

Part of Circle Anglia



**Delivering our
promises to you**

Enhancing Life Chances



The facts

Established: **1969**

All homes managed: **9,833**

Location: **Around London**

Homes completed 09/10: **433**

Residents satisfied
with services:

73.5%

Welcome from Managing Director



Carol Carter
Managing Director
(Group Regional Operations
Director as of May 2010)

I am delighted to be able to provide you with this report which sets out how we have delivered services to Circle 33 residents over the past year and our plans for the coming year.

By using feedback from our residents through surveys, service improvement groups, resident involvement events, mystery shopping, complaints and compliments, we aim to shape services in the way you want to see. This year we have improved access to services through the website, improved call handling, evening and weekend appointment slots available for repairs and gas servicing and texting services. Our repairs service has maintained quality and has been speeded up. We have worked with residents to improve local neighbourhoods, investing £3 million in improving the common areas of estates and £1.5 million from external funders in community projects. We have involved residents

in improving how we handle Anti Social Behaviour to get cases resolved as quickly as possible and carried out planned maintenance and improvements to over 2,000 homes.

We have also introduced a new service to help tenants in most severe housing need. We will use our wide range of resident involvement methods to develop and publicise 'local offers' across a range of services and groups of residents and in local neighbourhoods.

I would like to thank you for all of your support this year and know that Jeff Baker, the new MD of Circle 33 is looking forward to working with you to further improve services.

Carol Carter
Managing Director
(Group Regional Operations
Director as of May 2010)

Message from residents



Faye Gayle
Resident

I have been involved in Circle 33 for over 16 years and since having my children I have been more involved in resident activities. I responded to an advert in the newsletter Home Matters offering a face painting course and have since enjoyed painting the faces of children at Circle 33 fun days.

Along with other residents I have been involved in helping to shape this document ensuring it has the information in it that we believe residents care about. We gave feedback on whether or not we, as residents, could understand what was being published and put forward ideas to help ensure this is something that residents will want to read. So I hope that you enjoy it.

I have found the whole experience of getting involved very rewarding and have had various training opportunities. I feel my opinions are valued and love that there are so many different ways to get involved. I would urge all residents to get involved.

Faye Gayle
Resident

I am a Circle 33 tenant in Chingford and I have recently been elected the new Chair of the Joint Commission - a tenant representative body which receives performance information and is consulted on improvement plans. I hope to take up my place on the Circle 33 Trust Board shortly.

This year we have received information and questioned managers on service performance, for example on repairs and maintenance and neighbourhood plans. We have also been involved in deciding the priorities for the Life Chances Plan – which sets out what Circle 33 aims to achieve in the year ahead. We can see how our views have been taken into account in improving services and will be working with staff to make sure further improvements, important to tenants, are made. The biggest priority for the Joint Commission, is working with Circle 33 on the many issues

that worry tenants, for example improving communication, tackling Anti Social Behaviour and a better repairs service.

Deborah Yussuf

Chair of Joint Commission
and Tenant member of the
Circle 33 Board



Working to meet the TSA Standards

Enhancing Life Chances

Introducing the Tenant Services Authority

The Tenant Services Authority (TSA) is responsible for regulating all social housing providers.

For more details on the TSA and the standards visit www.tenantservicesauthority.org

The TSA works with Circle 33, to ensure residents are involved in improving the overall standard of service being delivered. Together Board Members and residents agree what services should be delivered, to what quality, cost and time scale. This is called co-regulation.

On 1 April 2010, the TSA launched its new standards which all social housing providers must comply with.

The new TSA standards are as follows:

- Tenant involvement and empowerment (page 8)
- Home (page 11)
- Tenancy (page 14)
- Neighbourhood and community (page 17)
- Value for money (page 20)
- Governance and viability (not included in this document)

This publication gives an overview of the new standards (excluding Governance and viability) and details how Circle 33 is meeting each standard. This includes examples of ongoing work that we are undertaking to enhance the lives of our residents. Where Circle 33 already meet the minimum standards required, we will strive to make further improvements for our residents.

It also sets out the ways we will consult with residents on the local offers, which are linked to each standard. A 'local offer' is a service provided by Circle 33 based on what residents have asked for.

Tenant Involvement and Empowerment Standard

Circle 33 must offer all tenants the opportunity to be involved in the management of their housing and services.



