

Spotlight

Annual Report for leaseholders and freeholders

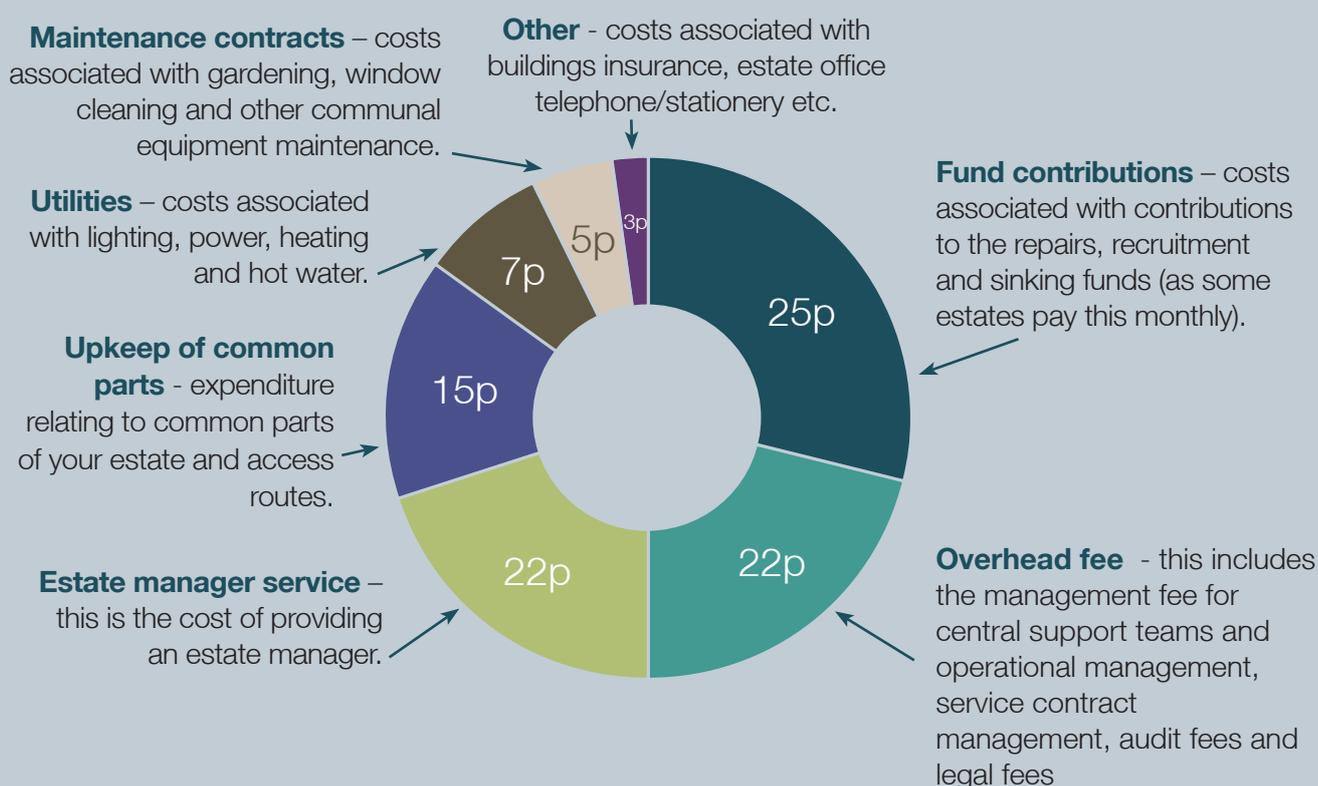
2017

This report explains how well we have delivered our services in the past 12 months and what we intend to improve in the next year. We have consulted with residents to ensure the information is relevant and in a format and style you want.

How we spend your money 2016-17

Our satisfaction survey found 74% of those who responded were satisfied with how the service charge is calculated and how easy it is to understand.

The figures below show on average how every £1* of service charge was spent across Anchor's leasehold and freehold estates combined:



*Due to rounding this adds up to slightly less than a £1

Delivering value for money

We define delivering cost effective services, whilst maintaining high levels of satisfaction, as value for money.

