

Whitefriars Customer Annual Report 2009 - 2010



“Creating places where people are **proud** to live and work”



Whitefriars Customer Annual Report 2009 - 2010

Our customers have played a vital role in both producing and scrutinising this Annual Report.

The report gives some examples of the many ways in which customers have been involved in the development of services and agreeing plans for improvement.

For more details about Whitefriars or WM Housing Group (formerly West Mercia Housing Group), please go to our websites at www.whitefriarshousing.co.uk and www.wmhousing.co.uk.



CONTENTS

Tenant Involvement and Empowerment Standard	pg 4
Home Standard	pg 6
Tenancy Standard	pg 9
Neighbourhood and Community Standard	pg 12
Value for Money Standard	pg 15

Welcome from Whitefriars

Vice Chair Joint Customer Panel - Ken Latchford

I am a Whitefriars customer and the Vice Chair of the Joint Group Customer Panel, which brings together customers from across the West Mercia Group, of which Whitefriars is now a part.

It has been a steep learning curve. We want to help all the Customer Panels, service improvement groups and customer auditors to learn from one another and to make sure that customers within all four Associations have the same opportunities to become meaningfully involved in developing the services of their Association.

A major area of work during the year have been advising the individual Customer groups on the integration of Whitefriars into the West Mercia Group, and the implications of the setting up of the Tenant Services Authority (the TSA) We want to encourage more customers to become involved across all the Housing Associations and we are looking at setting up training that would be available across the Group to give people the skills to feel more comfortable about becoming involved.

We are also looking at increased communication between the customer groups to help in the exchange of ideas. One idea is for members of the Customer groups to visit other group meetings to see how they operate. We are also looking at how we can deliver effective feedback on activities.

This Annual Report is the first to be produced under the guidance of the TSA, which has made it clear that it wants customers to be involved in producing and scrutinising the report. As the Joint Group Customer Panel, we can help ensure that it is a good report, addressing the issues that are important to customers and have been highlighted by the TSA. We have held a number of special meetings looking at these requirements and we hope that you will find this first report under the new TSA format informative and helpful.

Ken Latchford

Whitefriars Chair – Peter Lacy

2010 marks the 10th anniversary of the creation of Whitefriars Housing Group. During our first 5 years our priority and focus was the delivery of over £240m of desperately needed investment in Coventry's former council housing.

Since 2005, we have been working with the local authority and the private sector to regenerate some of our neighbourhoods in the Northeast of Coventry. We have also taken the lead role in a partnership to deliver a £1.8bn regeneration programme in North Solihull. The economic crisis and the bursting of the UK housing bubble have had an impact, but both projects continue to work well in the current climate.

Whitefriars recognised the need to build new homes and to diversify beyond the management and maintenance of post-war council estates. Those ambitions led us to join WM Housing Group (previously known as West Mercia Housing Group) as a partner association in 2008/09. WM's federal structure allows Whitefriars to maintain its name, autonomy and local influence in Coventry.

For the past two years, I have been the Chair of the Integration Committee, tasked with overseeing the pre and post-integration projects and ensuring the delivery of the Year 1 promises and targets. The project plan has been achieved and the Integration Committee has now voted for its own dissolution!

We remain an organisation that continues to improve our services and performance and – as various surveys in 2009 showed – retain the goodwill of our 600+ employees. We have a new regulator and a new Government and – very probably – a new set of challenges. At the start of this new era, it feels like the right time to pass the baton to a new Chair. This process has started with a view to the new Chair being confirmed at our Annual General Meeting in September.

The past 10 years have been hard work but immensely enjoyable. Whitefriars will continue to be successful because I know how much the Board and the staff believe in the vision and values of the organisation to ensure our customers really are at the heart of all that we do.

Peter Lacy

What is this report about?

The regulator for housing, the Tenant Services Authority (TSA), now requires us to issue an annual report to tenants. This annual report must give tenants an honest and helpful view about how well Whitefriars is performing against the TSA standards for:

- Tenant involvement and customer care
- Maintaining your home
- Allocating homes and setting rents
- Looking after the neighbourhood and communal areas
- Value for money

How well we do on meeting these standards is checked by the TSA (www.tenantservicesauthority.org).

