

Annual Report



**This report has been
designed by customers
for customers**


.....
April 2021 - March 2022
.....




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If you have any questions about the report, or would like it in a different format in future, please email marketing@ndh-ltd.co.uk or call 01271 312500.

Welcome

Welcome to our 2021-2022 Annual Report, which looks at how we performed over the last financial year.

At North Devon Homes we want to ensure we deliver service excellence, offer good value for money and make sure we work closely with our customers to set our standards and performance measures to keep track of how we are doing.

This report outlines our performance from 1st April 2021 to 31st March 2022 and highlights key areas where we have achieved (or not achieved) certain benchmarks set by our customers.

This year, our involved customers have reviewed the Annual Report content directly, following a Scrutiny review, to ensure that the information enclosed is of the most benefit to customers and shows, in full detail, the work that goes on between your front rooms and our Board room.

Martyn Gimber
Chief Executive



Designed by customers for customers

The North Devon Homes (NDH) Annual Report is a chance for customers to see how well our landlord is performing against certain measures. These measures are a mixture of regulatory requirements and key performance figures agreed and developed with involved customers throughout the year. As a customer group, we have helped co-design this report to ensure that it is both informative but also customer friendly so you can ensure you understand how your rent money is spent each year.

I have been a volunteer at NDH for almost 13 years and have seen both progress and challenges for the business. During my time I have sat on many different customer groups, as well as spending seven years on the Board of Directors. The voice that customers have into the key decision making at NDH is one of the best that we can see from speaking to other housing association customers and is a real asset to how well the business is performing. As you read this, I am in my final month as a volunteer at NDH as I step back to spend more time with my family. I've relished my time as part of Team NDH and am so grateful for the chance to have my voice heard from my front room to their Board room. I'm so pleased with the amount of improvements I've seen for customers and for the chance to help so many other customers directly during my time.



Dawn Ash, 2021-2022
Customer Board
Partnership Chair

As always NDH are on the look out for more volunteers to join the team; if you'd like to know more, please get in touch with Tracey Williams by emailing tracey.williams@ndh-ltd.co.uk

Value for Money (VfM)

As a community landlord, achieving Value for Money (VfM) is a key driver for how we deliver our services, work with our partners and get the most value from every pound that we spend – this is of great importance to us.

We aim to deliver high quality services as efficiently and effectively as we can, maximising the value of those services with the money we have available to us. Ensuring we achieve VfM is of increasing importance during a time when

costs are rising quickly for both us as a business and for our customers.

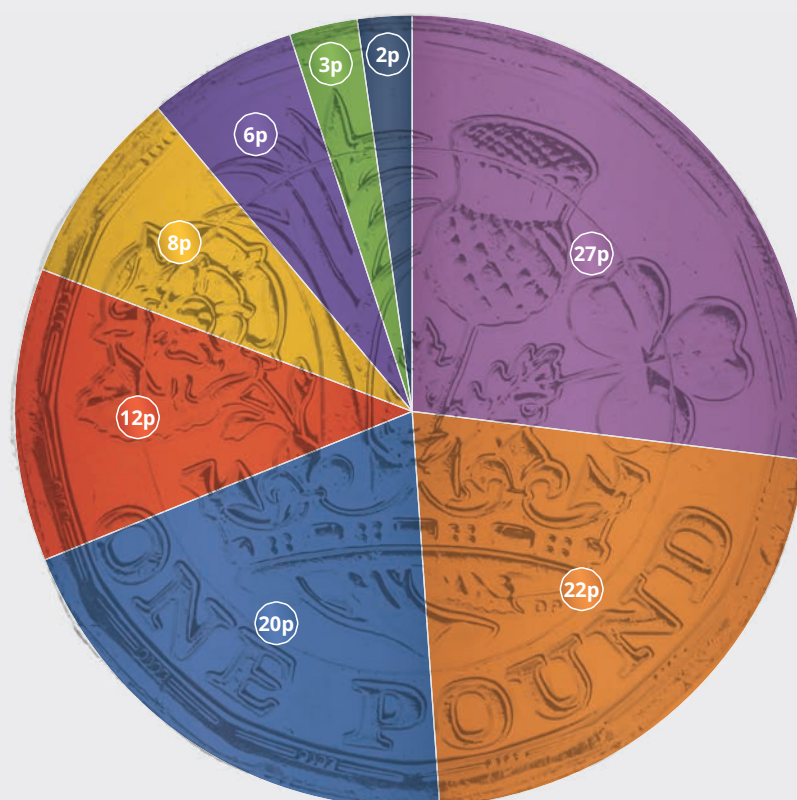
Listed here are some of our headline results for the financial year 2021/22. Our Regulator (the Regulator of Social Housing) has identified seven key measures to see how well we are performing and how this compares to other landlords. Some of these are shown here, but the full report for the year can be found here: www.ndh-ltd.co.uk/RS2022

How was your rent money spent last year?

As a not for profit charity, income collected from rents is invested into the homes and services we provide for customers. Below we have broken down how every £1 is spent over the year.



- 27p** Interest and financing costs
- 22p** Major repairs
- 20p** Routine maintenance
- 12p** Neighbourhood and tenancy services
- 8p** Routine servicing (health & safety)
- 6p** Customer services
- 3p** Independent living services
- 2p** Insurance and other costs



How was your rent money spent last year?



£2.7 million
invested in
existing homes



£585,000
new kitchens



£291,000
new bathrooms



£135,000
doors



£89,000
electrical
upgrades



£509,000
heating and boiler
upgrades



£216,000
roofing works



£169,000
energy efficiency
improvements



£259,000
fire safety
improvements



£423,000
other repair
projects



£856,000
spent developing
new homes



Amount spent
per property
£3,500



£4.7 million
overall spend on
routine and cyclical
maintenance



£1.2 million
surplus remaining
at the end of
the year



What does
this mean?

As a not-for-profit charity, at the end of each year we don't keep the profits from any income that has not been spent. Instead, anything remaining (the surplus) is invested back into homes and services for the upcoming year.

Customer Involvement

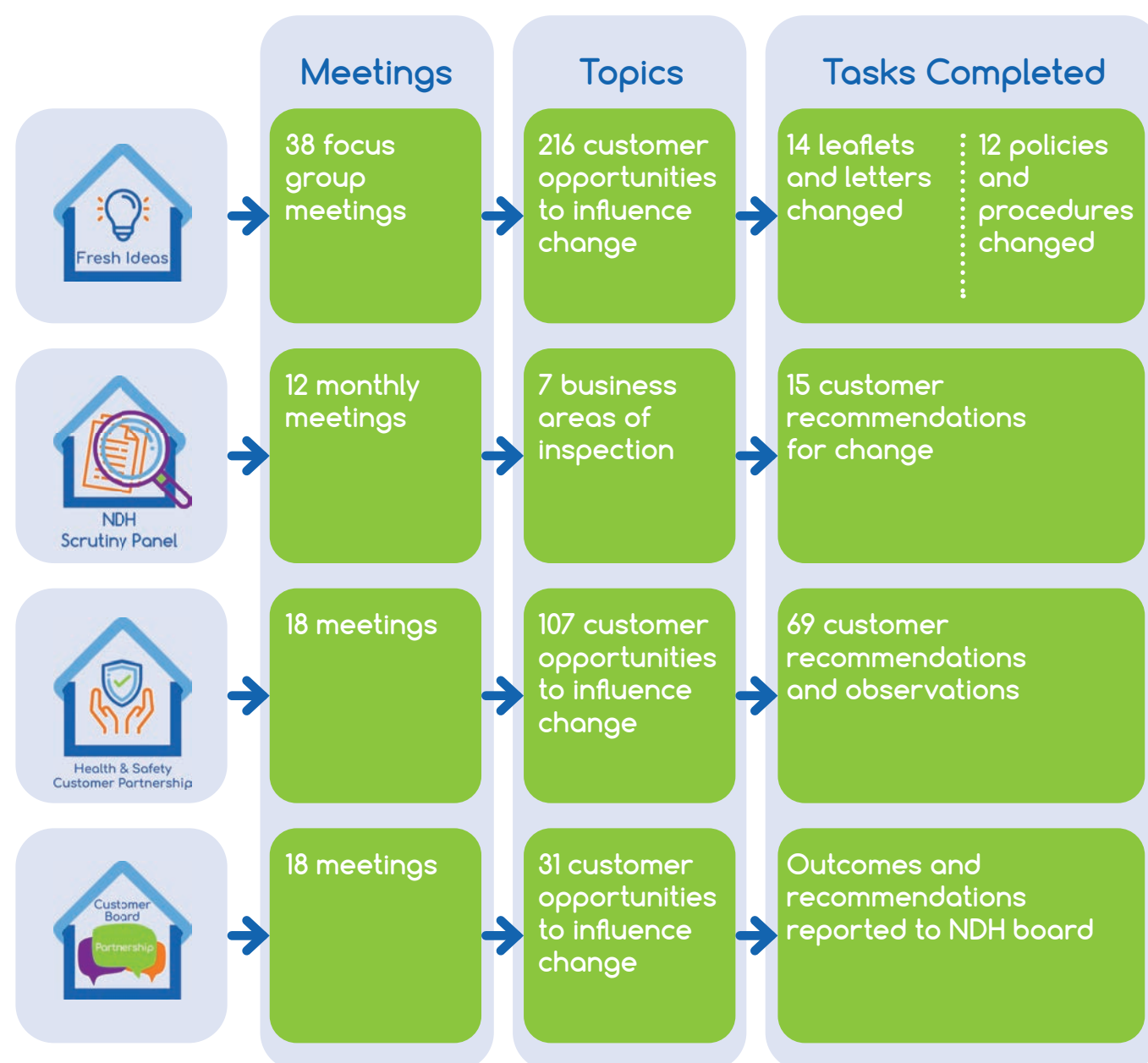
Opportunities
for customers to
influence service
changes