Of those who were surveyed 66% were satisfied that their service charge represented value for money (down 3% from 2015/16).



Each year we produce a report which explains what we are doing to deliver value for money. This year's report highlights include:

- A continued focus on technology to make us more efficient. For example, the use of video conferencing has, amongst other factors, contributed to a £700,000 reduction in travel costs between 2015/16 and 2016/17.
- Simplifying processes to save time on back office functions and freeing up more time to spend with residents. As part of this we are looking at increased use of mobile, hand held devices so tasks, such as health and safety checks, can be done and recorded at the same time.
- Savings of another £700,000 were made through the implementation of changes to how we deliver our customer-facing housing management services
- During 2015/16 we brought the cost of our support services below £40m, compared to £44m in 2014/15.

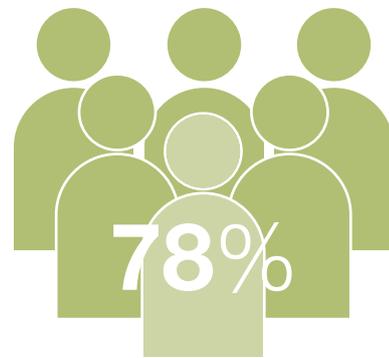
Last year they increased to £42.5m. This was partly as a result of the investment now being made in delivering on our IT strategy.

For more information on our success and the challenges we face in delivering value for money read our detailed report at www.anchor.org.uk/about-anchor/governance/annual-report/value-for-money.

How satisfied residents are

The 2016/17 satisfaction survey took place in September and October last year. A total of 2,083 leaseholders/freeholders responded.

78% of residents were satisfied with the overall service provided by Anchor, down 1% on 2015/16.



All residents can of course share their feedback with us at any time through Customer Relations at customer.relations@anchor.org.uk or by calling **0800 731 2020** (Monday-Friday 8am-6pm).

Listening to your feedback

Complaints, compliments and feedback help us to understand how we have succeeded and where we can improve. Between April 2016 and March 2017:

- We received 2,622* complaints
- The average resolution time was 6.99 days
- 94% of all complaints received a response from us within 10 calendar days and 64% received a response from us in seven days or less.

The top five complaint reasons were:

1. Behaviour and attitude of location manager – 318 complaints
2. Time taken to carry out a repair – 300 complaints
3. Planned works issue – 238 complaints
4. Standard of location – 196 complaints
5. Local management decision – 148 complaints.



Customer complaints panel

Where a customer isn't happy with the outcome of their complaint, they can request that the complaints panel review the decision and make recommendations. Between April 2016 and March 2017, the group reviewed nine cases. Of these cases, the panel made recommendations for improvements on four and in three cases it stated

a compensation payment should be awarded. After using the panel, only one customer progressed their complaint to the Housing Ombudsman Service.

Between April 2016 and March 2017 a total of 10 complaint determinations were received from the Housing Ombudsman Service. In all the cases reviewed they ruled that no maladministration was found. Where the Housing Ombudsman Service thought there was room for negotiation, we have worked with them and the customer to reach a satisfactory conclusion.

Compliments

A total of 1,205* compliments were received in the last year. These are shared with colleagues and their managers. These compliments are wonderful to receive and help us to recognise where we are providing great services.

Did you know...?

We were delighted that 12 of our housing locations were shortlisted in the Elderly Accommodation Counsel Awards, with Castle Hall, in Hull, winning a gold.

Also Anchor scored above average in the 2016 Your Care Rating survey, the country's largest and most authoritative survey of care home residents.

* These figures represent the whole of Anchor not just the leasehold/freehold part of the organisation.

Anchor's legacy fund

Sometimes customers, families, friends and others who have seen the benefit of the services we provide, decide to donate money to Anchor or make provision to leave money in their will. These generous gifts go into the legacy fund which is used to support community-orientated activities with the aim of improving the quality of life for people living at Anchor locations. Here is just one example;

This year the Streetwise project helped create a series of photographic portraits of a group of care home residents from Silk Court in London. The photographer took each resident to a street in the city with which they share their name. They then recorded the moment with a 'street portrait'. This helped awaken memories of a childhood spent playing in the streets.