Local Offers

We want our services to be based on what tenants actually want. The TSA expects this to happen and that this should be discussed, and agreed locally with customers. Our first local offers will be ready by April 2011.

The Joint Group Customer Panel considered a process for how customers will be involved in developing local offers on the 8th June. They are keen to see approaches that respond to local needs and improve outcomes for customers. They also want to see other agencies like the Police and Council, working with Whitefriars to meet local needs and priorities.

Whitefriars and WM Housing Group's approach to developing local offers will be driven by customers. Our framework to develop local offers is set over a three year period. In year one (leading to April 2011), we will look at what customers have already told us through the many feedback opportunities we offer and agree with our involved customers a set of areas for developing local offers, over a two year period.

The first round of offers will be developed in 2011 and we will continue to consult with our customers to develop additional local offers in 2012. This will include the customer priority areas of repairs and anti social behaviour.

Local offers will set out what is to be delivered and to what standard, how Whitefriars can be held accountable for delivering that, how it will improve things for customers and how customers can be involved in monitoring the agreed service.



// We see local offers as a way of making further improvements in services that are based on local needs and priorities. //

Denise Shuker, Executive Director, Housing and Communities

Tenant Involvement and Empowerment



What the standard says

We should provide our customers with choices, information and communications that meet their diverse needs. We should offer a range of ways to make a complaint and provide opportunities for you to be involved in the management of your home.

How do we do this?

We provide information through newsletters, leaflets, handbooks, websites, through our offices and staff.

Customer care and access is important to us. We have developed a Customer Excellence Strategy to ensure we develop our services in consultation with customers to meet their needs which are accessible, delivered to an agreed customer standard and provide value for money.

Our service standards are the minimum standards we will meet in key areas of our work. Each standard is monitored on a regular basis and we report to our customers on how we are doing.

We provide a clear and accessible complaints service. We have recently reviewed our complaints policy with the help of our customers.

Customer Satisfaction 09/10	
Found it easy to make a complaint	82%
Found staff to be helpful and polite	91%
Satisfied with the outcome of their complaint	65%
Satisfied with the overall complaints process	75%

We value complaints and continue to learn from them and as a result:

- we have changed our procedures relating to garage repossessions;
- we are reviewing how we communicate with absentee landlords regarding the repairs service;
- we have identified the need for post inspecting and undertaking quality control of subcontractors work.

Equality and diversity continues to be integrated throughout the business. Our aim is to meet and respond to the diverse needs of our customers.

2009/10	Received
Complaints	211
Dealt with 'on the spot'	1669
Compliments	131

Profile of Whitefriars Customers

Male	Female	White British	BAME (Black And Minority Ethnic)	Ethnicity Not known
44%	56%	65.4%	18.6%	16%

We have profiled our customers to help us to understand their needs and we provide Language Line to help our customers who need translations.

In September 2009, our Board agreed steps to increase the ways for customers to be partners in effective co-regulation of Whitefriars. Progress has been made with this including training for those customers engaged in scrutiny activities.

Customers are involved in the development of information such as the review of VIEW, our customer magazine. We have a web review panel, and our customer portal.

Customer auditors monitor aspects of what we do, how we do it and report on their findings.

We survey our customers regularly to gain their feedback so that we can address any problems and continue to improve.

Customer panels provide us with extensive feedback on policies and strategies.

A thank you event, 'One in a Million', was held in November, for customers who have worked with us, to show how they have made a difference in what we do.

We work extensively within local communities, including through customer led grant schemes; with partners in projects to involve and strengthen communities; support to community led events and our housing office staff engage extensively with customers within their management areas.

We support the Respect Agenda through training within schools, engaging some 800 children.

Plans for Improvement - We will:

Work with the Joint Customer Panel Group using customer feedback to decide what our customers consider as "excellence" in service areas and delivery.

Further improve the involvement of customers whose views are underrepresented in our service planning and measurement of satisfaction.

Continue the development of customer scrutiny arrangements.

Continue to build our understanding of our customers and say what changes we have made to our services, and the involvement activities we offer.

Improve how we work with partners like the Police and voluntary agencies, on issues affecting our communities.

Develop local service offers with customers, publish this,



and demonstrate how we have involved customers in monitoring the offer and the national housing standards.