776



Customer
training
opportunities

109



Our Team

What we said we would do and what we have achieved

In our last report we said we would:

- develop the Customer Involvement strategy
- strengthen the newly formed Customer Health and Safety Partnership
- develop and strengthen the customer voice



"In the last year there has been a significant jump in customer involvement activities. Considering most have been delivered with COVID restrictions in place, this is a real achievement, one we are proud of." Customer Scrutiny Chair

Why get involved

"I have recently been invited to get involved as a volunteer with both Fresh Ideas and the Scrutiny Panel. It is very early days, but as a 'newbie', I can already see how significant the role of customers in these groups are in working with staff to shape and improve the services North Devon Homes (NDH) provide for their customers, and in keeping customers meaningfully informed.

These groups clearly provide an influential and valued 'customer voice', and I have noticed their contribution over the past year is particularly impressive, considering much of it was done in online meetings due to the constraints imposed during the pandemic, showing a real commitment to keep going! This activity has included a considerable number of opportunities to influence service changes, co-design and review leaflets and policies, and

to attend training sessions. It is also reassuring to see that numerous recommendations made by these customer-led groups have been adopted or are in the process of being adopted. This demonstrates that NDH do not simply pay lip-service to customer views and suggestions, but that customer opinions are valued and really do translate into meaningful actions and policy changes. I can see it is through these groups that wherever possible, NDH actively seek to make improvements which actually matter to customers and make a difference.

The friendly group members have made me feel very welcome and I hope to contribute to the important, interesting and enjoyable work they do in collaboration with NDH staff in helping to make a positive difference in our community."

Involved Customer

Want to learn more about getting involved with NDH?

Email Tracey.Williams@ndh-ltd.co.uk to find out more.

Driving change through Customer Scrutiny

Customers who are part of our Scrutiny Panel have made a huge shift in how they inspect, scrutinise and make recommendations for change in the services we provide. They now require a wider customer survey to gather customer opinions as well as working in partnership with Service Managers to develop their recommendations. The Scrutiny Panel continues to track the progress of its recommendations, holding us accountable for the actions that arise from them; and they expect to be kept informed regularly.

"The needs of customers must be at the heart of strategic decision making. Now customers are being listened to; the "Front room to Board room" ethos is driving the change where needed.

Even through our most difficult times of restrictions, due to COVID, Scrutiny has kept going via online meetings, providing us as customers training opportunities and Board interactions to continue developing and strengthening our customer voice.

During this past year we have scrutinised the decisions that affect your homes and

community, ensuring customers can expect their homes to be good quality, well maintained, safe and well managed. In total we have had 69 opportunities to influence service changes, including 12 meetings, 19 recommendations and 7 areas of inspection - the latest being in-house grounds maintenance and the cleaning contract of communal areas. With line managers invited to the reviews, we are establishing a relationship grounded on trust and accountability ensuring customers are being listened to and it is not just lip service."

Scrutiny Customer Chair

Customer Health and Safety Partnership



Over the last year customers have concentrated on the Fire Risk Assessments in our sheltered housing schemes, actively encouraging all residents to join in.

Working alongside our Health and Safety Manager, customers have taken the lead in arranging coffee mornings, site tours and inspections - bringing a vast amount of insight to what is important where they live, what they feel can be improved and how safe they feel.

These recommendations are all looked at on an individual basis and followed by a community-based coffee morning where our Customer Chair for this Partnership gives residents "you said we did" feedback.

Alongside this work, involved customers have been arranging Home Fire Safety visits from the Fire Service who provide very helpful safety advice and give out free safety gadgets.

Energy and Efficiency Customer Champion

With the increase in the cost of living and high energy bills on everyone's agenda, NDH has developed a customer role to help us look at energy efficiency in homes, supporting us with consultation with customers where we have been able to secure funding for home improvements.

"It has been very informative listening to residents and having their feedback which I have been able to share with other organisations in the south west through the work NDH does with Advantage South West.

"I have had the opportunity to talk to 41 customers who are welcoming the grant funded changes and improvement to energy efficiency in their homes" Customer Volunteer

Other involved customers helped me co-design information leaflets which we then delivered by hand as we consulted with households who are part of this project. We are looking forward to their feedback once the improvements are completed later in 2022."

Customer Energy and Efficiency Champion

Customer Board Partnership (CBP)

Customers worked with managers and Board members to develop a new Customer Involvement Strategy that would be meaningful engagement for customers, ensuring there were ways for all residents to have their voices heard from their front rooms to our Board room.

All the work, observations and recommendations of customer panels, focus groups and survey results are presented as part of these meetings, ensuring the customer voice on all areas of the business is shared with the Board.

"Front Room to Board Room is a reality, it's really meaningful."

Fresh Ideas Customer

"The co-design of the Customer Involvement Strategy allowed customers to have interactions on an even level with Board Members."

CBP Customer Chair

"Working together with NDH and listening to each other the trust that is held between us and the interaction with Board Members, Management and front-line staff has been a truly inspirational development this year across all our involved work."

Involved Customer

Partnership Working

Our ethos is all about working together to build communities where people want to live. This doesn't just mean working together as a team, but working with customers, the Board and other local agencies and groups. In the last year these are just some of the partnerships we have formed or been involved in:



Safeguarding

As a business we have a phrase 'Every Visit Matters'. No matter whether we are making a repair or discussing a tenancy matter, as a team we are always looking out for our customer's wellbeing with every visit we make. The numbers below give an indication of the numbers of cases we offered further support on last year.

 **25**
safeguarding concerns raised

Of which

 **6** young people
 **19** adults

Community Safety Partnership

The Community Safety Partnership crosses North Devon and Torridge and is the joint crime and disorder reduction partnership for our area. We meet to discuss instances of anti-social behaviour, along with other crimes and safeguarding issues around domestic abuse.

This partnership includes local Police, Fire Services and Councils, as well as organisations such as NDH to help lower the local crime rates by acting on combined information.

Community Services

This year we restructured some of our front facing teams into our new Community Services Team. This new structure broke our community-based teams into three: Neighbourhood Services, Independent Living Support and Specialist Support. Read more about the teams and how they performed last year.



Neighbourhood Services

The Neighbourhood Team is on hand to deal with tenancy and community type issues such as Anti-Social Behaviour and new lettings.

What have the team been up to?

Clear up days are days we spent cleaning up some of our communities that need extra support with estate management, such a litter picking and weeding for example. This is on top of our standard maintenance from our Estates Team. We only managed one day last year due to Covid but are already half way through a busy season this year!



New lettings
224



Mutual exchanges processed
44

Of which were:

