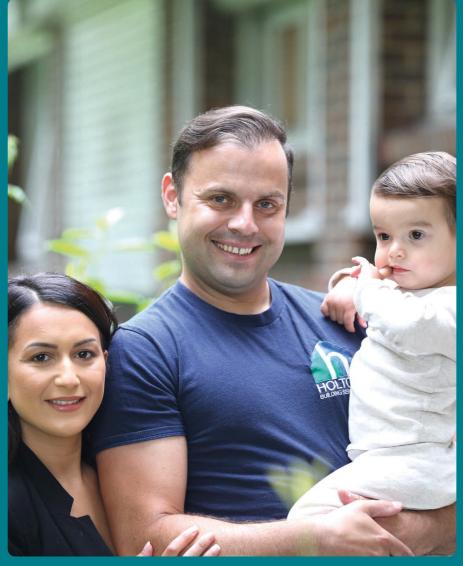
# CREATING OPPORTUNITIES TOGETHER



Alighton,

Annual Report for Residents 2022











This year's Annual Report for Residents shows you what we've been doing this year, and the impact we've had.

There are so many highlights that singling any out is difficult. That said, I am particularly proud that the social value we create topped £16m this year; that we supported over 2,000 of those in our community who needed more help; that we replaced almost 1,200 boilers in our tenants' homes; and that we attained our highest-ever satisfaction with 85% of you saying you were satisfied with Poplar HARCA being your landlord.

It's important to me that you hold us to a high standard. We don't always get things right (as you'll see on page 10), but we try hard to put things right, and learn for next time. Listening to you, understanding what you need and explaining clearly what we can do continues to be an area we need to improve on.

I know that the increasing cost of living is causing real hardship, and growing anxiety. There's lots of support available but asking for help can be difficult. Please talk to us if you're struggling; or visit the Cost of Living Switchboard on our website for advice.

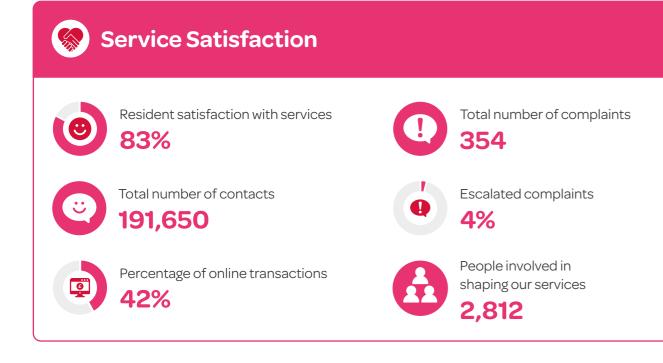
I believe strongly that the best of what we achieve is a direct result of having so many of you involved in influencing and making our decisions (see page 27 for ways you can get involved). I am forever grateful to everyone who has volunteered time and energy to make us what we are.

Please stay warm and well, and reach out if you need us.

### **Steve Stride**

Chief Executive, Poplar HARCA

# 2021-22 SNAPSHOT



### Committed . Workforce



Total number of staff 343



Staff are proud to work here 92%



Staff that live locally 35%



Our workforce reflects the diversity of our community

## ØÈ **Strong Foundations**





Statutory compliance 100%



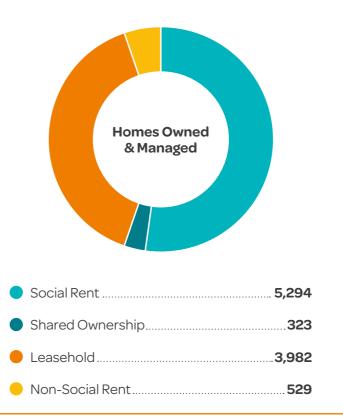
\*The G1 V2 status means our governance and how we make the best use of our resources, meet regulatory requirements





Number of homes owned and managed 10,128

. . . . . . . . . . . . .