Implement proposals for customers to examine our performance.

Offer an improved package of training for customers.

To find out more about getting involved go to whitefriarshousing.co.uk

You can also pick up a leaflet from one of our offices, call your Housing Office or the Customer Involvement Team on 024 7676 7018



What the standard says

We should make sure our homes meet the Government's Decent Homes Standard by 31 December 2010 and provide a cost effective repairs and maintenance service to our homes and communal areas.

How do we do this?

Decent Homes Standard

At 31st March 2010, 97.8% of our homes complied with the Decent Homes Standard. In line with reporting standards, this includes 1,555 homes that would have met the standard had tenants not refused to have work done.

Remaining properties are included in our investment programme and we expect 98.5% of our homes will meet the Standard by December 2010. The exception will be Thomas King House and Mercia House, two high-rise blocks. Work has started with residents in both these blocks including focus groups to develop the refurbishment .

Customers have been involved at various stages of the Decent Homes improvement programme, through customer groups and in designing their kitchens, and choosing the style and colour of units.

Where properties do not meet the Standards, due to customers refusing works, these homes will be brought up to the Standard when they become empty or if customers change their mind. Works we will carry out on an ongoing basis include kitchen and bathroom renewals and heating works.

New Homes

Whitefriars are part of the the Spectrum Development Consortium and we work closely with developers and contractors to build new homes. During 2009/10, Spectrum delivered over 1,000 new affordable homes and we continued work on the North Solihull regeneration project and the redevelopment of the New Deal for Communities area of Coventry.

All our new homes meet with the relevant Design and Quality Standards and since 2008, we have delivered homes to high levels of energy efficiency. Energy efficient features of our new homes have included increased insulation.

Residents are surveyed when their new home is six months old. They are also visited after the first year to obtain information about the building and to deal with any problems.

// We plan to review our repairs service in 2010/11 and make further improvements. //

Richard Osborne, Director,
Property Services

This feedback is used to help review our new homes specification and since 2005, customer satisfaction with our new homes has been consistently over 95%.

Repairs

HomeWorks undertake most repairs to occupied and empty properties. Some specialist work, including gas maintenance, is carried out by contractors.

Customers are involved in developing our services including helping choose contractors for gas servicing and maintenance, and by feeding back their experiences through surveys. Residents have also helped develop our Asset Management Strategy to ensure the strategy reflects customer priorities.

Our Contact Centre extended its opening hours from 8am to 8pm in March 2010 to make it easier for customers to report any repair. At the same time, we set up our own in-house Out of Hours service, meaning customers can report emergency repairs to Whitefriars staff. In addition, we introduced an on-line repair reporting facility. We also offer more appointments and offer a text messaging service to meet customer needs.

During 2009/10, we completed more than 2,800 surveys with our customers following the completion of their HomeWorks repair. The results showed that 92% of responsive repairs were completed at the first visit, and 97% of appointments kept.

Satisfaction with the service is 97% based on these surveys.

Of 360 heating repair surveys, 78% said the repair was completed at the first visit.

In response to customer feedback, the new gas contracts include the same appointment slots as HomeWorks from April 2010. 99.7% of properties with gas central heating had been serviced within 12 months at the end of March 2010, an improvement from 98.3% in April 2009.

In 2009/10, we spent £2.55m on empty properties and our turnaround times improved from 3 weeks in 2008/09 to 2.56 weeks.

We benchmark our repairs performance through two benchmarking clubs (Checkmate and HouseMark) and our performance compares well.



Indicator	Checkmate 2008/09	Whitefriars 2008/09	Whitefriars 2009/10
% of emergency repairs completed on time	97%	99%	99%
% of urgent repairs completed on time	93%	94%	97%
% of routine repairs completed on time	94%	93%	95%
Average time taken to complete repairs to empty homes (weeks)	3.04	3.00	2.56



Planned Improvement Works

In 2009/10, we spent £13.7m on improvements – accounting for 59% of our total repairs and maintenance expenditure.

A competitive process for refurbishing three high-rise blocks in Spon End, resulted in cheaper prices than expected. As a result, we were able to improve fire prevention measures in the communal bin store areas.