22 Internal
22 External



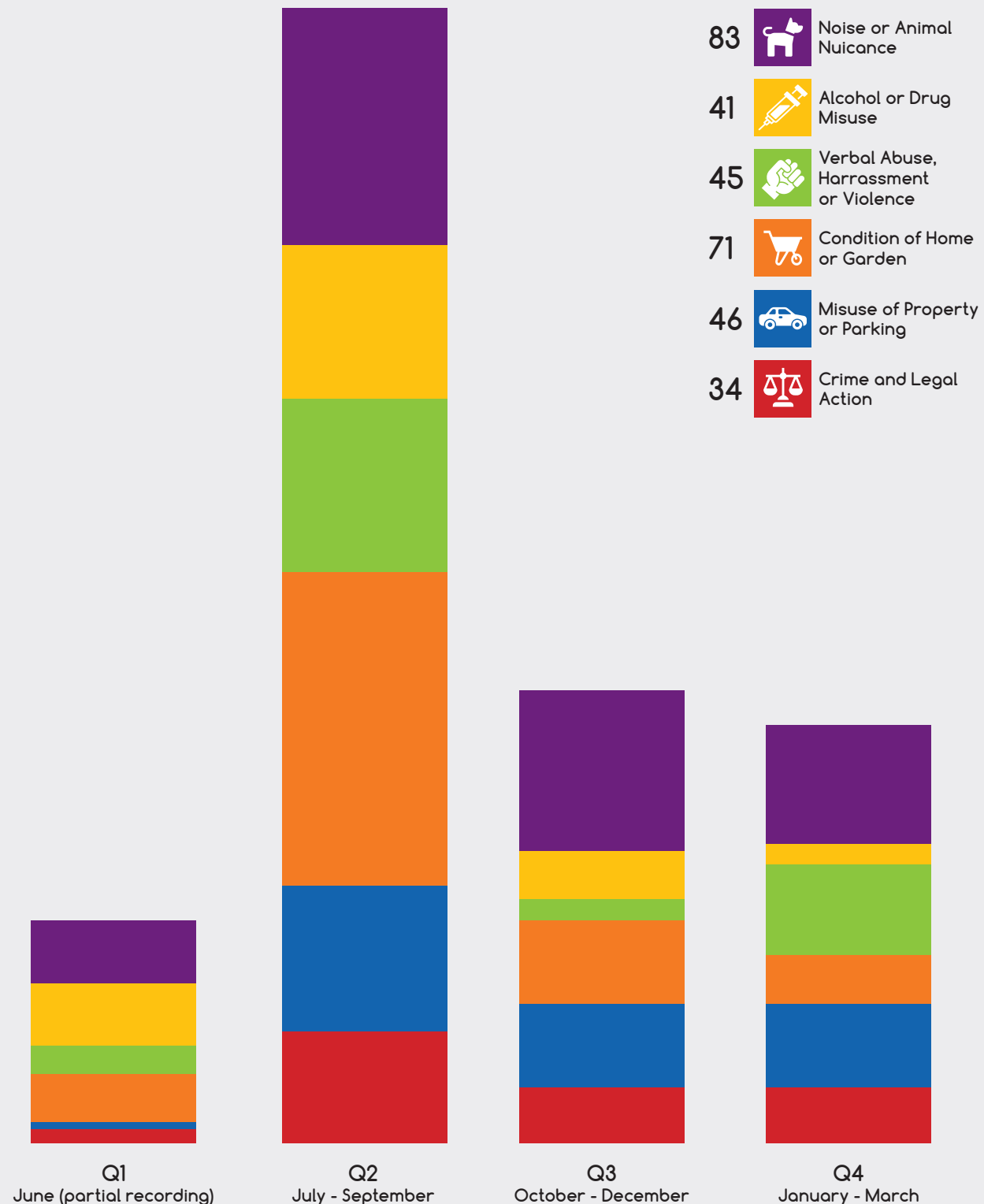
What does this mean?

New lettings are the number of new homes we let out to customers in the last year.

Mutual exchanges are where someone arranges a house swap either within NDH (known as an internal swap) or with a customer of another housing association (known as an external swap).



Types of Anti Social Behaviour



*As we changed the way we reported on ASB during the restructure, the data in this chart is from June 2021 until March 2022, so 9 months of the year.

Independent Living Support (ILS)

Our ILS Team handle similar situations and so they work closely with our Neighbourhood Services Team but focus their support to our Supported Living Schemes for over 55s.



What has the team been up to?

In the early part of the year, the Government restrictions began to be reduced and so we reviewed risk assessments and safety measures to start to build back our scheme social events such as coffee mornings to help us reduce social isolation. This was a large success and by the end of the year events were being run fully with no restrictions in place.

We are grateful to our customers who worked with us to ensure we got through the pandemic without seeing too much impact on customer wellbeing. At times towards the later stages of the peak pandemic, our sheltered schemes looked like safe places compared to infection rates in the wider community and this is a great credit to residents, staff and contractors. Thank you all.

Changing objectives

After the restructure of the teams into Community Services our ILS team became smaller but with a more focused set of ambitions to ensure the wellbeing of our sheltered scheme customers.

Our paid services

As well as supporting our customers with the standard support offered in schemes, they are also supporting an additional 1,104 customers who pay for our additional support services either in the form of an alarm or welfare support. These customers aren't always NDH tenants and all funds from the support and alarm service go towards funding the service and wider ILS team activities at NDH.





A Case Study

Janet Taylor, Living through the Pandemic

Janet has lived at our Bevan Road scheme since 2008. She's a "Barnstaple girl, born and bred" so it didn't take her long to settle in. Despite her initial nerves, Janet was asked to join the Alexander Social Club at her first coffee morning and she's been a very active member ever since. Before Covid stopped everything, Janet was running charity events and the ever-popular Medard Breakfast Club. Then came the first Covid lockdown.

Janet was amongst those asked to self-isolate at home for 12 weeks. "It changed my life. I got a bit depressed. It was a very uncertain time". As we went through the various stages of lockdowns together Janet attended the Covid-secure surgeries at Medard (as much as an opportunity to say hello to staff than anything else!). She was also at our first trial 'Rule of 6' coffee morning.

April 2021 saw the ending of legal lockdown restrictions, although NDH retained the responsible 'duty of care' to manage Covid risk within our buildings for a few months more. In July we were finally able to re-open communal lounges for general access meaning, for Medard, a return to fundraising social activities. "I can look forward again," says Janet. "On Wednesday I go out and choose raffle prizes and on Thursday sell tickets". The raffle and charity sale table are a regular at the Thursday coffee morning and we estimate around £5,000 has been raised for charity since the lounge re-opened – including for a charity very close to our hearts at NDH – the Jed Mason appeal.

We want to thank the residents for their unstinting generosity. The ILS team would also like to offer our very sincere thanks to all residents of our sheltered schemes for their co-operation, care and tolerance, working with us through the darkest days of Covid to come safely through that uncertain time.

"Thank you so much for your kindness and generosity in giving me a replacement locket while mine went missing. I feel doubly safe now I have a spare!"

An Alarm Customer after losing her locket and getting a replacement

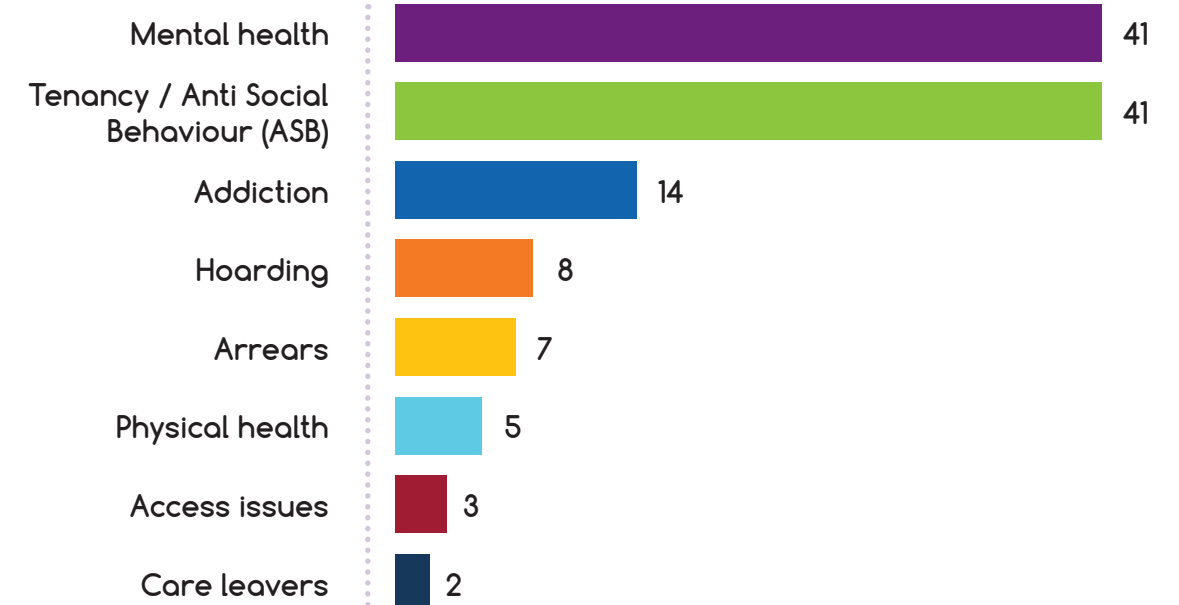
"Thank you for visiting yesterday and updating the system for our alarm, it's so much appreciated. Needless to say we are delighted with you and NDH."

An Alarm Customer's feedback after having an appointment with our Alarm Coordinator

Specialist Support

Our Specialist Support Team was created to help support those customers who need long term support on specialist issues such as Mental Health, money and drug issues.

This chart is based on 58 referrals received in a 5 month period from February to June 2022.



What does this mean?

The chart shows the different types of themes the support cases had. As you can see, mental health plays a part in almost all of the 58 cases we have worked on in the 5 month period, as does some kind of tenancy or ASB issue. Here are the definitions of the other types of issues:

Addiction is where we are supporting someone with an addiction. This could be substance related or something more like gambling or gaming related.

Hoarding is a mental health condition usually linked to some kind of trauma, where the person is unable to let go of physical items and begins to hoard them in their home - potentially posing a health and safety risk to themselves and their neighbours.

Arrears is where the customer is struggling to keep up with rent or other debts. We work closely with our Money Matters Team on these cases.

Physical health could be a case linked to an illness or something such as a weight issue.

Where **access** might be an issue, we support our colleagues to gain access to carry out routine servicing checks such as Gas and Fire Safety.

