

Part of Circle Anglia



**Delivering our  
promises to you**

*Enhancing Life Chances*



### The facts

Established: **1998**

All homes managed: **3,651**

Location: **East London**

New homes completed  
09/10: **57**

Residents satisfied  
with services:

**78%**

# Welcome from Managing Director



**June Morton**  
Managing Director

**We have had a great year, with a number of achievements.**

Not least has been the start of our regeneration of the old Mardyke estate to Orchard Village. The launch day was a fantastic success and a real milestone in developing a key area in Old Ford.

Another key achievement took place in Parkside, Bow. We completed our 1,000th 'Decent Homes' property with work to the kitchen and bathroom. We are now two thirds of the way through the internal programme and have even started on our external works. This is a big focus for next year and will see improvements, not only to the structure of properties but also to the security and look of buildings and outside areas.

Our regulator undertook a short notice inspection early this year and overall the results were positive. We achieved promising prospects for improvement. We are now focused on delivering the action plan, which we have developed in partnership with

our residents, to improve areas of weakness that were identified in the inspection.

We have worked hard at developing our community projects during the last year. The construction training programme, which we operate in partnership with Mears and Apollo, was expanded and two further sites have been opened to provide even more training opportunities.

It is fantastic to see our residents getting involved, achieving success and providing us with their views and feedback.

Overall it has been a strong year and I look forward to working with you over the next year to gather your input and deliver the plans we have made.

With best wishes

**June Morton**  
Managing Director

# Message from Residents' Federation



## Paul Pearce

Resident and Chair of The Old Ford Residents' Federation

## It has been a good year at Old Ford for residents.

There has been considerable involvement from residents and some achievements we can be proud of. One particular highlight was the appointment of Landry Adlard, as Young Mayor for Tower Hamlets. Landry will act as a representative for young people across Tower Hamlets to allow their voices to be heard.

Old Ford held its first resident conference; this was well attended and regarded as a great success. It was not only good fun but resulted in an increased interest from residents to get more involved with Old Ford.

I really enjoy being involved with Old Ford as a resident, not least because I can actually make a difference by giving my feedback and views. I'm a great believer in residents contributing to their housing management and there are numerous ways to get involved. It's not always about attending meetings on a regular basis, you could participate in

estate inspections, take part in online surveys or get involved in the 'have your say' panel, answering questionnaires. During the next year, Old Ford are looking to appoint Estate Champions who will be much more involved in the estate inspections and actioning change in their area.

There has been a slight restructure with regard to resident involvement, which now sits under the Continuous Improvement team. This really reflects the values of the organisation which is to consult with, listen to and consider your views with regard to improvement and change.

Hopefully next year will be even stronger with even more residents coming forward to contribute to the plans going forward.

## Paul Pearce

Resident and Chair of The Old Ford Residents' Federation



# 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](http://www.tenantservicesauthority.org)

The TSA works with Old Ford 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 Old Ford is meeting each standard. This will include examples of ongoing work that we are undertaking to enhance the lives of our residents. Old Ford already meet the minimum standards required and 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 Old Ford based on what residents have asked for.



# Tenant Involvement and Empowerment Standard

Old Ford must offer all residents 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	67.6%	Top 50%
Satisfaction with landlord services	78%	Bottom 50%
Complaints resolved at first stage	85.3%	No benchmark data available

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

## Highlights from 2009/2010

We have:

- carried out a survey amongst residents to assess if we have met your needs since transfer. 78% of residents are satisfied overall, a 19% improvement from the last survey (59% satisfied) in 2008
- held our first residents conference which was a great success. This helped us to ensure that our plans for enhancing the Life Chances of residents are driven by what residents think are the most important issues, such as repairs and having a say in your Housing Association
- received more feedback and provided more opportunities than ever before for residents to get involved with Old Ford. Opportunities include sitting on the repairs board, mystery shopping and working on neighbourhood boards

- asked and included feedback on our improvement action plan following the Audit Commission short notice inspection.

### Plans for 2010/2011

We will:

- move to a Board which has 50% resident members including a resident as Vice-Chair. Pauline Roach will take up this role. This will mean half of the Board comments will reflect resident view points, empowering residents to have a say and make changes
- develop new forums to encourage further participation from residents including: a residents' group for Circle 33 residents, whose homes are managed by Old Ford; a new repairs scrutiny group; forums for disabled residents and ethnic minority residents and a residents' reading panel, some of whom were involved in reviewing this annual report
- establish a clear set of performance measures for our Resident Involvement services.