We have a team of Tenant Liaison Officers who visit residents before and during works to help with any concerns. We also hold open days and meetings to discuss refurbishment options and customers are offered choices on kitchens, bathrooms and communal decorations.

Aids and Adaptations

We provide minor aids and adaptations up to £500 requested by Occupational Therapists on behalf of customers.

As part of the improvement programme, we work in partnership with Occupational Therapists to help design the layout of kitchens and bathrooms to meet individual customer needs, including installing grab rails and walk-in showers.

We also support Coventry City Council by carrying out larger scale adaptations, which they fund through disabled facility grants. During 2009/10, 75 properties had major adaptations costing £390,000.

Health and Safety

To raise awareness, we sent a newsletter to all our high-rise residents with details of our fire safety inspections and general fire safety tips. With the Fire Service and the City Council, we have carried out fire risk assessments across our high-rise blocks and continue to inspect these on a regular basis

Further information on both fire and gas safety is provided on our website and we regularly include articles on health and safety in our customer magazine.

Our policies reflect health and safety best practice and legal requirements. We have a rigorous gas servicing procedure, which includes the use of injunctions where customers have refused access for servicing.

Plans for Improvement - We will:

Focus on sustainability and will work with the Council, energy providers and agencies to look at options for our existing homes.

Update the new homes survey to reflect changing quality standards and to enable better data analysis.

Review the process for minor adaptations.

Review the effectiveness of our approach to tenant responsibilities and chargeable repairs - an issue highlighted by our Repairs and Maintenance Customer Service Improvement Group.

Work with the Customer Service Improvement Group to improve how repairs are carried out to communal areas.

Review our repairs offer through consultation events.

Establish a Repairs and Maintenance Customer Complaints Forum.

Increase customer involvement in selecting contractors and monitoring performance.

Look at options for our Contact Centre telephone number.

Tenancies

What the standard says

The TSA wants to see that we let and rent our homes in a fair and efficient way.

How do we do this?

Allocations

We let our homes in a fair way within a Choice Based Lettings partnership with Coventry City Council and other housing associations in Coventry. The priority system has been agreed with the partners to address housing needs in the City and the legal requirements of the City Council.

Our performance is regularly reported to our customer panel. We also report our performance on our website.

Customers have been involved in developing new and improved services, such as the End of Tenancy Scheme. This introduced a checklist for customers leaving our properties, notice period inspections and incentives for leaving our properties in an excellent condition.

We have consulted with customers on developing our "Lettings Statement" which sets out how we let our homes. We carried out a survey, held discussions with our customer panel and asked for feedback on our website.

We have worked with Coventry City Council to ensure that under occupation and overcrowding are given due priority for re-housing as our customer panel supported this.

Our customer panel discussed the options for improving our mutual exchange service and supported us joining Homeswapper, a national online exchange scheme.

Customers were involved in the development of the Lettings Management policy and Lettings Statements.

We are committed to helping new customers move successfully into their new home. We have an advice leaflet "Moving in and furnishing your new home". Tenants can now kit out their homes for less. Thanks to a partnership with four local charities new customers can furnish their properties with second-hand furniture and have free delivery.

We let our properties quickly and have greatly improved our turnaround times over the past few years. The number of empty properties reduced by 25% last year.



// We thought the link up to provide second hand furniture was a brilliant idea to help people start up when they move into a new home. //

Ron, tenant of Stoke Heath

Number of Homes let 09/10	Empty homes at as 31 March 09/10	Average days to relet a property 09/10	New homes built for rent 09/10
2469	275	38	83



'Building Better Communities' Customer Service Improvement Group helped write our 'Standards for re-letting' and conduct quarterly inspections to monitor if we are meeting these standards.

Rents

Our rents are set by a Government formula that aims to harmonise the rents of similar size properties. Our rent setting process was subject to an internal audit review during 09/10, which found that we follow the TSA's rent restructuring regime.

Customers were involved in how we communicated the rent increase. This included both simplifying the letters we use and our communication strategy. As a result, we received fewer enquiries.

