

HOW WE HAVE PERFORMED 2014-15

CUSTOMER ANNUAL REPORT 2014-2015



GETTING INVOLVED

320 social events and fun days were held.

21 Genfactor talent competition bootcamps held.

594 events were held for older people.



HELPING YOU MANAGE YOUR MONEY

3,708 customers were referred to partner agencies for advice to help them manage their money.

£2,854,980 worth of debt was identified and consolidated.



HELPING YOU TO LEARN NEW SKILLS AND FIND WORK

3,382 people were provided with employment skills and opportunities.

92 people gained employment or an apprenticeship.



"I have gained more confidence, conquered my fears and opened more doors for myself."



YOUNG PERSONS' TENANCY SUPPORT

228 young people were supported to live independently.

"This service gave me the support I needed as a very young teenager moving into my own flat. I am now able to manage my own tenancy as a result."



BEING PLANET SMART

62 customers received fuel switching advice, saving them on average **£135** per year.

760 customers received energy saving advice.

1,200 PV Panels were installed.



"I think the service has been a great help to me in all aspects of my finances. It has helped me with my benefits too (due to finishing work), I have become less anxious."



VOLUNTEERING

Community, staff and corporate volunteers gave **6,558** hours of their time to projects that benefitted your local community.



BE PROGRAMME

413 people completed our Be Community Coaching Programme.



"I feel a sense of satisfaction because I am giving back to the local community. I feel a sense of satisfaction and fulfilment because I am helping young people better themselves."



"Overall the 'Be' experience has been great. I feel more confident and have a more positive outlook on life. I have also made some good friends on the way."



COMMUNITY GRANTS

We gave **£40,551.50** to local community groups via our community grants programme, Aspire. This benefitted **10,659** people.

DEVOLVED BUDGET

Our Local Customer Panels have allocated **£124,333** in Devolved Budget to help make a difference in their area.

A total of **73** projects have benefitted.



"Since moving to Cherry Tree Gardens I feel great, I'm involved with all events and activities, enjoy the company of others and support of staff. It has been a fantastic move."

SERVICES FOR OLDER PEOPLE

1,337 older people were supported to live well and independently.

*Includes our Wellbeing Service, people supported in Extra Care & Sheltered Accommodation.



There are lots of ways to keep up-to-date and access information about our services.

- Visit gentoogroup.com
- Follow us on Twitter
- Call 0191 525 5000
- Find us on Facebook
- Pop into your local office

Every single one of our customers also has a dedicated Art of Living Coordinator. They are there to offer you advice, support and practical help with any of our services and to help you manage your tenancy.

We take Value For Money (VFM) very seriously, we consider economy, efficiency and effectiveness in everything we do to ensure we meet our customers' expectations. To view our latest VFM statement visit gentoogroup.com.

If you, or someone you know, would like this information in large print, on CD or in Braille then please contact us.

If you, or someone you know, would like this information in another language then please contact us. Interpretation services are available.

Gentoo ☎ 0191 525 5000
 Gas Servicing ☎ 0800 5877 809
 Anti-Social Behaviour (24hr Hotline) ☎ 0800 028 4445
 Complaints Hotline ☎ 0800 169 1213
 Sunderland City Council ☎ 0191 520 5555
 Wearside Women in Need ☎ 0800 066 5555



HOW WE HAVE PERFORMED 2014-15

Every year we produce a Customer Annual Report. This provides an update of how we have performed across all of our housing and neighbourhood services each year. This document is a snapshot of how we have performed between April 2014 and March 2015. Through our Local Offer consultation you told us that Repairs and Maintenance (Looking After Your Home), Looking After Your Neighbourhood and Anti-Social Behaviour (Keeping You Safe) were your top priorities. We have worked with customers to ensure this document contains information on the service areas that are most important to you. We hope you enjoy reading it. If you would like more detail on how we have performed our full report is available at gentoogroup.com

HOW WE SPEND YOUR RENT

£121m was collected in rent.

This was spent on delivering services directly to you.

The top 5 areas where we spend your rent include:

- Housing Management and Social Investment Activity
- Repairs

- Estate Services
- Planned Maintenance
- Interest Payments



LOOKING AFTER YOUR HOME

£21m was spent on completing repairs.



99.27% of our properties had an essential Gas Safety check carried out within 12 months



13 days is the average waiting time for non-emergency repairs



202,480 repair appointments were attended by Gentoo staff



93% of customers were satisfied with our Repairs Service*



19% of repairs reported were categorised as emergency repairs



£24m was spent on modernising your homes

? DID YOU KNOW?

