

Blackwood

homes | care | support



2018-19 ANNUAL CUSTOMER REPORT



www.blackwoodgroup.org.uk

Blackwood

homes | care | support

2018 - 19
PERFORMANCE

KEY AND SYMBOLS - THE REPORT SHOWS PERFORMANCE BY THE TRAFFIC LIGHT COLOURING SYSTEM: **GREEN** INDICATES ON OR BETTER THAN ON TARGET, **AMBER** IS SLIGHTLY OUTWITH TARGET AND **RED** MEANS SIGNIFICANTLY OUTWITH TARGET. SIMILARLY ARROWS SHOW PERFORMANCE HAS IMPROVED, DECLINED OR REMAINED STEADY.

PEER GROUP AVERAGE - AS WELL AS COMPARISONS WITH ALL SOCIAL LANDLORDS IN SCOTLAND, BLACKWOOD ALSO BENCHMARK AGAINST OTHER SPECIALIST HOUSING PROVIDERS, WHO ALSO PROVIDE A MIX OF GENERAL NEEDS AND SPECIALLY ADAPTED HOMES FOR PEOPLE WITH DISABILITIES. WE CALL THIS THE PEER GROUP AVERAGE.



REPAIRS AND IMPROVEMENT

ACTIVITIES THIS YEAR:

- 6,142 reactive repairs were completed this year – 803 emergencies and 5,399 non-emergencies
- £1.4m was spent this year on planned maintenance to improve our homes
- 99.5% of our homes meet the Energy Efficiency Standard for Social Housing (ESSH), and we are on target to have all homes compliant by April 2020. By meeting this standard, we ensure that our homes are energy efficient helping customers save money on fuel bills
- The remaining 6 homes were brought up to the Scottish Housing Quality Standard, meaning all our properties now meet this important benchmark for our homes
- This year there were issues with our main repairs contractor which resulted in a level of performance and quality that we would not expect for our customers
- We carried out a regulated procurement exercise to replace our main repairs contractor, completed April 2019

PERFORMANCE INFORMATION

Measure	Trend	2018/19 Result	Scottish Average	Peer Group Average
Average time to complete emergency repairs	↓	3.7 hours	3.7 hours	3.7 hours
Average time to complete non-emergency repairs	↓	7.2 days	6.6 days	5.4 days
Repair appointments kept	↑	87%	96%	96%
Repairs completed right first time	↓	82%	93%	92%
Tenant satisfaction with repairs	↓	81%	92%	91%
Gas safety checks on time	→	100%	100%	100%
Properties meeting the Scottish Housing Quality Standard	↑	100%	94%	97%

PLANS FOR NEXT YEAR:

- We have engaged new repairs contractors and performance has now improved in line with our high expectations
- We will introduce more opportunities for our tenants to give us feedback on repairs, adaptations and home improvements to make sure standards and quality meet expectations
- We plan to launch our Housing APP so that tenants can report routine repairs online 24 hours per day



24

NEW BLACKWOOD
HOMES UNDER
CONSTRUCTION IN
HELENVALE, GLASGOW



1.4M
SPENT ON PLANNED
MAINTENANCE



1,498
TOTAL NUMBER OF
PROPERTIES

NEIGHBOURHOODS

ACTIVITIES THIS YEAR:

- We have 92 separate developments across 29 local authorities
- Our neighbourhood services include landscaping, communal cleaning and dealing with neighbour disputes
- This year there were 35 anti-social behaviour cases, and 78 cases of minor neighbour nuisance
- Our annual Gardening Competition, Blackwood in Bloom attracted entries from across Scotland - our winner this year was from Bridge of Allan in the East Region

PERFORMANCE INFORMATION

Measure	Trend	2018/19 Result	Scottish Average	Peer Group Average
Satisfaction with Blackwood's management of neighbourhoods	↓	80%	86%	84%
Anti-social behaviour cases resolved within agreed timescale	↑	89%	93%	95%
Annual planned estate visits carried out	↑	96%	N/A	N/A

PLANS FOR NEXT YEAR:

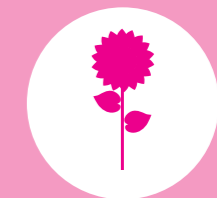
- We have reviewed our target timescales for dealing with anti-social behaviour to reflect the lower impact cases through to the serious cases so that we can monitor and manage this better
- We have reviewed our Allocations Policy following a detailed consultation with tenants and this is now available on our website
- We have launched a new tool to allow applications to apply for housing online to replace our old one. The new one is much more user friendly
- We will continue to review our landscaping services to ensure that they improve and meet our expectations
- Wi-fi Roll out across our housing developments will continue this year provide internet access to all. We expect this to be completed by May 2020



92
SEPARATE
DEVELOPMENTS
ACROSS 29 LOCAL
AUTHORITIES



30K
ON ENVIRONMENTAL
IMPROVEMENTS



21
ENTRIES FOR
BLACKWOOD IN
BLOOM

CUSTOMER CONTACT & ENGAGEMENT

ACTIVITIES THIS YEAR:

- Team Blackwood, our Customer Scrutiny Panel, completed a review of our reactive repairs service and an Action Plan to make improvements is in place
- We have now launched a new Scrutiny Panel in the North region
- We have introduced a range of new ways of gathering customer feedback to give us great customer insight and where necessary resolve problems quickly
- The 2019 AGM was held in Glasgow, bringing customers and staff together in an afternoon of festival fun at Belses Gardens.
- We conducted a large survey of our tenants to get feedback on our services and ensure we understand the priorities of our customers