Average Rents 09/10 (£s per week)		Average service charge (inc: supported Tenancies) (£s per week)	
Bedsit	53.39	Bedsit	6.23
1 bed	60.97	1 bed	5.13
2 bed	68.56	2 bed	4.82
3 bed	73.30	3 bed	1.68
4 bed	79.65	4 bed	1.50
5 bed +	93.82	5 bed +	2.01

We report our performance against our business plan targets to our Board. Our performance is audited by an independent firm of auditors.

We have developed a comprehensive Financial Inclusion Strategy which helps customers who have financial difficulties. This included the employment of a Debt Worker, to give additional help and advice to customers with debt problems.

Performance Indicator	Performance
% rent collected	98.63
% rent in arrears from current tenants	2.71
% rent income lost due to empty properties	1.95
Total rent collected	£60.1 million

Our Money Aid Fund helps customers in financial crisis. A panel of customers from the 'Building Better Behaviour', Customer Service Improvement Group decides applications to the fund.

The first Panel was held in April 2009 and by January 2010 the panel had decided 71 applications and 57 of these resulted in an award being made

We carry out a benefit check and provisional housing benefit assessment for every new customer and everyone who reports a change in their circumstances.

We have an affordability booklet, detailing the costs of running a new home and a self-assessment tool to help a prospective tenant decide if they can afford the home, they are being offered.

Since May 2006, we have had Housing Benefit officers from the City Council working in our housing offices for a number of sessions per week.

Low Cost Home Insurance The scheme 'My Home' was selected by a resident panel and offers low cost affordable premiums for home contents.

Partnership working with Citizens Advice Bureau We are working in partnership with the CAB to assist them in expanding their opening hours and the availability of their service by enabling our staff who have the necessary skills to volunteer at the CAB.

DIME (The Midlands Cohesion Project) Four staff and one customer board member looked at Financial Inclusion and developed an easy look up directory of services and products available for staff to use when advising customers. DIME (Debt, Income, Money and Employment) is the brand that covers all of our work on financial inclusion and worklessness.

Tenure

We provide the most secure form of suitable tenancy taking account of the sustainability of the community and what we have to do to meet all legal requirements.

We mainly offer Assured Tenancies unless as part of a Local Lettings Plan, or in exceptional circumstances where there are risks of anti social behaviour, we may use what are called starter tenancies. Our Customer Service Improvement Group has been supportive of the use of starter tenancies in Local Lettings Plans. We also consult those to be affected by local lettings plans before we introduce them.

At the exchange of contracts meeting (Sign Up), new customers are made aware of their rights, responsibilities, and conditions of tenancy, as well as what we must do as the landlord.

Plans for Improvement - We will:

Work with our customers to develop our services to provide further support and advice to those in housing need.

Pilot the use of a needs assessment for new customers so that we can best target the support they need.

Develop a scheme to provide starter packs of basic household items for new customers to help with settling in.

Review our customer leaflets about rents.

Set challenging local targets for our rent teams to maximise rent income and continue to improve our performance.

Plan a Home Insurance take up campaign with incentives for new customers.

// The work we have seen to help customers with their rent is impressive. I have been involved in the Money Aid Scheme and it is providing real help to our customers in need. //

Gillian Hogg, member of 'Building Better Communities' Group



Neighbourhood and Community



// It's a good example of how well Whitefriars and West Midlands Police can work together, with the help of the residents.

Life in Longfield House is so much better now. //

Resident of Longfield House

What the standard says

The TSA wants to see that we give customers a say in shaping their local area, and tackling anti-social behaviour.

How do we do this?

Tackling Anti-Social behaviour is a priority for us. We have signed up to the City of Coventry's ASB Minimum Standards. We had previously signed up to the former Government's Respect Standard.

Reducing crime, fear of crime and increasing public confidence is a priority for the Coventry Community Safety Partnership, of which we are a partner, alongside the police and City Council.

Working with a range of agencies and residents we have helped to produce neighbourhood agreements. The Mossdale Close Improvement Project has delivered estate improvements and seen a reduction in crime. We have received very positive feedback from both our customers and partners.

Together with residents, the Police and the City Council we worked to improve safety at Longfield House, gaining possession of a property that was being used as a drugs den and dealing of illegal drugs. We managed to secure a Crack House Closure and Injunction Order, which excluded the tenant from going within a mile radius of the property.