Silk Court has been awarded an Anchor Inspires accreditation for its dementia services and received an outstanding Care Quality Commission (CQC) rating.

To find out more about legacy funding speak to your manager, or visit www.anchor.org.uk/existing-customers/legacy-fund or call 0800 731 2020.

Involving You - join the Customer Panel

Engaging with residents is vital in helping us understand what matters.

One way we do this is by encouraging every tenant to join the Customer Panel. Being on the panel is a fantastic opportunity to provide your views and help enhance services.

Residents decide how they want to provide

their input, be it by email, a face-to-face meeting, over the phone or via a survey from the comfort of their own home.

Members of the panel can choose to be involved as much or as little as they like.

To join, simply fill out a short form on our website www.anchor.org.uk/existing-customers/involving-you/customer-panel, email involvingyou@anchor.org.uk or call **0800 731 2020**.

Last year's commitments – what we've achieved

Review of complaints procedure

We promised to look at our approach to complaint handling, as it was one of the lowest scoring areas in the satisfaction survey.

We acted: We worked with our Scrutiny Panel to review the complaint handling process. We worked with them to introduce a complaint follow-up element to our process. This includes contacting the customer once a complaint response has been issued to check that they are satisfied and no further issues remain. These calls, though unexpected, are generally welcomed warmly and allow a further opportunity to try and put things right if they are still dissatisfied.

Support access to welfare benefits

We promised to look at ways we can support managers to help residents access welfare benefits.

We acted: The Welfare Benefit and Financial Inclusion Officer has trained a small group of managers to use a

benefits calculator. These managers are now offering a benefits review service to individuals. In just a three month period, (September to November 2016) these managers identified potential unclaimed benefits available to customers totalling £112,000 per year.

As a result of the success seen in the pilot area we are now preparing to train more managers using both online and face-to-face sessions. Training will initially be targeted at managers in areas with the highest levels of arrears. The Welfare Benefit and Financial Inclusion Officer will continue to track the outcomes and use of the benefits calculator.

Listening and acting

We promised to work with customers to review the current engagement structure to make it as inclusive as possible.

We acted: The consultation process was completed in August 2016. The revised structure was publicised in the September 2016 edition of Anchor Living. Every resident was given the chance to vote for six members of the newly-established Customer Council.

We also created six topic forums:

- Technology, communication and information
- Anchorcall
- Property
- Finance
- Equality, diversity and inclusion
- Leasehold

Their first meetings took place in April and May 2017 and the chairs of these groups have joined the Customer Council. An overview of these

discussions can be requested from InvolvingYou@anchor.org.uk

Though each topic forum will look at service issues faced by both leasehold/freehold and rented customers, we felt it was important to have a group that specifically addressed issues facing leaseholders/freeholders. The work plan of this Leasehold Topic Forum has been set and agreed based on what they identified as important issues.

The initial work plan will involve the forum helping us to review the quality of information which is provided about the purchase of a lease. In addition we will be working with the forum to understand the causes of complaints received about the service.

Did you know...?

Details of Customer Council meetings are available on Anchor's website -

www.anchor.org.uk/council-meetings.

For those who choose not to or can't go online, a summary of each meeting is sent to all residents via their estate manager.



Commitments for the coming year

- We are currently redeveloping Anchor's website to make it easier for users to find the information that's relevant to them. The new version is due to launch spring 2018.
- We're enabling residents to do more online if they want to. From September 2017, you will be able to update your personal details, set up a Direct Debit, contact us to log complaints, anti-social behaviour and compliments, and complete surveys. By March 2018 you will also be able to make payments online.
- Anchorcall is aiming to achieve TSA (Telecare Services Association) accreditation, ensuring we are recognised as providing the highest standards of service.
- Anchor is partnering with Oysta. The Oysta Pearl is a mobile device with an inbuilt emergency button, fall sensor and GPS location tracking, allowing residents to get assistance if they need it wherever they are. This will help support independent living.
- We will work with the Customer Council to review our customer newsletter, Anchor Living and ensure it is providing great value for money.

Feedback

If you would like to provide feedback about this report, submit question or give suggestions please email communications.team@anchor.org.uk or write to Anchor Communications Team, 2 Godwin Street, Bradford, BD1 2ST.