

## APPENDIX A: KEY ACHIEVEMENTS IN 2015/16

Key Housing Objectives	Key Achievements in 2015/16
<p><b>Providing new affordable homes, either directly or in partnership with other social housing providers</b></p>	<ul style="list-style-type: none"> <li>➤ New housing delivery team established and a development agent appointed</li> <li>➤ Pin Green regeneration scheme in development (Phase 1 completed since the year-end)</li> <li>➤ 17 new affordable homes delivered</li> <li>➤ Several other sites underway and new land opportunities identified</li> </ul>
<p><b>Investing in our homes and communities, including the delivery of the decent homes</b></p>	<ul style="list-style-type: none"> <li>➤ £16.6m invested in improving tenants' homes</li> <li>➤ 2140 properties benefited from planned works – including new windows, doors, boilers, kitchens, bathrooms and roofs plus improvements to the overall thermal efficiency of council homes</li> <li>➤ 3 of our housing contractors employed 7 apprentices and 7 trainees</li> </ul>
<p><b>Meeting our customers' needs and requirements through quality housing management and maintenance services</b></p>	<ul style="list-style-type: none"> <li>➤ Repairs Service comprehensively reviewed and the Enhancing Our Repairs Service Programme underway</li> <li>➤ 26,000 responsive repairs completed in tenants' homes</li> <li>➤ 98.84% of rent due collected – vital income to support the HRA BP</li> <li>➤ 377 council homes let to residents in housing need</li> <li>➤ Proactive use of new ASB powers and tools in partnership with the police – 54 Community Protection Notice (CPN) warnings and 12 full CPNs served</li> <li>➤ New approach to tenancy fraud developed – 7 properties recovered</li> </ul>
<p><b>Providing support to the vulnerable and elderly residents in our communities</b></p>	<ul style="list-style-type: none"> <li>➤ Older peoples services review proposals developed</li> <li>➤ £242k 'asset review' funding spent on 'amber' sheltered scheme improvements</li> <li>➤ £660k spent on disabled adaptations to tenants' homes</li> <li>➤ We attended 4000 emergency calls to tenants in our sheltered housing schemes and Careline customers in the community</li> <li>➤ 484 people received support from the tenancy support team</li> </ul>

<b>Key Housing Objectives</b>	<b>Key Achievements in 2015/16</b>
<b>Involving residents in shaping services and in the decision-making process</b>	<ul style="list-style-type: none"><li>➤ Housing Management Board commented on a range of strategies, improvement plans and procurement, to help inform council decisions</li><li>➤ Residents worked on 12 panels and focus groups, bringing a tenant perspective to help us develop procedures, programmes and services</li></ul>