We have specialist Officers who are trained to deal with Hate Crime and Domestic Abuse, who adopt a victim-centered approach providing emotional and practical support. We have a range of measures such as CCTV, lifeline alarms and mobile phones to support victims. We are also a registered Hate Crime reporting centre.

Customer satisfaction surveys are completed on closed cases, one month after closure and we check our performance against other housing associations.

Over the past 3 ½ years, we've helped 22 families keep their homes by referring them to the Coventry Family Intervention Project (FIP) who with us, have provided intensive support.

We have a specialist team of Enforcement and Early Intervention Officers who are all qualified mediators.

We have worked with young people, going into schools to expand their knowledge of ASB and to place it as part of their curriculum.

Customer Satisfaction Outcome of ASB Cases	Whitefriars	House Mark
April – June 2009	67%	69%
July – Sept 2009	68%	69%
Oct – Dec 2009	69%	69%
Jan – March 2010	70%	69%

Along with customers we reviewed our ASB policy and procedures and customers helped us in deciding who was awarded the legal services contract.

Estate Services

Following customer feedback we identified concerns with the standards of cleaning in some of our communal areas and we introduced a low-rise cleaning project. Because of the positive customer feedback, we have rolled out the cleaning project across the city.

We annually survey high rise residents to understand their issues and their satisfaction with the cleaning and maintenance services we provide. We have changed our services in response to customer's views such as the adjustment to weekend cleaning introduced in September 2009.

Satisfaction with cleaning standards is 81% with 85% satisfaction for the removal of graffiti and fly tipped rubbish.

Our Response Team provides 24/7 security support and CCTV monitoring every day of the year for all of our high-rise blocks across the city.

We have revised our estate inspection procedure to ensure it is fit for purpose and made appropriate changes to it in line with findings. Estate inspections by our officers and residents occur every 12 weeks.

We have begun communal window cleaning to low rise blocks where cleaning has been agreed in line with customer requests.

We developed a cleaning standards group, which included a customer member to make sure our standards are right.

Our Mystery Shoppers Group inspected flats in two areas of the city for cleanliness and general upkeep of communal areas and were satisfied with the findings.

We meet regularly with other landlords to make sure we are doing the best we can in this service area.

We provide grounds maintenance services through our internal teams and external contractors to deliver well maintained communal areas and performance is monitored





through a combination of customer feedback, officer inspections and contractor monitoring.

Our survey in July 2009, found 74% of customers were satisfied or very satisfied with the grounds maintenance compared to 54% in July 2007.

The Better Estates Group was involved in reviewing the new group-wide Estates Management Policy.

Street and Community Pride Grant Schemes

Over the next five years, Whitefriars is putting £600,000 more into its communities, funding things that are important to our customers. A second scheme set aside £50,000, of the £200,000 available in this year, from which community based non-profit making groups, with creative ideas, bid for funding on bigger projects.

Plans for Improvement - We will:

Carry out an office survey during Oct/Nov 2010 looking at service delivery/satisfaction from our housing offices.

Extend the Schools project into primary schools.

Continue to roll-out the low-rise cleaning project.

Improve the number of residents attending estate inspections.



Value for Money

What the standard says

The TSA wants to see cost-effective, efficient, quality services and homes to meet customers' and potential customers' needs.

How do we do this?

For the past decade, Whitefriars and WM Housing Group have prioritised spending to make sure that the quality of our homes is improved for our customers and meets the Government's 'Decent Home Standards'.

In 2009/10, 45% of the Groups' expenditure was spent on repairs, maintenance and improvement programmes to our properties. All of this is subject to strict processes to make sure that we get the best value for money that we can.

We spent 43% of our money in 2009/10 on estate based services, care and support and the management and running costs of the Group.

In the light of changing grants for Supported Housing, we have been carrying out reviews and focussing on how best to deliver these services in the future.

Examples of Value for Money

In April 2009, our in-house repairs Contact Centre was established as a more cost effective option to using external providers, and to give a more customer focused service based on a better understanding of our customer's needs.

As a member of the Learning Equals Partnership we access customer and staff training at competitive rates.

In addition, our Community Pride Scheme has attracted additional funding. In its first year, the £50,000 worth of grants awarded by the scheme was exceeded by grants and other agency contributions.