### Local Offers

Local residents are already part of the management process at Old Ford through the three neighbourhood management boards, which are resident led. We will continue to support these individuals whilst encouraging others to get involved.

During the year we will be consulting widely with residents to firmly establish the 'Local Offer'; building on what already exists in our transfer promises documents.

We held the second door-knocking consultation event and spoke with 783 residents.

Examples of how we will further consult with residents include:

- Hold a Residents' Conference to focus on our 'Local Offer' and how we can support more residents to get involved in scrutinising our services
- Make use of the web site and existing residents' groups to find out what residents think about our proposed 'Local Offers'.



## Circle 33 Residents' group

Muhammad is a resident of Circle 33 and joined the existing TML residents group and TML/ Circle 33 Neighbourhood Board during the year. He has been instrumental in setting up a residents' group for Circle 33 residents whose homes are managed by Old Ford.

Talking about his motivation, he said "I think its really important for residents to get involved. Old Ford really do want to work with and listen to residents to gain our views on the services Old Ford provide and how they can be improved.

I also identified that there was no separate residents group for the Circle 33 properties so I have been working with Old Ford staff and the Residents' Federation to set one up. We had an initial meeting in May and over 20 residents attended who were all very enthusiastic about taking the idea forward in the coming months."

# Home Standard

Old Ford 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	95.7%	No benchmark data available
Satisfaction with repairs	85.8%	Top 25%
Homes meeting decent standard	89.9%	Bottom 25%
Homes with valid gas safety certificate	100%	Q1 (against national benchmark)

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

## Highlights from 2009/2010

We have:

- received the results of Old Ford's short notice inspection. This inspection is an assessment by our regulators to see how well we provide services for our residents. The results were generally very promising and we have begun working with residents to implement the improvement action plan
- completed our 1,000th kitchen as part of the £55 million Decent Homes plus programme, in partnership with Apollo. The next step is to continue with the programme and complete works on a further 230 homes on Parkside and install an additional ten new lifts

*continued overleaf...*

*Highlights from 2009/2010 continued...*

- developed a partnership with Cosytops to secure £418,000 of Government funding to improve the insulation of 692 homes on Parkside. This will lead to warmer and more fuel efficient homes which will mean lower energy bills for residents
- changed our gas contractors to improve performance. This has resulted in consistently top 100% performance for gas safety compliance and satisfaction of 97%.

### Plans for 2010/2011

We will:

- complete the improvements on Parkside neighbourhoods as part of our Decent Homes plus programme
- deliver the inspection action plan to improve the repairs and customer service by, for example, more training so staff can deal with calls quickly and reduce waiting times on the phone and the time for repairs to be completed
- continue to deliver the external works programme which will include play space for children and young people and a new local park at St Stephen's Green
- review how we manage the concierge services in our tower blocks

- introduce a new approach to customer services in person and on the phone so that residents receive a more rounded and consistent service.

### Local Offers

- We will build on the local offers agreed as part of the transfer promises at Parkside and Orchard Village
- We have established a resident repairs focus group to determine residents' top ten priorities and what they want to see included in the local offer
- We will develop a number of choices and options to enable more residents to get involved in assessing our services and contributing to the local offers.





## 1,000th Decent Home

Early in 2010, Old Ford celebrated installing its 1,000th kitchen and bathroom as part of its £55 million investment programme.

The 1,000th kitchen and bathroom was installed at the property of Mrs Howard, who said about her new kitchen: "I was expecting something nice; I never thought that it would be this good." When asked about her bathroom she replied: "Having a wet room has made all the difference to me."

Old Ford now has no properties in its original stock that are failing the Decent Homes standard.

David Gibson, Assistant Director of Property Services, said "We are delighted to have delivered such an effective programme of targeted work to achieve compliance of 100%."

# Tenancy Standard

Old Ford must provide residents with information regarding allocations of housing, rents and tenure.