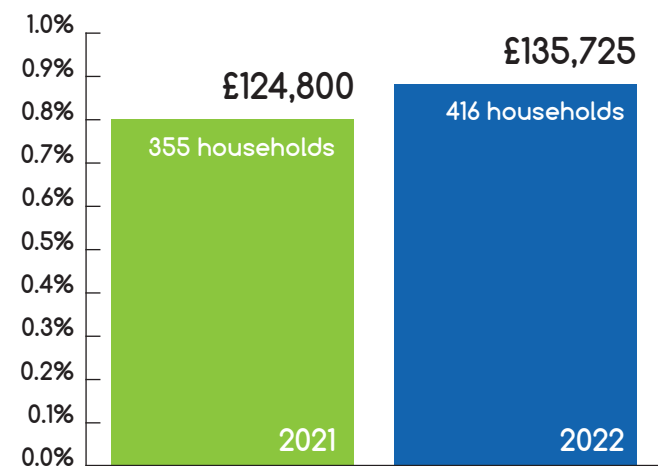
Care leavers are young people who leave the childcare system, sometimes as young as 16 and need support getting housing and wider support adjusting to adult life.

As this team was created in February 2022, we have provided data above from February to June 2022. Although outside the Annual Report date scope, we thought it would be useful to highlight a longer time period for customers to see the full impact that the team is having. We will be back to report on a full 12 months next year.

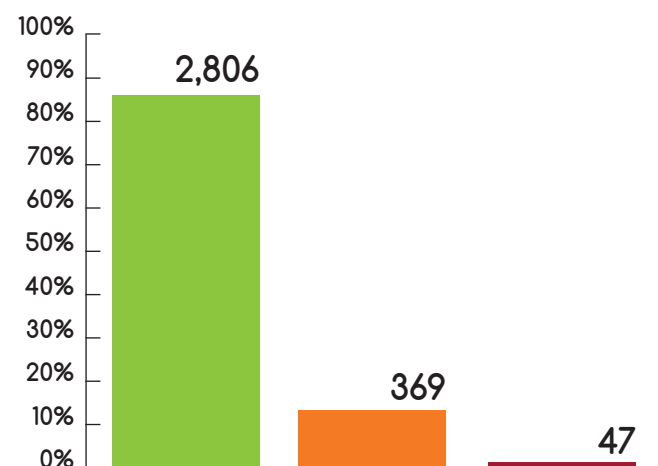
Income Team

Rent Arrears

Over £15.5million was paid by NDH customers. The chart below shows how much rent was unpaid at the end of March this year.



At the end of the year just 416 households were late with rent payments. This compares very well to other social housing landlords. From the 416 households who were late with payments, just 47 were for households in high arrears as shown in the graph below. 369 households need to make small payments to bring their accounts up to date.



A big 'Thank You'

to the 87% of customers for paying their rent on time. It makes a real difference to the service we can provide.

If you'd like help with bringing your account up to date, please speak to one of the team who will be happy to help.



0 evictions

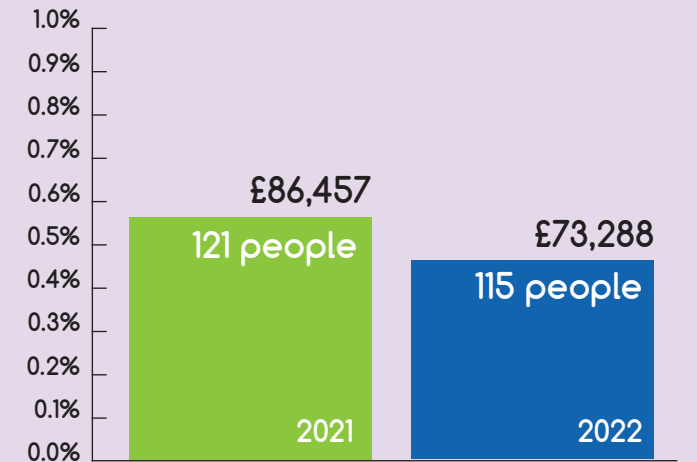
Nobody was evicted for rent arrears last year, which shows how customers have prioritised and worked with us to find solutions to pay their rent.

"I got into difficulty paying the rent when my business was hit hard by Covid. I buried my head in the sand and the arrears escalated. The staff at NDH didn't give up on me and kept offering help. Once I started talking with Laura it was easy to sort out a repayment plan that I could afford."

Mr H, Barnstaple

Former Customer Rent Arrears

A former customer is someone who used to live in one of our homes who still owes rent money.



Money Matters Support Service

Our 'Money Matters' support service is a free service run in-house within our Income Team helping customers to find extra benefits that they are entitled to or setting up payment plans and budgets that they can work with



514

Families supported



£133,232

Successfully secured for customers



What does this mean?

This is extra money in customer pockets because of our support. This figure is calculated by adding up all the additional benefits that were being missed out on by customers that we found for them through our Money Matters support service.

Did you know...

it's estimated that £15 billion of benefits goes unclaimed each year? Including around £1.8 billion in Pension Credit alone!

Are you receiving everything you are entitled to?

"Kirsty came to see me and she could see that I was missing out on about £70 per week in benefits and I was due a £3,000 backdated payment. It was a massive weight off my shoulders to have someone to talk to about my money issues and having that support has made a huge difference to my mental health. It can be scary to take that first step and ask for help but it's worth it."

Ms F, Barnstaple

The extra stuff!

As well as supporting customers with paying their rent on time and in finding extra benefits, we have also helped with and been working on...



979

customers are now receiving Universal Credit



24

Christmas food hampers



18

emergency energy top ups



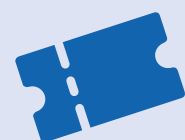
8

cookers purchased



6

essential furniture and household items purchased



95

foodbank vouchers issued



£35,000

worth of Discretionary Housing Payments gained by more than 35 customers



2

rent statements issued as standard a year, which have been visually improved using customer feedback



1

Income Policy reviewed with customers to ensure that the service we provide is respectful and helpful to customers who need our help.



Customer Care Team



31,676
calls answered



Average of over
120 calls a day

Satisfaction

You may have read about our telephone feedback survey service before, for our Repairs and Maintenance feedback. Well, towards the end of the year we implemented the same telephone feedback surveys to monitor the success of customer service in our Customer Care Team. These are early results which give an indication of the support on offer to customers:



95%

of customers said it was easy to get through to us



95%

of customers said the agent was friendly and helpful



93%

of customers said they understood the explanation provided to their query

"Very satisfied with the whole service"

"Very happy with the service I receive"

"Happy with the service and, on the whole, I have always been happy with NDH"

Digital offer

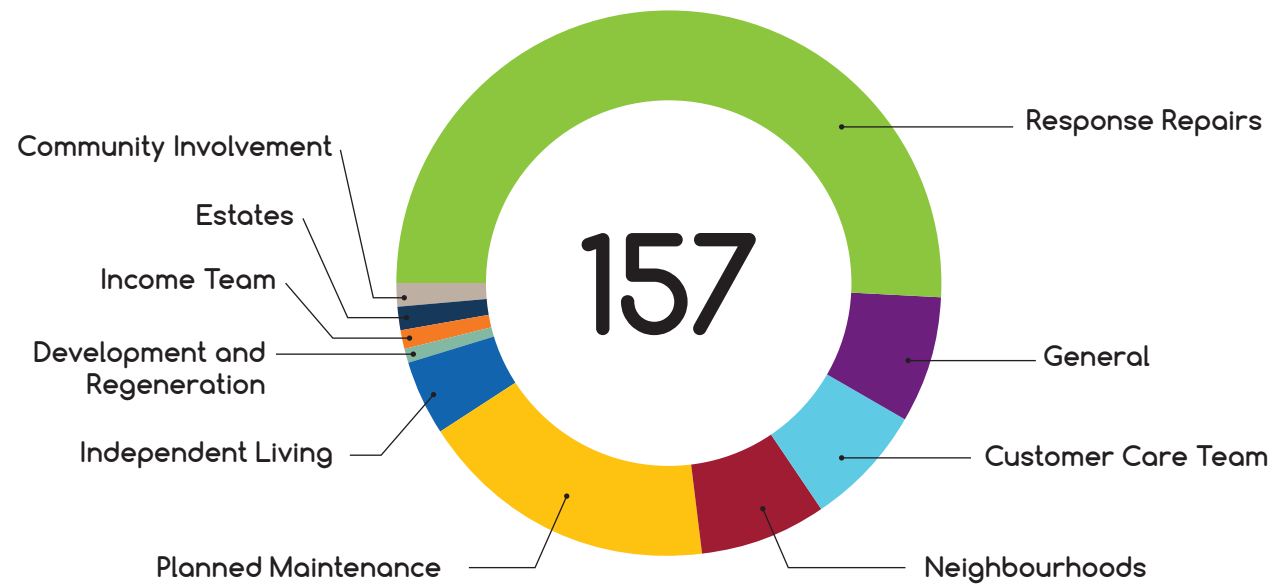
In previous issues of the Annual Report, we have mentioned our work to push forward with our digital transformation. We know that some customers prefer to communicate with us online, or at different times of the day, and so we continue to move forward with our plans to develop our email and other digital methods of communication in the coming year now most of the service impact of the pandemic has passed. Throughout this work, we will never remove our support over the phone or in person at the office and we continue to be focused on what our customers want in terms of support they need and how they can reach us.

