

CORNWALL
HOUSING

working together
for a better future



PART OF THE
CORSERV GROUP
A CORNWALL
COUNCIL COMPANY

Annual Report **2021/22**

www.cornwallhousing.org.uk

Your home, our services

Welcome to Cornwall Housing's Annual Report, which covers the period from 1 April 2021 to 31 March 2022.

10,292 homes managed for Cornwall Council

56 social homes owned by Cornwall Housing

66 Gypsy & Traveller residential pitches

1 transient Gypsy & Traveller site

26 homes for other providers

56 & 159 temporary accommodation and private rented accommodation homes

66 homeless units and provision

14 shared ownership properties

414 leasehold homes



This year, we have started to work on improving services. Challenges from the pandemic persist, but we have worked with tenants and partners to create a solid foundation on which to create good services and safe homes for all.

You said you wanted us to improve Repairs & Maintenance, and, in response, we have transferred our trades service to its own company, called Corserv Facilities Ltd. Excellent progress has been made on reducing the backlog of outstanding repairs and inspections.

We have engaged specialist staff and focused on working hard to make sure all your homes are safe.

We have a new skilled and experienced Board, to drive change and scrutinise what we're doing and how we're performing.

The Council has taken the Homelessness and Homechoice services back under direct control, so Cornwall Housing can concentrate on improving services. We're working hard with them to make sure that this transition is seamless.



“We have engaged specialist staff and focused on working hard to make sure all your homes are safe.”

You told the Council that you wanted them to create a new management agreement with us. We thank you for your faith in us, but recognise that we must do better, providing a service you can trust, and which delivers for you.

A new management team will be in place in Autumn 2022, to embark on the journey of improving services for all our tenants and residents.

Iain Sim, Senior Interim Manager

Your safety is our priority

We have been working hard to make sure that your homes are safe.

During 2021, a company called Pennington Choices did a review of our properties. This was to check relevant safety regulations, legislation, and approved codes of practice are being met – this is also known as compliance. We've been working through an action plan to make sure the recommended improvements are completed within an acceptable time.

We've confirmed our data with Pennington and completed training sessions for our leadership team.

- The Tenants' Building Safety Group and the Tenants' Forum were involved in reviewing policy documents, followed by training for staff on new policies and procedures.
- We have appointed an Asbestos Manager to lead the Asbestos Management Plan and any work that needs to be carried out after new asbestos surveys are completed.

- We have a new Fire Safety Group that will work with two new fire contractors to deliver the Fire Risk Assessment (FRA) programme and manage any outstanding work.

In Autumn 2021 we engaged with residents in Torpoint. They took part in helping us understand how we can improve our fire safety information and as a result we will be changing our fire safety communication and engagement.



“We have made good progress with our safety action plan but recognise we need to continue to work with our communities on the improvement programmes.”



End of 2021/22 performance, compliance with:

100% 

Asbestos

Asbestos remedial action
complete **90.53%**

98.89%

Managed homes with
a gas safety certificate

100% 

Communal Passenger
and Stair Lifts

Electrical testing:

93.77% (10-year cycle)

62.68% (5-year cycle)

(we will transition to a 5-year
programme by 2025)

100% 

Fire risk assessments

100% 

Legionella

100% 

Critical action complete

37.81% High priority
action complete

32.08% Medium priority
action complete

18.53% Low priority
action complete



Looking after **your homes and neighbourhoods**

A bigger neighbourhood warden team has resulted in cleaner and more enjoyable communities.

In December 2021 we expanded the neighbourhood warden team – recruiting more staff - and we're really pleased with the results of their work cleaning and improving your communities.

The team mostly works on communal areas around flats, and after the expansion got straight to work in Bodmin and Launceston.

Working together to tackle anti-social behaviour

Supported by the police, our Neighbourhood Enforcement Team (NET) carried out two closure orders at properties in October 2021. The properties concerned were on the Kinsman Estate in Bodmin, and Oakfield Road in Falmouth.

The positive impact was felt immediately by the neighbours and wider local community. One tenant said: **"I'm extremely happy and so grateful to you and to the police, you couldn't have done any more for us neighbours. I can now enjoy my home. Thank you from the bottom of my heart."**

"NET officer Ellie has supported me through all my issues, she has never judged me, she has listened, and helped, and found solutions."

"These closures were the culmination of a lot of hard work alongside our partners and the community to tackle anti-social behaviour. It sends a strong message to anyone who thinks this type of behaviour is acceptable. Thank you to everyone involved." Neighbourhood Enforcement Officer Daniel Archer.

88%

**Satisfaction with
ASB case handling**

1

**Eviction due
to ASB**





Homes sold

52 homes sold
under right to
buy in 2021/22



“Improving our
re-let times is
one of our
priorities.”