## 2009/2010 performance

Performance Indicator	Result	Rank*
Average re-let turnaround times	20.4 days	Top 25%
Dwelling Vacant	2.8%**	Bottom 50%***

\*This score is based on TSA banding data and is a comparison of Old Ford's performance against other London housing associations

\*\*Includes 2.3% awaiting demolition on Orchard Village

\*\*\*Top 25% nationally when excluding homes for demolition

## Highlights from 2009/2010

We have:

- provided new homes for 55 homeless families. We also provided 16 homes to the Homeless Person's Unit as part of their approach to providing temporary housing to homeless families
- completed 289 new lettings, averaging less than 21 days between each. This short re-let time means we are making the most of the homes we have
- made a number of adaptations to homes to help disabled, elderly or vulnerable residents maintain their independence. For example, at the end of the year, 272 homes had adaptations specifically for wheelchair users
- ensured that all customers have fair access to our accommodation. We do this through the local Choice Based Lettings system in which we advertise all our vacant properties for applicants to express an interest in ('bid') based on their level of housing need.

## Plans for 2010/2011

We will:

- support residents to maintain their tenancies, for example, we are in the process of implementing the family intervention service. This will help up to five families to address anti-social or risk behaviour which could put their tenancy at risk
- address the problem of overcrowding, particularly in Tower Hamlets. This year we will halve the number of households on our overcrowding register
- complete the development of 98 new homes at the sites of the old St Andrew's Hospital and Caspian Wharf.

## Local Offers

- Old Ford offers a local service with offices in the heart of Bow and Orchard Village. We will consult with residents to consider what service offering they would like. This will include, but not be limited to, the location of the service, the days and times when this might be available, and how the service is delivered
- Working with residents and local partners, we will deliver the promises we made at transfer of Orchard Village and Parkside, as detailed in our local promises document.



External work at Hooke House

## Support for tenants needing alternative accommodation

Old Ford realise there may be times when residents need to move into accommodation more appropriate to their needs. For example, one resident of Old Ford who became a victim of domestic violence sought support and asked to be moved into alternative accommodation because she feared for her own and her children's safety.

Although the resident's abusive ex-partner had been convicted and an injunction was in place to prevent him approaching the victim, our resident was still fearful that he would return.

An Old Ford Customer Services Manager who had been liaising with the family presented a report to the Housing Management Panel, who agreed that the victim should be given priority bidding status. The resident was later successful in one of her bids via the Choice Based Lettings Scheme and she is now happily living in her new home with her children.



# Neighbourhood and Communities Standard

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



## Highlights from 2009/2010

We have:

- 85% of residents are satisfied with their neighbourhood as a place to live, this is up by 9% on the previous year
- started the demolition of the phase one properties at Orchard Village which will be replaced by 121 new homes. Once completed, the £80 million regeneration project will include 555 new homes, new green space and play facilities
- secured £700,000 in funding to develop and run a new adventure playground for young people. Work is moving at a pace and this new facility will be ready for use by the end of 2010
- introduced a service in the Bow neighbourhood for women and their children who are seeking sanctuary from domestic violence
- a range of youth and community services, including a youth house for young people, which help to manage anti-social behaviour. These services are being requested and replicated, where appropriate, for residents at Orchard Village.

## Plans for 2010/2011

We will:

- deliver improved estate and caretaking services including grounds maintenance through Growing Concern, our local gardening social enterprise
- encourage more residents to get involved in the estate inspections and will do this by planning times which are most suitable for residents and offering incentives to increase involvement
- introduce a new service to support witnesses of anti-social behaviour in order that we can take firm action against perpetrators.

## Local Offers

- We are working with local partners and residents to improve local outdoor space including play areas for children and young people. We are in consultation with local residents regarding two new play parks on Parkside
- During the summer months, Old Ford consulted with residents through a door-knocking exercise. Last year, a similar event helped us to speak with over 700 residents. This year we spoke with 783 residents about Local Offers. In addition, over 90 residents have participated in the consultation to develop new service measures.



Old Ford Caretaker

## Tredegar stay and play scheme

Old Ford has a wide range of community initiatives aimed at enhancing the Life Chances of our residents.

One such initiative is the Tredegar stay and play scheme, which enables youngsters to develop their social skills in a fun and safe environment.

The play group also provides parents with the opportunity to socialise, establish friendships and to share in others expertise. The overall aim of the scheme is to bring parents in the community together whilst at the same time providing constructive activities for the under fives.



# Value for Money Standard

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



Old Ford makes sure that the income we receive from rents and service charges provides services which offer you value for money (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 including six residents.