2009/2010 performance

Performance Indicator	Result	Rank*
Satisfaction with views taken into account	63.5%	Top 50%
Satisfaction with landlord services	73.5%	Bottom 25%
Complaints resolved at first stage	95.1%	No data
Residents participating in involvement groups	1,463	No data

*This score is based on TSA banding data and is a comparison of Circle 33's performance against other UK housing associations

Highlights from 2009/2010

We have:

- actively used the lessons learned from complaints to improve services
- collected 65% of diversity information about our residents. We use this to tailor our services to individual needs
- offered over 30 different ways to get involved - 98% of those responding to our surveys who got involved agreed they had made a difference
- worked with residents in local communities to identify priorities important to them.



Plans for 2010/2011

We will:

- increase the amount of diversity information we hold to 80%
- review our service standards with residents through a range of methods
- review our resident involvement policy with residents to ensure the range of opportunities for involvement provide effective scrutiny of our services to you
- carry out a large scale survey of our residents' views and use the results to improve services.

Local Offers

- Neighbourhood Action Plans are developed with residents to agree local priorities and how they will be addressed. We will strengthen this approach in the coming year and ensure the work is focused on areas in most need
- We will consult this year with representatives of older people, young people and those with vulnerabilities on services specific to them. We will do this through our 800 strong Have Your Say Panel and the Joint Commission in order to agree standards and how they will be monitored.

Making friends through Priory Court

When John Cullen first moved into Priory Court over seven years ago, he didn't know anyone from the estate.

John said "I was feeling very lonely and isolated and I was also grieving for the loss of my mother, who I had been very close to, this gradually developed into depression."

"I remember picking up a Priory Court newsletter, which had dropped through my letterbox. This prompted me to drop in to the centre and enquire about joining a computer class. I got on very well with the centre staff and straight away felt at ease and relaxed."

Joining the introduction to computing course, gave John the confidence to come in regularly and meet other people. John is now actively involved giving him a support network, which he can turn to in times of need.



Home Standard

Circle 33 must ensure that all homes are warm, weatherproof and have modern facilities. An efficient and cost-effective repairs and maintenance service must also be in place.



2009/2010 performance

Performance Indicator	Result	Rank*
Repairs completed on time	93.2%	No data
Satisfaction with repairs	83.1%	Top 25%
Homes meeting decent standard	95.9%	Bottom 50%
Homes with valid gas safety certificate	99.7%	No data

*This score is based on TSA banding data and is a comparison of Circle 33's performance against other UK housing associations

Highlights from 2009/2010

We have:

- improved the speed with which repairs were done and increased satisfaction with the repairs service
- invested £16.6 million in our residents' homes to ensure we meet the Decent Homes standard for all homes by December 2010
- improved the insulation of 1,146 homes and obtained £300,000 in government grants to install cavity wall insulation as part of this programme
- offered choices to residents including the design and finish of new kitchens and bathrooms and options for those whose homes are too small or too large for their current needs
- invested £400,000 in adaptations to residents' homes to meet the needs of those with disabilities and £500,000 in altering and extending residents' homes to meet the needs of those who were severely overcrowded.

Plans for 2010/2011

We will:

- work to improve the completion of routine repairs on time
- improve communication with residents on how repairs will be dealt with and when
- improve value for money in the repairs service and introduce service improvements residents want to see and will notice
- invest £1 million in improving the common areas of 13 more estates this year.

Local Offers

- We publish our repairs service standards in our Tenants Handbook and on the website
- We provide new residents with a copy of the lettings standard
- We provide residents who are due to have planned work to their homes a dedicated Resident Liaison Officer, and a set of service standards on how we will consult and communicate before, during and after the works. This includes a DVD explaining the works process.



Enhancing Life Chances through adaptations

Circle 33 resident Ms. Lynch lives with her two children in Midland Place. Ms Lynch is partially sighted and with the current toilet being on the ground floor she has difficulty at night if her or one of the children needs to get there.

Circle 33 has been round and are planning to install a new toilet in the first floor bathroom which will help Ms. Lynch overcome the difficulty of getting down the stairs at night.

“This change to my home is going to improve my life so much. With my sight being so bad I really struggle at night and this is going to make me feel so much more comfortable in my own home”, says Ms Lynch.



Tenancy Standard

Circle 33 must provide tenants with information regarding allocations of housing, rents and tenure.



2009/2010 performance

Performance Indicator	Result	Rank*
Average re-let turnaround times	27.9 days	Bottom 50%
Dwelling Vacant	0.54%	Bottom 50%

*This score is based on TSA banding data and is a comparison of Circle 33's performance against other UK housing associations

Highlights from 2009/2010

We have:

- introduced a new Housing Options and Advice service which enabled us to discuss and offer a wide range of alternative options to over 100 residents in high housing need
- consulted with residents and local councils on a new lettings policy. It meets the requirements of our regulator and deals with a number of issues residents told us were of concern to them
- let 75% of one bedroom homes and 63% of family sized homes through choice based lettings schemes
- used Language Line to ensure those who do not have English as a first language can access services
- published our tenancy management policies through our Tenants Handbook and on our website and involved residents in reviewing them.