Rental income 99.7% collected

Housing management – 12,282 enquiries, 1187 solved at point of contact

Estate walkabouts completed on 27 large estates

339 re-lets including major works, average re-let time 38 days

Of these, 140 standard re-lets with an average re-let time of 28 days

Investing in and maintaining your homes

Hundreds of homes have benefited from adaptations and improvements including new kitchens and bathrooms.

In 2021-22, as well as our focus on safety, we managed to get 91% of the capital works programme (home improvements) complete. This was despite the ongoing impact of the pandemic.

We consulted with you, and you supported moving our repairs and maintenance staff to a separate Corserve company. This happened at the end of the March 2022.

Supporting residents to continue to live in their home - adaptations

We completed

555

adaptation works
from April 2021
till March 2022:

Minor works 287

Urgent Plus 56

Urgent 151

Routine 61

**Adaptations completed
on time against target 72%**



“One of your tenants wishes me to pass on his gratitude and express his comments that all staff who attended the property cleaned up after themselves, were professional, polite and did an excellent job, it’s made a significant difference to how he manages his disability.”

Occupational Therapist (OT)



Significant reductions in the backlog

At the start of the year covered by this report, there were backlogs for both repairs and inspections. Excellent progress has been made in reducing these; for repairs from 2549 to 1444, and for inspections from 561 to 180.

100% of emergency repairs were completed on time, and 93% of tenants and residents were satisfied with the repair completed for them.



£8.126m

Repairs and
maintenance
budget

5573	properties receiving capital works
£20,527,235	capital money spent on improving homes and neighbourhoods
241	kitchens
87	doors
287	windows
214	bathrooms
223	home adaptations
286	roof replacements
588	heating upgrades



Engaging you to improve services and communities

During the year thousands of you got involved, ranging from taking part in surveys to planting trees.

Over 1,000 tenants and leaseholders took part in the Council's Your Homes, Your Views survey. The Council looked at every piece of feedback, and your views informed both the decision to create a new management agreement with Cornwall Housing and the targets for improvement.

In November 2021 we agreed a new resident engagement strategy – Everyone Matters.

Everyone Matters will help us to ensure that each and every tenant is treated with respect and able to get involved and have their say if they want to. We commissioned independent expert, Tenant Participation Advisory Service (TPAS), to work with staff and tenants to help us improve how tenants' voices are heard by the Board.

Resident Involvement

More than 5,500 (5853 not including the Council's Your Home, Your Views survey) gave their views and 100% of their feedback was considered. A large amount of this – 90% - resulted in action, including seven policies and services being changed.

Tenant Scrutiny Panel report 'Cornwall Housing's Pet's and Animals Policy – is it realistic to implement and what should be done to improve it?' – resulted in 12 recommendations being made.

Community engagement

Vibrant wall art marks five years

Residents at Hendra Parc joined in on a specially commissioned mural to celebrate five years of their community in Liskeard. Hendra Parc, providing 14 self-contained flats with 24/7 support to adults with learning difficulties or mental health issues.



“Hendra has become my home – a place of safety, hope and new possibilities.”

Resident Kay (celebrating on the front cover with resident Stuart)



Highfield planting with Newquay Orchard

As part of our regeneration work, Newquay Orchard was commissioned to plant trees and flower beds outside Highfield Flats. We consulted about the designs, and more than 20 residents and children got involved in the planting and ‘adopting’ a tree to care for.