Our Group compares its costs and performance with over 300 Registered Providers of housing.

We have produced an in-house quality toolkit for our Sheltered Housing to evidence the quality of what we are delivering and its value for money, and this has been externally validated.

Our Training and Development Agency has :

- delivered 250 Train to Gain NVQ2s and 20 NVQ3s, and supported 389 employees within over 200 local businesses.



“ There will be some difficult financial times ahead so getting the best value we can for every pound of customers rent income is one of my top priorities. ”

Kevin Rodgers, Executive Director, Finance and Resources



- managed and led the partner delivery of £2.5m Learning and Skills Council –European Social Fund Co-Financed programmes, including referral, vocational and employability projects for employed and unemployed adults via ‘Coventry-Warwickshire Construction Training’.
- is the delivery partner for a Co-Financed NEETS (Not in Education, Employment or Training) contract delivering entry-level construction skills to 142 NEETS youths.
- delivers youth Entry to Employment programmes to 90 Learners from its Agency training centre.

Using our own teams to clear empty homes, and by investing in our in- house gas and mechanical and engineering teams has resulted in annual on-going savings.

Our customers were involved in a number of reviews looking at services and value for money.

Involvement in a survey of users of the Contact Centre as part of our on-going programme of shaping services to meet needs; this helped to demonstrate that the centre is providing value and an efficient service.

Customers have also been involved in helping to develop the specifications for tenders and interview potential contractors for gas, landscape and tree works.

The Community Pride scheme involved customers in putting forward and developing local schemes and successful bids have benefitted local communities.

Plans for improvement - We will:

Work with customers over the next 12 months to improve the Value for Money of our services.

Establish a team to make sure that we get the best value for money from what we do.

Continue development of effective partnership working to bring added benefits to local communities.

Whitefriars Board members



Peter Lacy
Chair



Jim Cotterill
Vice Chair



Mick Rawson



Joan Allen



Margaret Gale



Moira McCall



Bill Newey



Linda Bigham



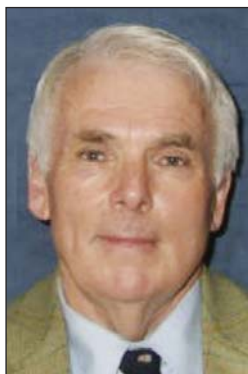
David Smith



Ed Ruane



Kevin Maton



David Skinner



Mike Beardmore



Barrie Day



Christine Reid



John O'Shea



Bruce Walker



Tony Skipper

For more details about our
Governance arrangements
and our Board members
visit our website at
www.whitefriarshousing.co.uk

Need help in your own language?

Arabic

"هل تحتاج إلى مساعدة بلغتك"

French

« Vous avez besoin d'aide dans votre propre langue »

Kurdish

ئابا پێویستت به یارمهتی به زمانی خۆت ههیه.

Portuguese

Precisa de assistência na sua própria língua?

Bengali

আপনার নিজের ভাষায় সহায়তা প্রয়োজন।

Russian

Требуется ли Вам помощь на Вашем языке?

Czech

Potřebujete pomoc ve svém jazyce?

Turkish

Kendi dilinizde yardıma mı ihtiyacınız var?

Farsi

آیا به زبان خودتان به کمک نیاز دارید؟

Polish

Wymagają Państwo pomocy w swoim języku?

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

Somali

“Ma’u baahantahay in lagugu caawiyo luuqadaadda”

Cantonese

需要母語幫助

Lithuanian

Reikia pagalbos gimtąja kalba?

Spanish

¿Necesita ayuda en su propio idioma?

Albanian

Keni nevojë për ndihmë në gjuhën tuaj

☎ 024 7676 7000

Do you need this document in a different format?

If you need this document in audio, braille or large print format contact

☎ 024 7676 7000



9 Little Park Street
Coventry
Tel: 024 7676 7000

29-31 Riley Square
Bell Green, Coventry
Tel: 024 7670 8400

192 Torrington Ave
Coventry
Tel: 024 7649 6700

St James Lane
Willenhall, Coventry
Tel: 024 7651 6700

Email: info@whitefriarshousing.co.uk



www.whitefriarshousing.co.uk