Plans for 2010/2011

We will:

- work more closely with key local councils to find properties which are no longer occupied by the legal tenant
- extend the benefits of our Housing Options and Advice service
- encourage local councils to give us more information about people nominated to Circle 33 homes, so that we can better identify support needs and make sure they are being met in advance of them taking up a new tenancy
- begin a resident audit
- continue to involve residents in policy reviews and the Tenancy and Estate Management Service Improvement Group.

Local Offers

- We have a clear lettings policy and lettings standard for new residents
- We offer access to a Housing Options and Advice service to those in the most severe housing need
- We will put in place local lettings plans where it helps ensure a stable community and the local Council agree.



Giving families more space

Ms Zoldan and her children were living in very overcrowded conditions in a small two bedroom flat.

The situation was assessed by our Neighbourhood Team who were able to suggest two options - a room partition to create two separate bedrooms and space saving furniture to make the best use of the new space. This solution would help stop overcrowding and provide much needed privacy for the older children. Ms Zoldan was happy with the idea and given a three to four week estimate for total completion.

Ms Zoldan said; "My daughters now have their own rooms and don't argue at all. There is privacy for them to do homework, or read and have their own space. Our home life is much calmer. I am so happy, this has changed our lives and I would like to thank Circle 33 for everything. I'm so grateful."



Neighbourhood and Communities Standard

Circle 33 has a duty to maintain and safeguard neighbourhoods and communities, working with partner organisations and agencies where necessary.



Highlights from 2009/2010

We have:

- successfully resolved 525 ASB cases and increased satisfaction with the handling and outcome of cases from 34% to 49%
- improved the standard of cleaning and gardening on estates, with 83% of residents satisfied with their neighbourhood as a place to live
- invested £3m in improving the common areas of 14 estates this year in partnership with our contractor Apollo. Following consultation with residents, works included improved lighting, security, car parking and landscaping. This investment has helped raise customer satisfaction with where they live by 20% and has made a substantial impact in improving our residents' Life Chances
- worked with residents to improve local communities to address priorities important to them such as activities for young people to help stop ASB. We brought in over £1.5m of funding to support this work last year and directly benefited one in ten residents. We were finalists in the UK Housing Awards for the Holly St Children's and Young Peoples Partnership (in Hackney) for 'creating safe and integrated places to live'.

Plans for 2010/2011

We will:

- involve residents in choosing a new gardening contractor
- continue to invest in improving the common areas of estates through the Excellent Estates programme
- increase the positive impact of Neighbourhood Action Plans
- review the impact of the ASB plan with residents to improve the experience of how we handle ASB
- put new software in place to help improve ASB case management
- publish assessments of how we have contributed to the areas where most of our residents live
- introduce a Customer Loyalty and Reward scheme which rewards residents who pay their rent on time, look after their home and are good neighbours with a range of benefits.

Local Offers

- We have an ASB plan which sets out what residents can expect in terms of how we will handle, respond to and manage ASB. Residents are involved in an ASB forum which meets to review progress in meeting the plan

- We set out the estate services on offer to residents and how much they cost in an annual consultation with those who pay service charges
- We are in the final year of a £6m Excellent Estates programme with improvements carried out based on residents priorities.



Enhancing Life Chances through community development

In January 2009 12 year old Jahmal, joined the Wednesday evening table tennis activity set up for the young people at Queensbridge Sports Centre in Hackney. This is a free scheme to help divert young people away from crime and ASB.

Jahmal had never played table tennis before and to start with he displayed some challenging behaviour. However following the support from Circle 33 staff and the table tennis coaches, Jahmal has now mastered the game.

As a result Jahmal now represents Hackney Council for the Youth Games training up for the 2012 Olympics and has assisted them to come second across other London Borough's during a tournament at the end of June 09.

All of Jamal's brothers and sisters are engaged in the youth programmes in the area and are some of more than 200 young people who have taken part in our diversionary programmes this year.



Value for Money (VFM) Standard

We must manage resources to provide a cost effective, efficient and quality service. We must also inform residents how we are managing and prioritising use of income from your rent.



Circle 33 makes sure that the income we receive from rents and service charges provides services which offer VFM. We use resident feedback to identify what is most important to residents and build these priorities into our plans. The budgets that are used for implementing the plans are discussed and approved each year by the Board which includes a minimum three resident members. We review how we are performing with regards to VFM by comparing our services and budgets to other housing providers. This highlights where costs are unusually high and/or performance is low enabling us to review these areas and make improvements.