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.

## 2009/2010 performance

Performance Indicator	Result	Rank*
Rent collected as % of rent due	99.9%	Top 25%
Current resident arrears as % of rent roll	4.4%	Top 25%

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

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## Highlights from 2009/2010

We have:

- increased customer satisfaction as a result of implementing our VFM strategy and action plan. 74% of residents said we provide good value for the rent they pay
- included VFM as an achievement category in the staff rewards process; both the employee of the month award and the annual awards for staff now feature a VFM category. This will ensure that staff are even more driven to achieve good VFM
- developed a VFM register which is used to record the broad range of money saving initiatives. This year we saved £1.8 million through more efficient contract decisions, reducing waste and generating additional income. These savings will be reinvested into the planned maintenance and repairs service
- secured £700,000 from the London Borough of Tower Hamlets for play facilities on Parkside, due to open in summer 2010. In addition we secured £418,000 of Government grant to fill cavity walls in over 600 homes, helping to reduce resident's fuel bills. Increased funding from external sources means more rent and internal income can be put towards improving services for residents.

## Plans for 2010/2011

We will:

- review the hours when services are available to residents and how best to deliver these services, for example, by looking at options to report repairs 24 hours a day through the website and/or call-centre
- work with residents to identify the highest priorities for major works and develop actions to deliver these improvements
- learn from other organisations how they deliver value for money and plan how we can implement the lessons learned from their experience
- claim back from residents for repairs that are their own responsibility.

# 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	2.9%
25-34	15.4%
35-44	20.8%
45-54	22.2%
55-59	7.9%
60-64	7.6%
65-74	11.5%
75+	10.7%
Unknown	1%

Disability	Profile %
Yes	23%
No	32.5%
Unknown	44%
Refuse	0.5%

Ethnicity	Profile %
White	47.9%
Mixed: White & Black Caribbean	0.9%
Mixed: White & Black African	0.4%
Mixed: White and Asian	0.1%
Mixed: Other	0.4%
Asian/Asian British: Indian	0.5%
Asian/Asian British: Pakistani	0.2%
Asian/Asian British: Bangladeshi	13.5%
Asian/Asian British: Other	1.2%
Black/Black British: Caribbean	5.1%
Black/Black British: African	5.6%

Black/Black British: Other	0.7%
Chinese	1%
Not Known	22%
Undisclosed	0.5%

<b>Gender</b>	<b>Profile %</b>
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Male	47.3%
Female	52.7%

<b>Religion</b>	<b>Profile %</b>
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None	8.6%
Buddhist	0.7%
Hindu	0.1%
Christian	35.4%
Jewish	0.6%
Muslim	10.4%
Sikh	0.2%
Other	0.9%
Prefer not to say	6%
Unknown	37.1%

<b>Sexual Orientation</b>	<b>Profile %</b>
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Bisexual	0.3%
Gay Man	0.4%
Gay Woman/Lesbian	0.2%
Heterosexual	49.9%
Other	0.2%
Prefer not to say	10.9%
Unknown	38.1%

## **E&D Strands and profile for Board Members**

<b>Age</b>	<b>Profile %</b>
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25-34	7.7%
35-44	15.4%
45-54	7.7%
55-59	23.1
60-64	15.4%
Unknown	30.8%

<b>Disability</b>	<b>Profile %</b>
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Yes	7.7%
No	84.6%
Unknown	7.7%

<b>Ethnicity</b>	<b>Profile %</b>
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White	69.2%
Mixed: White & Black Caribbean	15.4%
Asian/Asian British: Bangladeshi	7.7%
Not Known	7.7%

<b>Gender</b>	<b>Profile %</b>
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Male	76.9%
Female	23.1%

<b>Religion</b>	<b>Profile %</b>
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None	7.7%
Buddhist	7.7%
Christian	23.1%
Muslim	7.7%
Unknown	53.9%

<b>Sexual Orientation</b>	<b>Profile %</b>
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Heterosexual	84.6%
Unknown	15.4%



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.

Old Ford residents were involved in reviewing and contributing to the content of this document via a postal questionnaire.

### 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.

### Old Ford Housing Association

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Old Ford Housing Association Limited is a charitable housing association.  
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TSA Registered Number L4221  
Charity Commission 1075125