Looking forward

At the end of last year, we took the first steps to strengthening our Customer Care Team by putting in a new structure of Senior Advisers, Advisers and Admin Support for our team, to help improve the knowledge and strengths that the team hold. We will be growing this over the coming year to develop our own mentoring programme to encourage new skills and development within NDH to ensure customers get the right answer, the first time, whenever and however they contact.

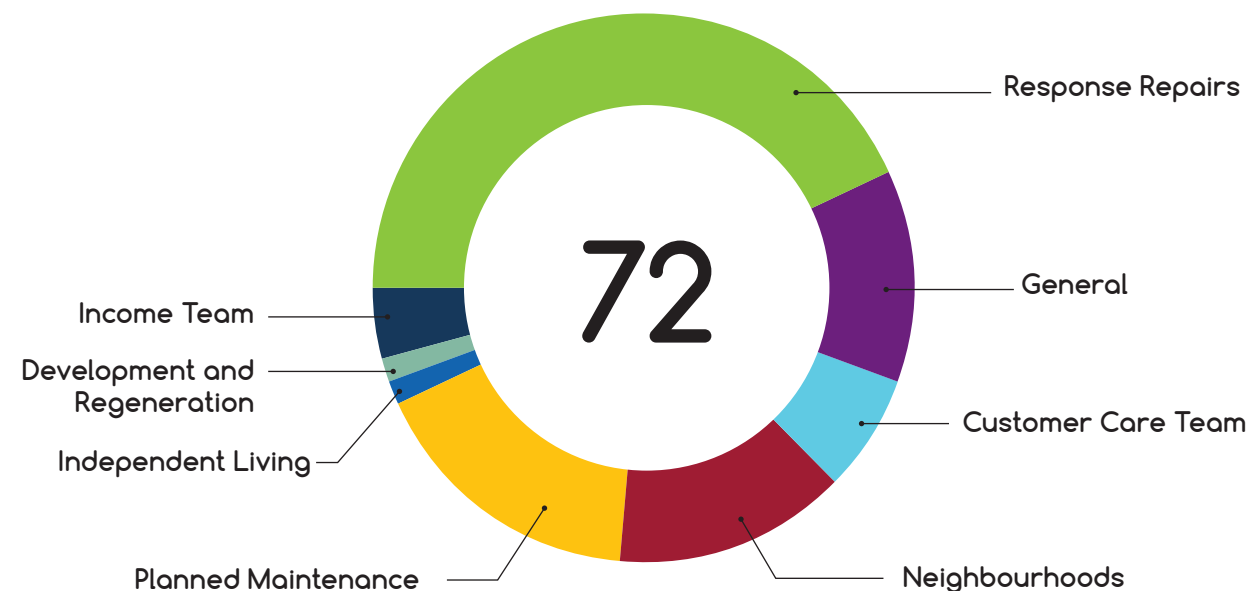
Complaints and Compliments

Compliments



Informal Complaints

During 2021/2022 we recorded, as required, informal complaints that are resolved before needing any further complaints procedure action. As the Ombudsmen Code has changed, we no longer need to record these formally in our complaints process but will continue to resolve first contact requests before reaching a formal complaint.



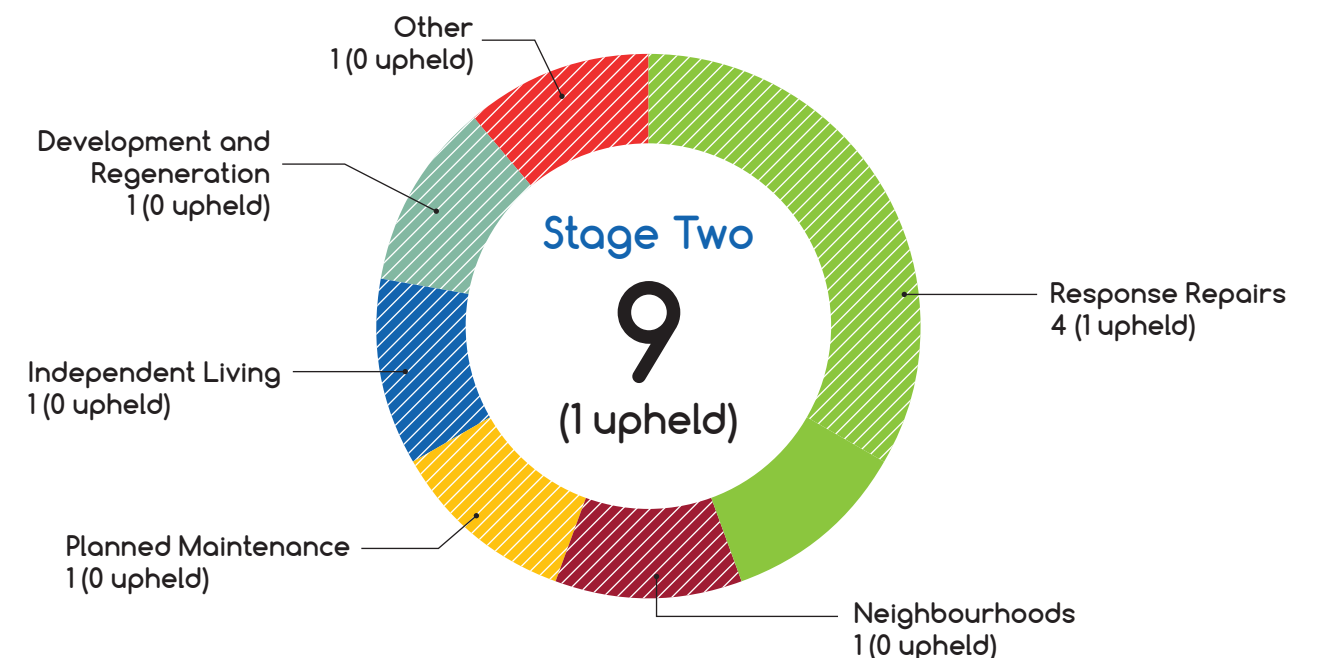
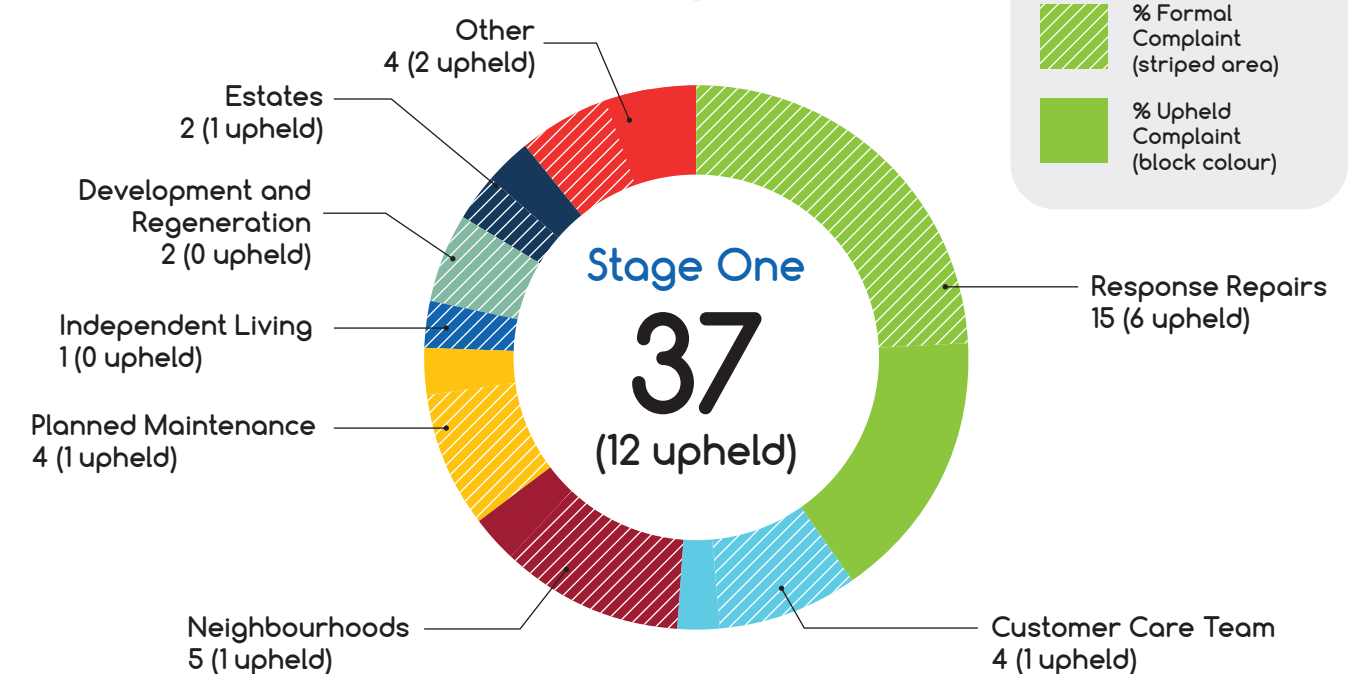
Formal Complaints



What does this mean?

