one team, they will help improve performance, reduce risk, deliver customer focused high quality services and support the development of new projects.

## Independent Living review

In 2016/17, we carried out an external review of our Supported Living service with the changes being effective from 1st April 2017. We involved our customers and stakeholders in what they would want to see in an improved service.

**You can read more about our Independent Living service on our website.**



[PICTURE: L-R Denise Lewis - Director of Asset and Management, Jo Savage - Chief Executive, Julie Robinson - Director of Resources and Mandy Meanwell - Director of Housing and Support Services]



# Investing in our communities

## Giving Something Back

In 2016, Wellingborough Homes' staff said they wanted to volunteer and give more to their community.

Our Giving Something Back [GSB] day in September 2016 involved teams of staff taking part in 11 projects across Wellingborough in just a few hours. They varied from decorating, D.I.Y, gardening and social events.

Schools, charities and community centres were amongst those who benefitted from hours of charitable labour.

A GSB legacy has been launched to continue the voluntary work from staff, who will be given two days each year to volunteer their skills into the community. In December, six members of staff helped at Glamis Hall's Christmas dinner by setting up and clearing away.



Women's Aid House



All Saints Primary School



Sir Christopher Hatton School



Glamis Hall



Daylight Centre

**"I have just walked passed the area and it is looking lovely; thankfully we have also had plenty of rain these last few days to help with the watering."**

Sir Christopher Hatton School



Home Start



WACA



Hope Centre

**"I didn't know Wellingborough Homes could be so helpful... I just thought they were landlords who would only get involved with tenants if they were in arrears or not looking after their homes."**

Home Start



Victoria Centre



Women's Aid Garden



**"I am extremely proud of what our staff delivered in just under four hours and the impact that this has made across Wellingborough."**

Jo Savage, Chief Executive



# Investing in our communities

## Hemmingwell Community Action Day

We continued on with our community work when staff and customers joined other organisations to make the Hemmingwell estate safer, greener and cleaner.

Certain areas within the estate were identified as an area of concern for customers. The Hemmingwell Community Action day tackled those areas in order to make the streets cleaner.

Our Estates Services team worked together with Norse to dispose of six tonnes of rubbish, fly tipping and large items from this one day.



Hemmingwell Community Action Day

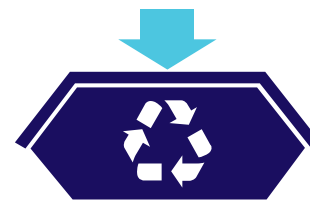
## The Green Team

In December 2016, our Green Team launched the Green Fairy Initiative in order to reduce the number of electrical items left on at the end of the working day in our offices. At the start of the initiative, 60% of equipment was left on, but this had decreased to under 5% by March 2017.

In February, they received the “Investors in the Environment Green Award” for their efforts in helping the environment with a main focus on paper, fuel, electricity and waste.

### Compared with figures for 2015/16, we achieved:

**12.95% reduction**  
in electricity use



**42.73% reduction**  
in waste (skips and landfill)

**3.29% reduction**  
in paper use



# Investing in our communities

## The Board Stock Tour

Every year, the Board of Wellingborough Homes join us for a tour of our stock and are made aware of issues on our estates and for our customers. As well as viewing some of our new developments, Mitchell Court and Ladywell Park, the Board also visited the newly refurbished Perkins Court and were introduced to the Safer Stronger Neighbourhoods Partnership at the Hemmingwell Hub.