- Customers missed **19,301** appointments which cost us approximately **£772,000**. This amount of money could have been better spent on carrying out repairs and improvements to your homes.
- We manage more than **28,000** socially rented properties in Sunderland.

LOOKING AFTER YOUR NEIGHBOURHOOD

£3.3m was spent on keeping your estates tidy.



95% of fly tipping was removed within 7 days



Over **800** tree inspections were carried out



Over **500,000 metres squared** of plants and hedges were maintained



Grass areas were cut **15** times



We cleared and maintained over **1,500** empty properties



97% of customers were satisfied with our Tenancy and Estate Management Service*



? DID YOU KNOW?

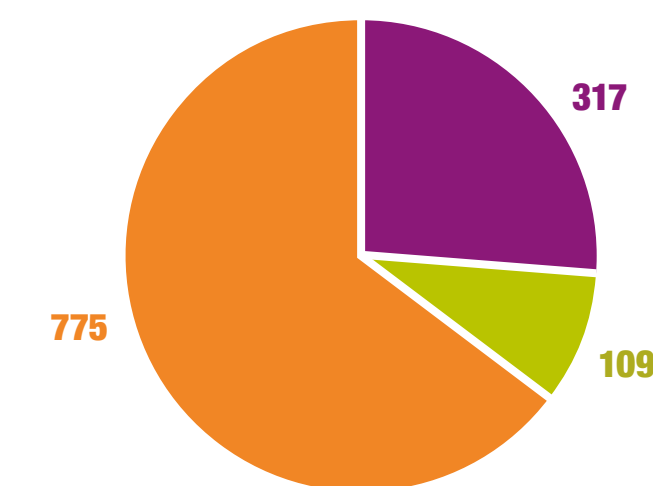
This year we cut approximately **3.75 million metres squared** of grass every 2 weeks. This is the equivalent to **625** football fields.

KEEPING YOU SAFE

1,201 new cases of Anti-Social Behaviour (ASB) were recorded.

Top breach types include:

- Drugs
- Gardens
- Care of property
- Nuisance
- Harassment
- Abandoned property



- Category 1 (Serious cases of ASB)
- Category 2 (Incidents of ASB that could escalate to more serious cases)
- Category 3 (Low level disputes)

POSITIVE ENGAGEMENT

66 customers who cause ASB were supported to change their behaviour



VICTIM SUPPORT

145 customers were supported



97% of customers who accessed the service successfully changed their behaviour



94.5% of customers felt safe when their case was closed (compared to 33.5% at first contact)



SAFEGUARDING

222 referrals were made to protect vulnerable adults and children

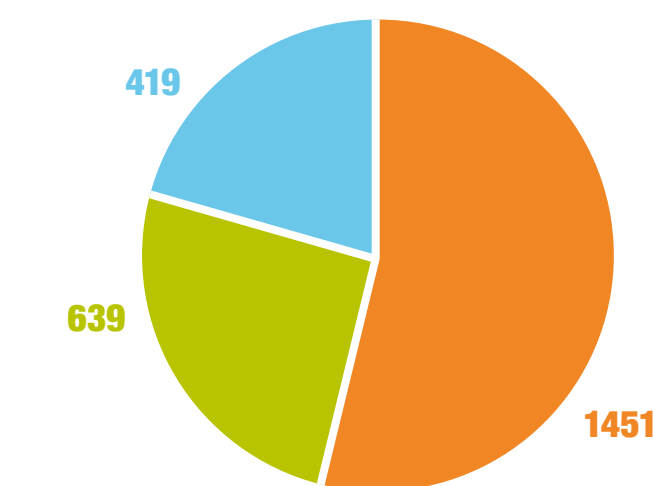


? DID YOU KNOW?

We work with Unite Mediation who provide specialist support to neighbours in dispute to rebuild their relationships. In 2014-15 we made **49** referrals.

FINDING A HOME

2,509 properties were allocated



- Nominations (Local Authority)
- Direct Allocations (Needs Based)
- Choice Based Lettings

34.71 was the average number of days it took to re-allocate a property



89% of customers were satisfied with our Allocations Service*



196 Mutual Exchanges were facilitated



? DID YOU KNOW?

This year we had **2,499** homes that became vacant/empty. To get these properties ready to re-let, we spent an average of **£1,455** on repairs.



*This satisfaction figure has been collected using face-to-face interviews with customers after they have moved into their new home.