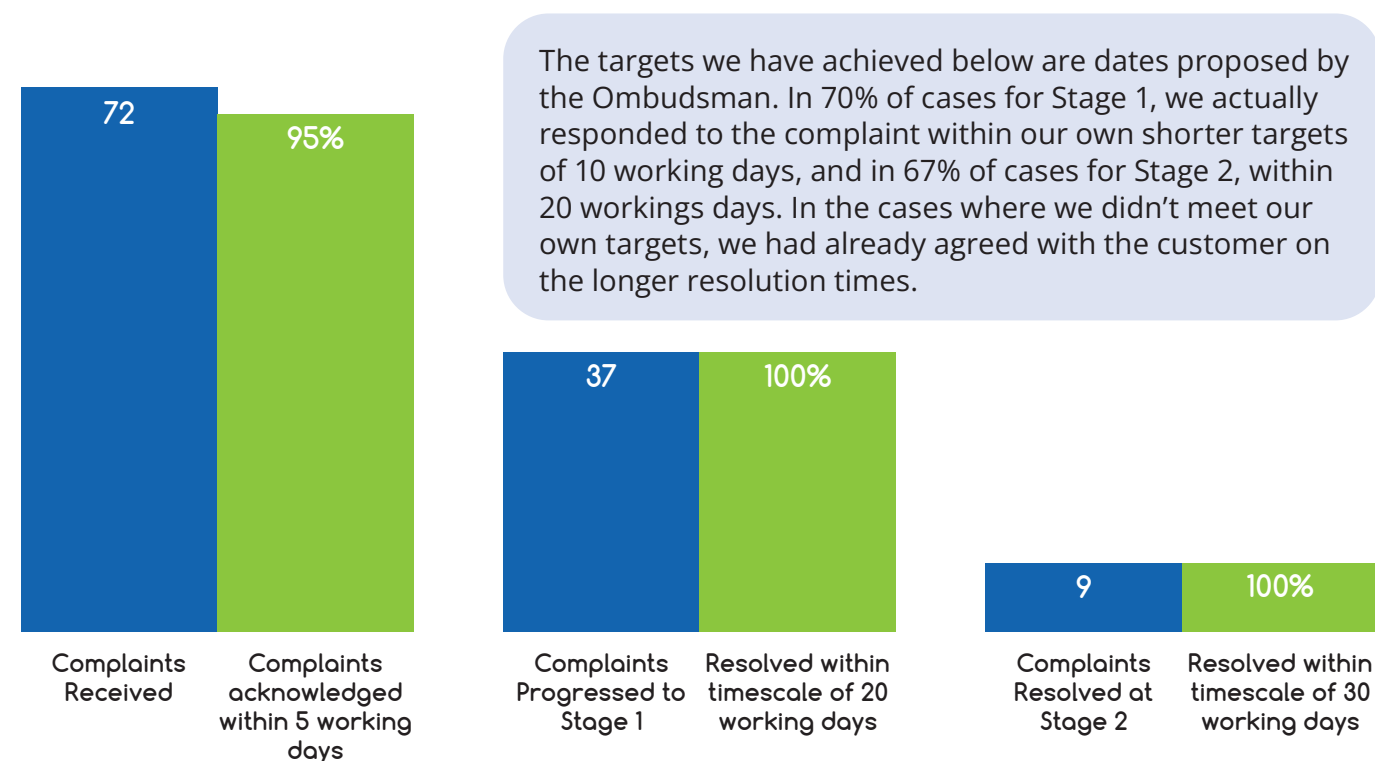
Our formal complaints process has two stages and follows on from an informal complaint if we have been unable to find a satisfactory solution. At Stage 1 we are able to work through the complaint officially. If the customer is not satisfied with our resolution, the complaint can be moved onto Stage 2 of the process.

An upheld complaint is one that we agree is a valid complaint during the process which we will aim to resolve with the customer.



Our Performance

The figures below show our ability to resolve customer complaints within the Complaint Handling Code timescales as set by the Housing Ombudsman. You can also read our Complaints Code Self Assessment on our website for more information.



What does this mean?

We received 72 complaints in total last year, 95% of those were responded to within the target of five working days.

From those 72 complaints, 37 were progressed into Stage One, with then just 9 of those progressing to Stage Two.

The 28 that were resolved at Stage One and the remaining 9 that were resolved by Stage Two all were resolved within the timescale targets.

Compensation

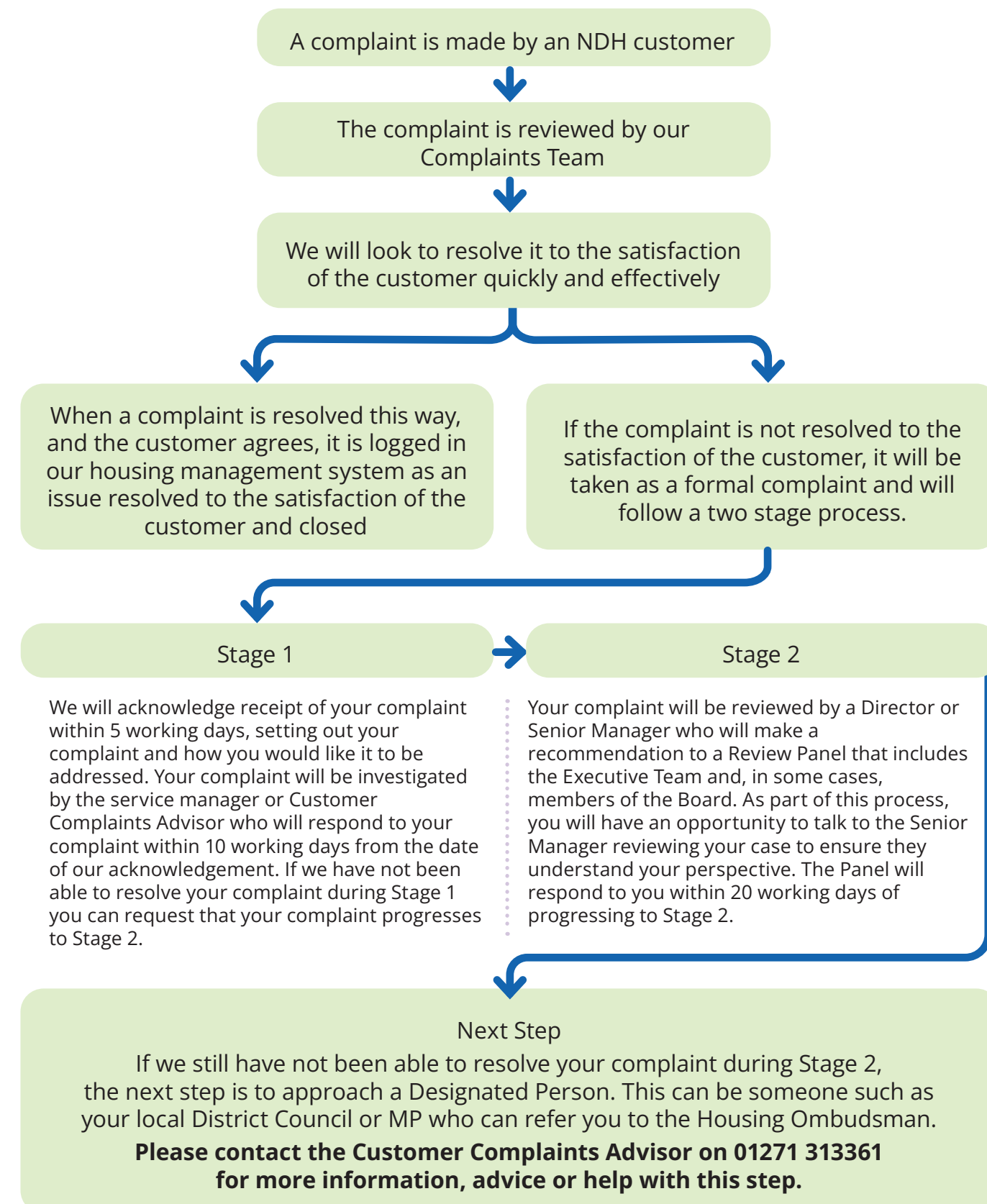
In some cases where complaints have been made, and for example, possessions have been damaged, part of the resolution may include some form of compensation.

£5,702
awarded in compensation

33
customers received compensation

How do I make a complaint?

If you need to make a complaint to NDH, you can follow our complaints procedure as below.



Development and Regeneration

 **2**
Sites developed

 **11**
Homes delivered

 **42**
Bed spaces delivered



What does this mean?

Sites developed shows the number of sites we have worked on - this is lower than normal due to planning backlogs and Covid restrictions for starting on new sites.

Homes delivered shows how many homes we completed in the year and handed over to new customers.

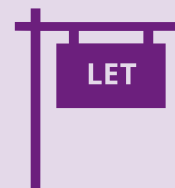
Bed spaces is the maximum number of people that can be housed within completed homes.



10 Social rent



0 Affordable rent



1 Market rent



0 Shared ownership



What does this mean?

Social rents are a lower rent set by the Government on homes that were built using Government funding.

Affordable rents are set at 80% of market rate - we had none of these in the last year, as we focused on funded properties at social rent.

Market rental homes are those on the standard rental market similar to private rentals.

Shared Ownership is a scheme where customers can buy part of their home whilst they rent the remainder at market rent. We had none completed on build in 2021-2022 but did sell the remaining of our stocks at Sellick Court from the previous year.