12 

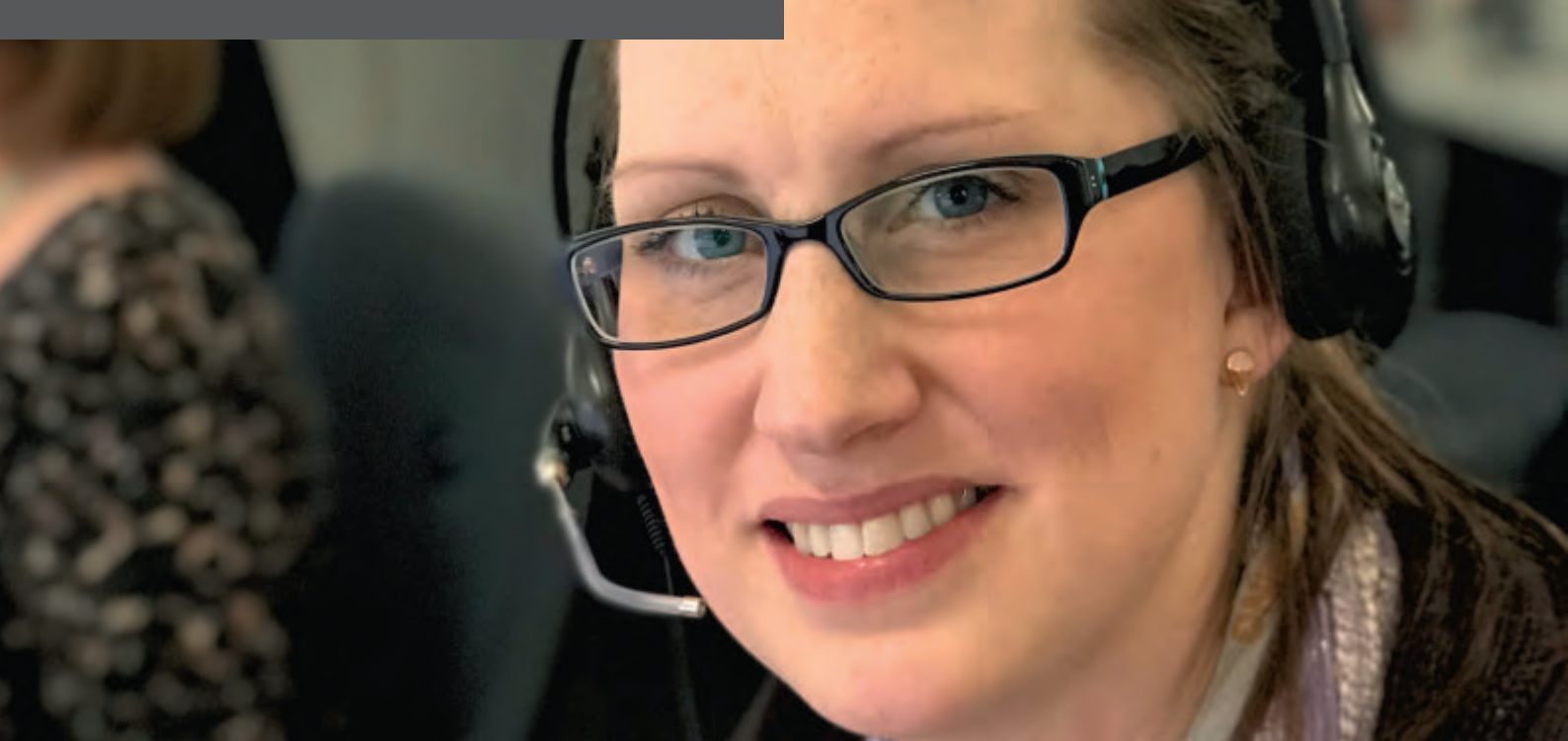
Community projects

7 

Area representatives supported

16 

Tenant groups supported



Customer service

We have had good feedback on customer service and learn from complaints.

In February 2022, the Council decided to take the Housing Options homelessness service and Homechoice back under its direct management. This means that from the point this service transfers in 2022-23, Cornwall Housing can concentrate on services to tenants and leaseholders and on improving your homes and communities.

Compliments received have included positive feedback about our customer service.



“I want to compliment all the telephony staff within Cornwall Housing. I am so grateful for everything everyone has done.”

Mrs P, Housing Options customer and then new tenant

Learning from compliments and complaints

As a result of what we learned from complaints, we have made changes to our staff training and processes. Our Complaints Appeals Panel also makes recommendations for service improvement if a complaint goes to a second stage.

The number of complaints is too high, and on average it is taking us too long to respond to them. We will be concentrating on reducing this number by improving our learning from our complaints and improving our complaints handling.



835

Complaints

37.65% of complaints

responded to on time

42% of complaints upheld



220

Compliments



“The advisor I spoke to was kind, patient and very understanding.”

Mr H, Cornwall Housing tenant, calling about his garage



167,324

Total calls to call centre
(working hours)

8078

Out of hours emergency calls



3965

Repairs



970

Misuse of
emergency number



3143

Homeless

Improving our leadership and governance

The Board's role is to provide leadership and strategic direction for Cornwall Housing

Cornwall Housing's vision is:

"To provide high quality homes and housing services for the people of Cornwall"

To help us achieve this, we have recruited new Board members with skills and experience to make sure Cornwall Housing achieves the ambitious and challenging turnaround that is required.

Board is also responsible for ensuring we meet with national statutory and regulatory housing requirements.

Our Board is made up of three tenants, three independent nominees, and three council nominees, with an independent Chair, plus the Managing Director of Cornwall Housing, and the Managing Director of our parent company, Corserv.

Our new Board at March 2022

Council Non-Executive Directors:

Vivien Horton
Dr Simon Ashby
Robert Stronge

Tenant Non-Executive Directors:

Amanda Leman
Kevin Hawke
Kate Atkinson

Corserv Non-Executive Directors:

Peter Nourse
Dawn Sowerby
Karen Ayling

Chair: Michael Hanrahan

Senior Interim Manager: Iain Sim

Corserv Managing Director: Cath Robinson



Find out more about our Board members on our website:
www.cornwallhousing.org.uk/about-cornwall-housing/our-board/meet-our-board-members/



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