When residents were last asked if they were satisfied with the VFM of the rent they pay 74.4% were satisfied.

2009/2010 performance

Performance Indicator	Result	Rank*
Rent collected as % of rent due	100%	Top 25%
Current resident arrears as % of rent roll	3.7%	Top 25%

*This score is based on TSA banding data and is a comparison of Circle 33's performance against other UK housing associations

Highlights from 2009/2010

We have:

- set up a range of projects to help residents find work and manage their money
- achieved over £3 million in efficiency savings through striking better deals on contracted services such as planned improvement and maintenance works; streamlining ways of doing things and helping staff to focus on what is important to our residents
- compared our costs and performance with other providers to identify where we should look for further efficiencies
- fed back to residents in our newsletters how we have achieved better value for money
- produced a value for money statement for the Board and will use this to provide a 2009/2010 statement to residents
- involved over 1,500 residents in improving our services.

Plans for 2010/2011

We will:

- put together and discuss with residents a plan for improving value for money
- involve residents in reviewing the progress and impact of the plan
- provide residents with information about the cost of services through our newsletters

- aim to raise satisfaction with value for money to at least 75%
- work with residents through our wide range of resident involvement arrangements, mystery shopping, resident inspectors and the service improvement groups - to make further service improvements and tackle the biggest causes of complaints, for example delays in completing repairs.



Equality and Diversity

The information we collect on diversity is important to us. This data is used to make things better, it tells us where we should direct our services, or tells us if certain people aren't making the most of services. There are strict laws which govern the use of this information and we handle this data responsibly.

E&D strands and profile for RP

Age	Profile %
16-24	2.7%
25-34	2.8%
35-44	4.6%
45-54	2.3%
55-59	6.5%
60-64	5.2%
65-74	6.6%
75+	5.1%
Unknown	14%
Disability	Profile %
Yes	28.3%
No	9.2%
Unknown	52%
Refuse	0.5%
Ethnicity	Profile %
White British	31.5%
White Irish	3.7%
White Other	6.7%
Mixed: White & Black Caribbean	1.6%
Mixed: White & Black African	0.8%
Mixed: White and Asian	0.5%
Mixed: Other	1.6%
Indian	0.9%
Pakistani	0.9%
Bangladeshi	1.9%
Asian/Asian British: Other	1.7%

Black/Black British: Caribbean	10.9%
Black/Black British: African	9.2%
Black/Black British: Other	1.6%
Chinese	2%
Not Known	22.9%
Undisclosed	1.6%

Gender	Profile %
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Male	36.5%
Female	63.5%

Religion	Profile %
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None	9.7%
Buddhist	0.7%
Hindu	0.4%
Christian	31%
Jewish	0.2%
Muslim	6.5%
Sikh	0.2%
Other	1.4%
Prefer not to say	3.2%
Unknown	46.7%

Sexual Orientation	Profile %
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Bisexual	0.2%
Gay Man	0.7%
Gay Woman/Lesbian	0.4%
Heterosexual	44.2%
Other	0.7%
Prefer not to say	4.8%
Unknown	48%

E&D Strands and profile for Board Members

Age	Profile %
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35-44	9.1%
45-54	27.3%
55-59	18.2%
60-64	18.2%
65-74	9.1%
Unknown	18.2%

Disability	Profile %
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Yes	90.9%
No	72.73%
Unknown	18.18%

Ethnicity	Profile %
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White British	63.64%
Asian/Asian British: Indian	9.09%
Asian/Asian British: Other	9.09%
Not Known	18.18%

Gender	Profile %
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Male	54.55%
Female	45.45%

Religion	Profile %
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None	36.36%
Buddhist	9.09%
Christian	27.27%
Sikh	9.09%
Unknown	18.18%

Sexual Orientation	Profile %
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Heterosexual	81.82%
Unknown	18.18%



You can view our policies, publications and your tenant handbook on our website.

If you would like this document in large print, audio, Braille, an alternative format or different language contact us.

Circle 33 residents were involved in reviewing and contributing to the content of this document via a focus group.

Part of Circle Anglia

We're one of twelve partners within Circle Anglia. Being part of a larger group means that we have more financial security and more influence to achieve better deals with suppliers to deliver value for money for you.

Even though we are part of the Group, we are first and foremost a Registered Provider and charity. We retain our individual and independent approach and run our services to meet your needs.

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Circle 33 Housing Trust Limited is a charitable housing association.
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