PERFORMANCE INFORMATION

Measure	Trend	2018/19 Result	Scottish Average	Peer Group Average
Overall satisfaction with Blackwood as a landlord	↓	77%	90%	89%
Tenants who would recommend us to friends & family	↓	85%	N/A	N/A
Tenants who feel we are good at keeping them informed	↓	83%	92%	88%
Tenants satisfied with opportunities to participate	↓	72%	86%	82%
Average customer rating of our care services	→	Very Good	N/A	N/A
Complaints responded to on time	↑	84%	87%	88%

PLANS FOR NEXT YEAR:

- We will roll out a programme of customer service training to ensure our teams have the right skills and support to provide excellent services
- We will introduce a new Housing APP for our tenants to report repairs, with future developments such as virtual estate tours and engagement surveys in the pipeline
- We plan to rollout Wi-Fi to all our developments over the next years and provide tenants with training and a tablet device to support everyone to be digitally included. So far 87% of tenants offered a tablet have taken one
- Our Scrutiny Panels are undertaking a review of how we deliver our adaptations service and we look forward to seeing the results of this



84

COMPLIMENTS
RECEIVED FOR THIS
YEAR



168

COMPLAINTS RECEIVED
THIS YEAR



77%

OVERALL
SATISFACTION

CARE & SUPPORT

ACTIVITIES THIS YEAR:

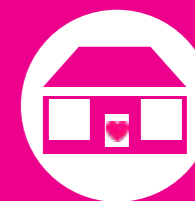
- Blackwood has 4 care homes in Aberdeen, Stirling, Glasgow and Greenock, as well as providing care and support in people's own homes across 10 local authority areas
- 120 adaptations were completed this year helping people to continue to live at home and be independent
- We supported 120 new tenants to maintain their tenancy by providing advice and assistance where required
- CleverCogs, our digitally enabled care and support system has been provided to our care customers in Edinburgh, Dundee, Ayr, Glasgow and Stirling. The new system is giving customers increased independence over their care as well as alternative ways to access services and information and communicate with friends and family
- Our prestigious Blackwood Design Awards, in its 5th year, took place in May, with entries received from innovative organisations and individuals from around the world

PERFORMANCE INFORMATION

Measure	Trend	2018/19 Result	Scottish Average	Peer Group Average
Average care inspection grading	→	Good	Good	Good
Average time to complete adaptations	↓	85 days	49 days	104 days
Accessible properties let to a tenant with a disability	→	100%	N/A	N/A
New tenants still in their homes after a year	↓	87%	89%	81%
Homes that were abandoned	→	0.3% (5 HOMES)	0.6%	0.2%

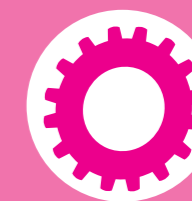
PLANS FOR NEXT YEAR:

- We continue to provide high quality care services across the country, demonstrated in our Care Inspection results
- We will continue to grow our care business in Dundee, Edinburgh and Glasgow, delivering neighbourhood-based services to those who need support
- We will continue to roll out CleverCogs to our care customers and develop new functions to help customers live independently
- We will continue to support our front-line employees to undertake their SVQ and other relevant qualifications to ensure we provide quality of care



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CARE HOMES IN
ABERDEEN, STIRLING,
GLASGOW AND
GREENOCK



ALMOST 200
CUSTOMERS USING
CLEVERCOGS™



DELIVERING APPROX
4,200 HOURS OF CARE
PER WEEK ACROSS
SCOTLAND

VALUE FOR MONEY

ACTIVITIES THIS YEAR:

- Blackwood had a turnover of £17.3 million in 2018-19, split evenly between housing and care. We work with our customers to ensure they are satisfied with what we charge for our homes and care provision, and to deliver good value for money.
- The total rent due in the year was £7,946,032, including service charges.
- Blackwood's consulted with tenants and implemented a rent increase of 3.5% for 2019-20.
- Performance results for this year have shown that Blackwood have performed strongly in ensuring rent is collected in a timely manner, negating the need for action on arrears.

PERFORMANCE INFORMATION

Measure	Trend	2018/19 Result	Scottish Average	Peer Group Average
Rent collected during the year	↓	99.3%	99.1%	99.9%
Rent owed at the end of the year	↓	2.8%	5.7%	2.4%
Rent lost due to homes being empty	→	0.4%	0.9%	2.6%
Time to re-let empty homes	↓	21.6 days	31.9 days	49.6 days
Tenants who think their rent is value for money	↓	77%	83%	82%
Tenant satisfaction with the quality of their home when moving in	↑	97%	91%	93%

A breakdown of our number of homes and average weekly rents including service charges, is shown in the table below. Many of Blackwood's homes have adaptations and equipment that incur a charge, but our rent levels compare well to other specialist landlords in Scotland. These figures are averages, so individual rents will vary slightly.

PROPERTY SIZE (NO)	BLACKWOOD	SPECIALIST GROUP
BEDSIT / STUDIO (41)	£97.79	£116.70
1 BEDROOM (523)	£92.04	£120.28
2 BEDROOMS (672)	£101.30	£105.32
3 BEDROOMS (182)	£111.21	£105.39
4+ BEDROOMS (80)	£124.38	£109.90
OVERALL AVERAGE	£100.41	£116.58



**BLACKWOOD
CONSULTED WITH
TENANTS ON RENT
INCREASE OF 3.25%
FOR 2019-20**



17.3M
TURNOVER IN 2017-18
SPLIT EVENLY BETWEEN
HOUSING AND CARE

PLANS FOR NEXT YEAR:

- We will continue to support our tenants through welfare reform changes, including the introduction of Universal Credit by providing independent debt and financial inclusion support
- We will review our Asset Management Strategy to ensure that our planned maintenance programme reflects the needs of our customers
- We will add more information and tools to our digital services to help customer manage their finances