Anchorwood Ltd



To be able to fund affordable housing in North Devon, we set up Anchorwood Ltd in 2015 to raise profits from market sale developments. This, our subsidiary ethical developer, builds homes to make money that is invested via Gift Aid into NDH's affordable housing projects. The numbers below show the progress of Anchorwood Ltd in the past 12 months and how it works:



10
Homes sold



10
Affordable homes built on site

£220,000

Gift Aid Contribution



104

Additional number of affordable homes now funded (approximate)

What we said we'd do and what we achieved

More new developments underway

An underperforming commercial let in Ilfracombe was converted to a residential rental home to raise more income. We secured a significant grant from Homes England to enable us to build two new social rented homes on Beechfield Road in Fremington. We've also progressed with planning applications for Pixie Lane and Pill Gardens in Braunton. Sales of our Shared Ownership homes at Sellick Court and Taw Wharf progressed, and the handover of our newly built social homes at Taw Wharf was also successful last year.



"It's a beautiful flat, so much light and views from every window. Very lucky to have rolling hillside views, offering a country style of living yet being central for shops and local services. From my window I can see where my elderly father lives and Pilton Church which is where my wife is buried. I'm thrilled that family members are able to stay for visits." Customer

Aim 1



Aim 2 & 3



Secure planning and run virtual consultations on Mariners Close

We submitted our planning applications for Mariners Close after hosting a virtual consultation with customers on our website. We also took our plans to customer groups to gather design feedback and ideas from an early stage. They also helped to influence our decant process, which is how we go about helping those living on a site move elsewhere.

"When I was first notified about having to relocate from Mariners due to the upcoming works, to be honest I was extremely anxious and concerned. At first, I was against the idea of moving, however as time went on, I began to look forward to a new and safer home.

With Becky's guidance through the process and Sharon's help arranging my furniture being moved they made sure I had all the basics in place for the new place." Customer

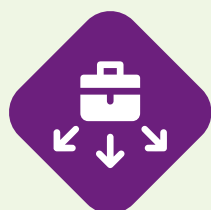
What's Next?

- Take feedback and learning from developments to enable us to work towards having zero defects at handover.
- Complete monitoring on existing eco project (ZEBcat) to enable us to work towards next steps and more eco-friendly developments.
- Continue with planning applications and work on site to complete more vitally needed affordable homes.

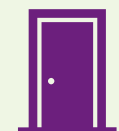
Repairs and Planned Maintenance



In house



With partner
contractors



113

doors (front, rear
and communal)



36

electrics
and rewires



105

kitchens



46

accessible
wet rooms



35

electric heating
systems



138

gas boilers



18

bathrooms



22

roofs



105

heating
distribution
systems



52

external
decorations

Plus...

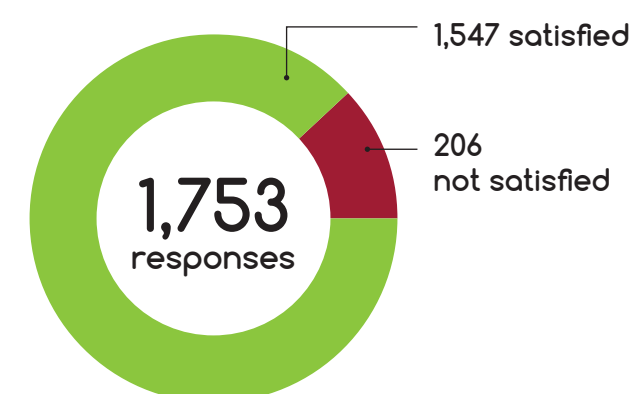
- Trials have been run on whole house window replacements and internal wall insulation in preparation for delivering energy improvements in-house
- Home2Home have undertaken all the work in empty properties without needing external sub-contractors, which is more cost effective

"Resident has recently had new carpets laid, Shaun had care and attention, he put protectors down. His care and satisfaction is 2nd to none, resident extremely happy."



Repairs Feedback Survey

In the last year we sent 5,667 telephone feedback surveys to customers following a repair. We had 1,753 responses as follows, with an overall customer satisfaction rating of 88%.



Compliments Received



"A Customer who recently had some work done to her bathroom – she said the gentleman who visited and completed the work did a great job and was very courteous and respectful to her, she wanted to pass on her thanks"

"So good, so helpful. It really helps to have someone kind and friendly in your home. I was really impressed as I usually am with your workers."

Case Study

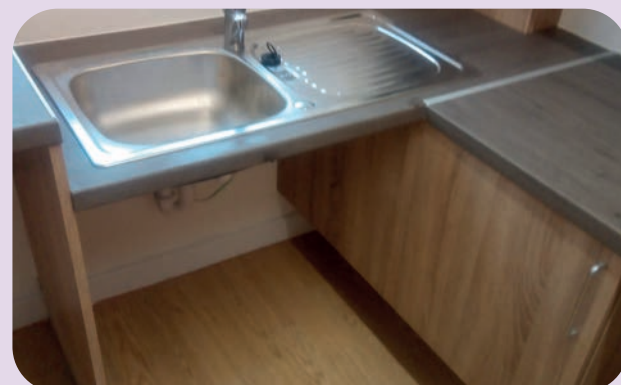
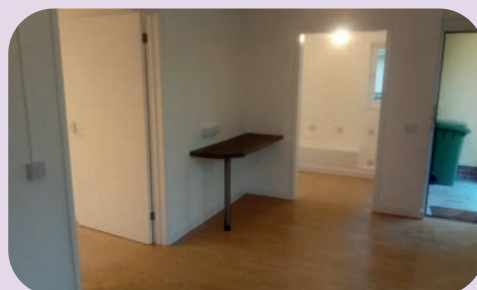
Partnership working with North Devon Council

As well as our standard programme of home improvements, we worked in partnership with North Devon Council, to take on a special project to help a customer. We were able to do this due to being well on track with our planned and repairs works; something we are grateful to our customers for, for helping us to complete works in plenty of time by allowing access and jobs to take place.

After sustaining life-changing injuries, a customer required a full home adaptation to

enable them to continue to live independently. The work on a one-bedroom bungalow included reconfiguring the internal layout and widening all doors to allow for wheelchair access, renewing the wet room and creating a new accessible kitchen, adding in ramps and new doors as well as the final redecoration.

There was a tight timescale, with work beginning in October, and the customer was able to move in just in time for Christmas.



Case Study

Boxergy



In March we completed the installation of a prototype heating system to seven homes in Witheridge using a collection of technologies brought together by a company called Boxergy. The scheme was funded by a grant from the Energy Savings Trust.

The system is based around an air source heat pump but also uses battery technology – batteries which are charged overnight on the cheaper night-time tariff. These then power the heating system and electrics in the home to provide lower energy costs for the customer.

The system uses low surface temperature radiators in the home and mains pressure showering.

The systems have remote monitoring facilities using Wi-Fi to determine how well they perform and enable early detection of any faults which may develop which can then be fixed quickly and sometimes remotely.

Home Improvements Feedback Survey

"The rewiring work is all complete they did a wonderful job, the workmen were very helpful and the standard of the work was A1, I wouldn't improve anything."

"Very polite workers, considerate to my needs, pleased with work."

"Great new door, no mess left, very pleased."

"I am over the moon with the kitchen and the whole process from start to finish. The choices were really nice and having the designer come to go through the choices and make the most of the space made it a truly enjoyable experience. Her design has doubled the storage space in the kitchen and made the ergonomic design so user friendly especially for a family that loves baking!"

Fire Safety

Fire safety continues to be a high priority with significant investment being prioritised such as:

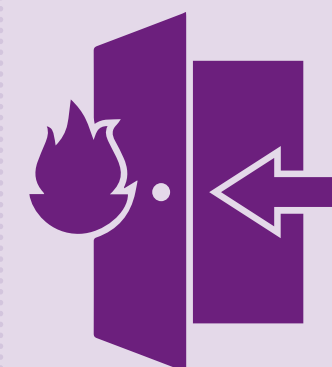
Number of new fire doorsets installed

2021

125

2022

143



What does this mean?


A doorset is a door fitted as a full unit, so including the door and frame to be installed directly into the gap in the wall.

We are committed to a 10-year programme of replacing all fire doors, which are mainly at the front entrance of flats.

Servicing

Gas Servicing

The graph shows our servicing compliance based on properties with gas and their 'MOT' date, which is the date set by which they must have a gas service each year. By year end we were back to 100% compliance.

 **2,406**

Total number of gas-fuelled homes

Period

April to March

All other times fully compliant

Non-compliance

1 property for 8 days in May

1 property for 17 days in July

1 property for 7 days in September

Other servicing and surveys

Electrical inspections

The number of properties with a valid 5 year electrical certificate dropped at year end due to a large number joining the overdue queue in January. We are still on target to achieve 100% by the end of 2022 as planned.



Radon surveys

Of the 277 properties which took part in this study, just 50 require work to bring their results to a safer level.



Want to know more about Radon levels?

Read our leaflet online www.ndh-ltd.co.uk

Energy efficiency rating and score

The SAP (Standard Assessment Procedure) rating is one that measures the energy efficiency of a home. By 2030 all our homes will need to be Band C or above. The SAP score is based on our average SAP rating across all properties.