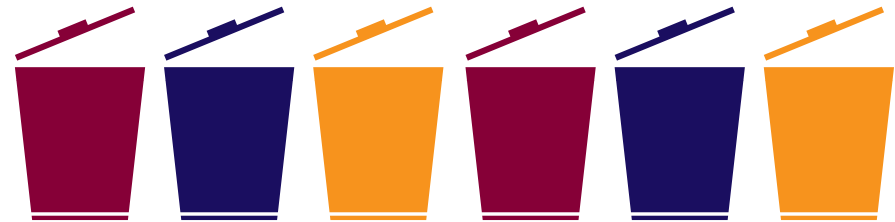


Our Estates Services Team

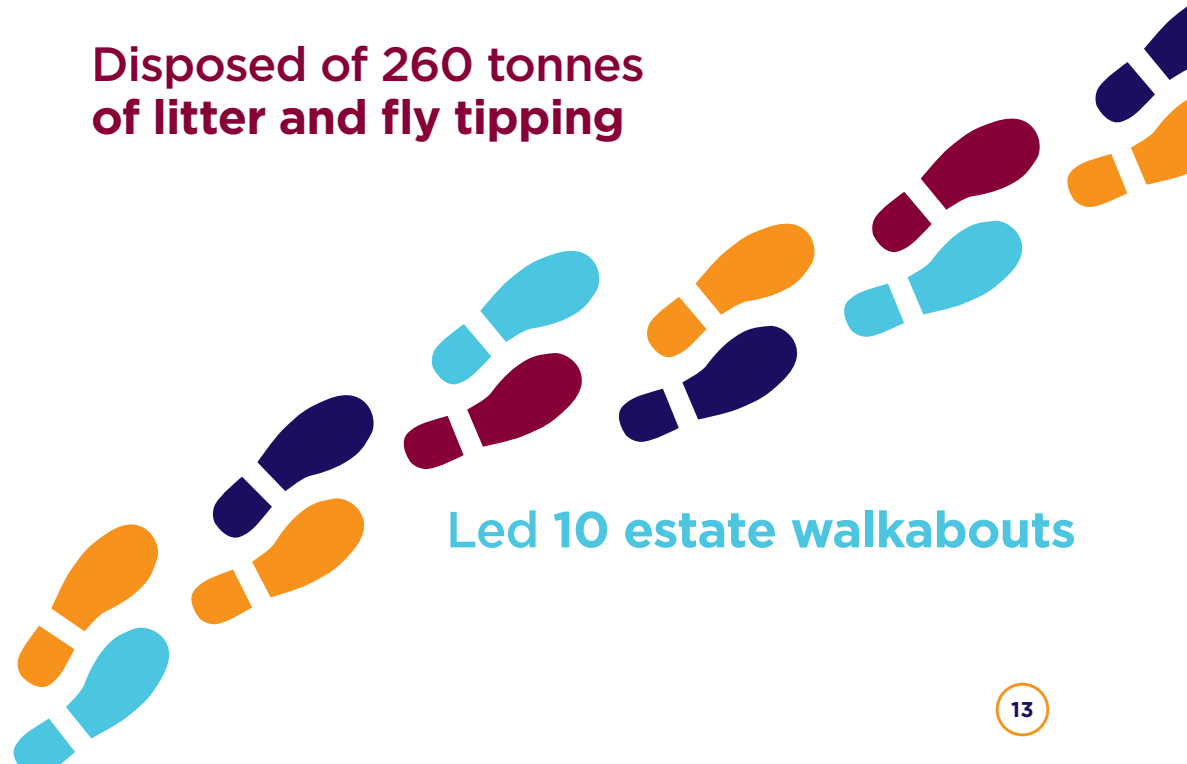
## Storm Doris

Our Estates Services team worked hard to make our estates safer during Storm Doris and cleared away six trees in one day.

### In the last year we have:



Disposed of 260 tonnes of litter and fly tipping



Led 10 estate walkabouts



# Developing a diverse range of homes

Our target of building at least 499 homes between 2015 and 2019 is well on its way to being achieved. Between April 2016 and March 2017 we built 92 new homes and have a pipeline of 450 more properties, all of which are part of our commitment to develop a diverse range of new homes to meet local needs.

Keep your eye on new properties for shared ownership, rentplus and market rent at [www.wellingboroughhomes.org/find-a-home](http://www.wellingboroughhomes.org/find-a-home)





# Looking forward we will work to...

Continue to build to meet our target of 499 homes by April 2019 across a range of tenures and expand into the wider Northamptonshire area.

Establish our in-house repairs service and focus on providing employment and apprenticeship opportunities to local people.



Maintain our financial strength through a review of our treasury arrangements.



Use our asset management information with a view to identifying areas for regeneration and investment.

Continue to respond to welfare reform challenges by working with those most affected



Launch our new Independent Living model.



Continually increase digital communication and introduce more mobile working.



Continually improve our legal and regulatory assurance and compliance ensuring that the health and safety of our customers is a key priority.



Work with RentPlus to provide more affordable homes across Northamptonshire.



We start 2017/18 in a strong position and with a clear plan for tomorrow so that we can become even stronger, and work successfully with our customers and communities to provide great services and high quality living environments.

# Our corporate messaging board



Wellingborough  
Homes will work successfully with  
its customers and communities to provide  
great services and high quality living environments



RESPECT



ONE TEAM



TRUST



EMPOWERED

### Who we are and what we do

We are a locally based Housing Association in and around Northamptonshire with a commitment to:

- Develop a diverse range of new homes to meet local needs
- Work with our customers to provide great homes and value for money services
- Invest in communities where it supports our customers and protects our business



EFFICIENT & EFFECTIVE

### Charitable objectives

To carry on for the benefit of the community on a not-for-profit basis:

- The business of providing and managing housing and social housing, and providing assistance to help house people and associated facilities and amenities or services for poor people or for the relief of aged, disabled or chronically sick people.
- Any other charitable object that can be carried out from time to time by an Industrial and Provident Society registered as a provider of social housing with the regulator.

### Strategic objectives

- Produce and use effective, high quality, accurate and timely data.
- Ensure investments generate optimum social and financial value.
- Reduce costs and drive efficiency.
- Ensure operational performance is maintained at a high level.



### **Wellingborough Homes**

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**Email:** [customer.services@whomes.org](mailto:customer.services@whomes.org)

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[wellingboroughhomes.org](https://www.wellingboroughhomes.org)

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**Wellingborough**  
Homes