Properties Band C or above



SAP Score



Equality, Diversity and Inclusion (EDI)

In 2020 we launched our latest Corporate Plan, a document which set out the aims and objectives North Devon Homes has for the duration of the plan (2020-2023). One of those aims is to tackle inequality in North Devon.

As an organisation, we are committed to going further than just the protected characteristics usually associated with EDI. We want to challenge and change not only the protected characteristics such as disability, age, ethnicity and gender, but also look at ways to tackle other types of inequality such as fuel poverty, education and services in rural areas and low incomes more often seen in North Devon.

In our Corporate Plan and as a community landlord we want to identify and use this information, to be able to adapt the way we deliver our services and work with our customers to make a positive impact in every aspect of our business.

Our strategy is in its infancy whilst we develop our approach and data collection ambitions, and so, for this past year, we are only able to report on a few key groups within Team NDH rather than any customers or defined projects, which we hope to be able to include some information on next year.



Fuel and Food Poverty



Drug and Alcohol Dependency



Young People who may be vulnerable



Carers



Homelessness



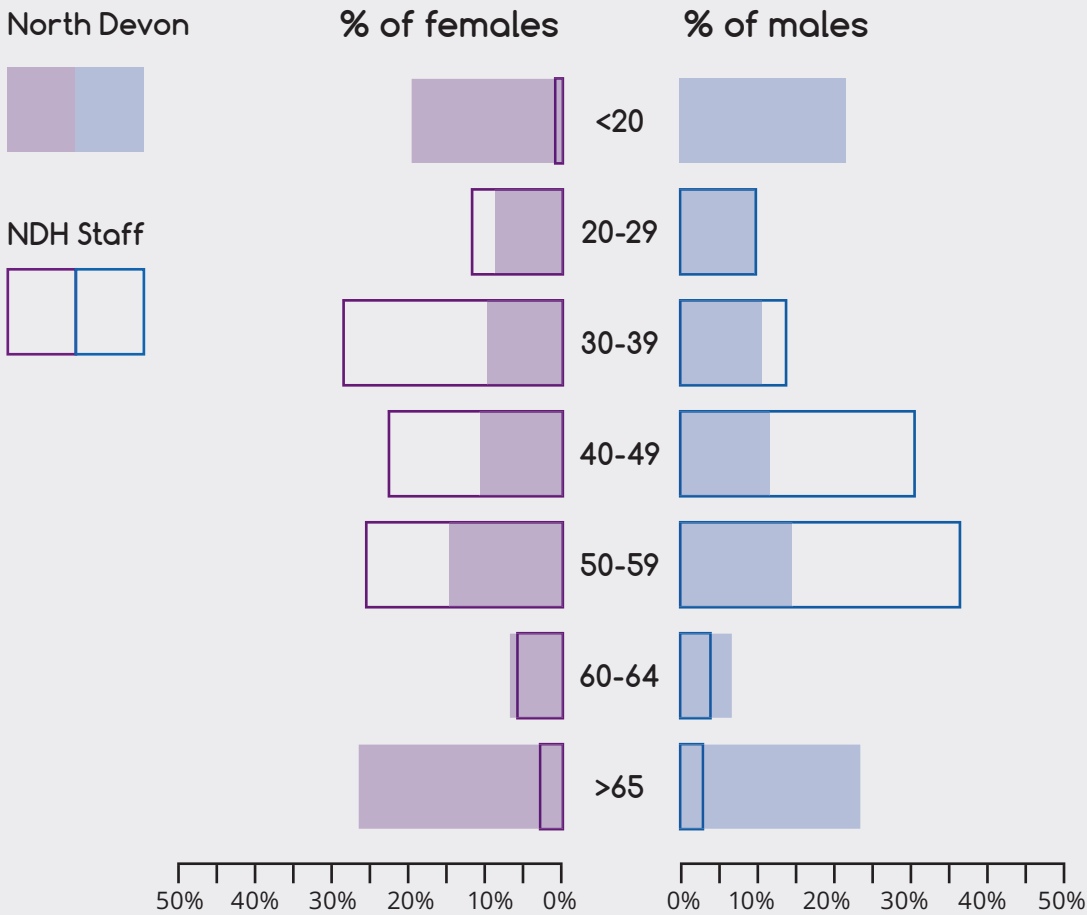
Single Parents



Rural Isolation

Age and Gender

These graphs show the breakdown of age and gender for the North Devon population compared to our own team.



Involved Customers

50-59	2	} 2 male 7 female
60-64	1	
>65	6	



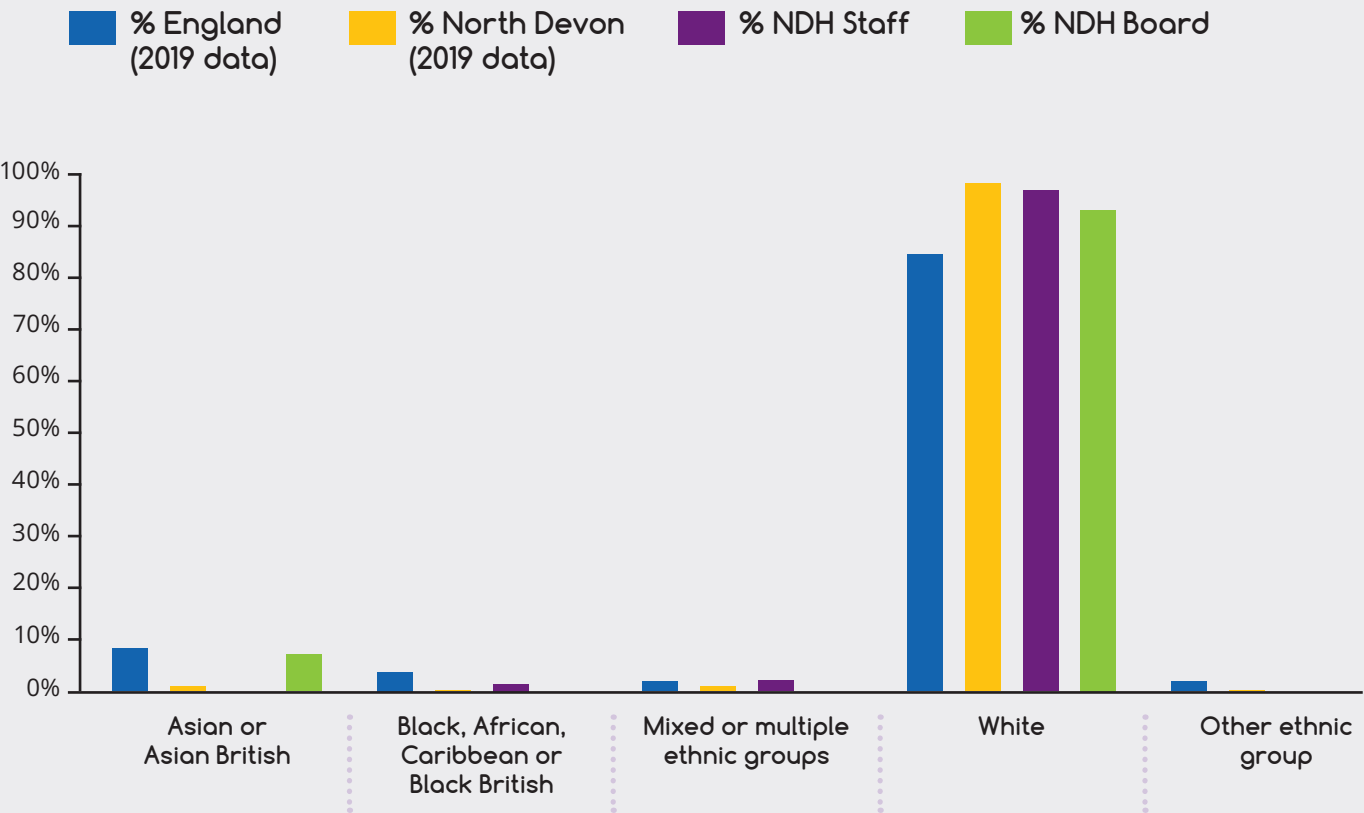
What does this mean?

Do you see a gap in your represented age or gender in our customer groups? Why not consider having your voice heard and get involved with our team?

To find out more about volunteering with NDH email tracey.williams@ndh-ltd.co.uk

*All UK, England and North Devon statistics quoted here are from Office of National Statistics unless specified otherwise

Ethnic Background



Disability

In the UK 1 in 5 people have a disability of some kind, so we want to work with customers to understand what additional needs they may have and use the information to improve our services and target needs where they are needed most. This is something we'll be developing further in the future, working with customers to collect this data.

We are proud to be a Disability Confident Employer and, as part of this commitment, we operate a guaranteed interview scheme for disabled applicants who meet the minimum criteria for any vacancy we promote.



NDH Staff
2.04%



NDH Board
7.14%

Disability at NDH is self-classified and so not everyone classifies themselves as having a disability, we only record those who classify themselves. For example, some people class themselves as having a disability for something such as dyslexia, while others may not.