Social value generated

## 39,552



People engaged through events, health initiatives, youth service and volunteering



2,054

People supported



Average social rent per property per



## £141

week (includes service charge)



## 115

Number of homes built



## 85%

Overall resident satisfaction

Service satisfaction relies on listening and responding, being open to challenge and doing what we say we will.

# SERVICE SATISFACTION GHLIGHTS

### **Resident Satisfaction**



85% Satisfied with Poplar HARCA as a landlord



83% Satisfied with Poplar HARCA services

## Housing



Social rent arrears 4.66%

### Awards & Recognition i





**Civic Trust Awards Highly Commended** for Poplar Works

**RIBA London Awards Regional Award** for Poplar Works



**Tower Hamlets** Community **Champion Award**  **Housing Design Awards** Richard Feilden Award for Island Point



**Pineapple Awards** Contribution to Place Award for Poplar Works

**UK Housing Awards Resident Employment** & Training Award

83% Would recommend Poplar HARCA to others



### 80% Think Poplar HARCA is easy to deal with

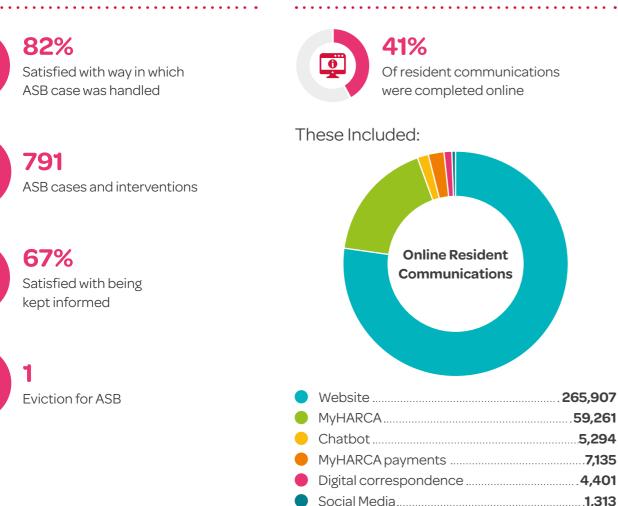




Total number of homes let



## **Antisocial Behaviour (ASB)**



**Online Services** 



## i Putting Things Right

In the past year there was an increase in complaints about repairs. This was the result of Covid-related contractor, staff and material shortages.

We have brought in a new Head of Resident Experience to help us improve the service our residents receive when they have an issue with a repair. It's crucial that we acknowledge where things have gone wrong and make it clear what we're doing to put things right. And we also need to make sure that we learn from it so that the same problems don't happen again.

## **Back In The Black**

A resident with high dependency needs built up rent arrears of more than £7,000 and it was having a big impact on his mental health. He had stopped talking to us because he was scared about what might happen to his tenancy, but we knew we could help. We made sure he was receiving all the benefits he was entitled to and six months later, when the safeguarding case was closed, his rent account was in credit. He's now volunteering at a local foodbank and hoping to get back into full-time paid work soon.

Our tenancy sustainment approach has led to a 25% fall in evictions and 75% fall in court actions.

## **Residents: Involved & Influencing**





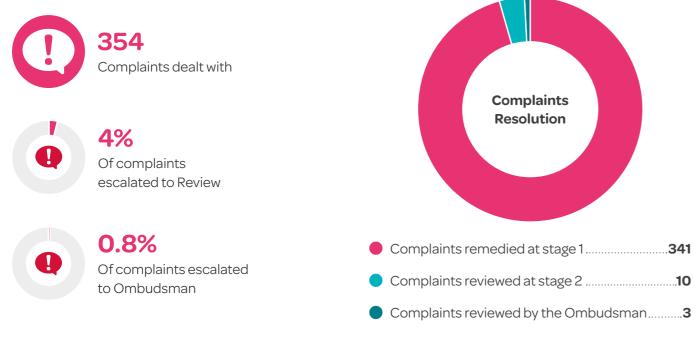
## **Space To Care**

During a visit to a resident with mental ill-health our Safeguarding Officer discovered that his home needed several repairs, and his carers were struggling to provide him with the right care due to the poor conditions.

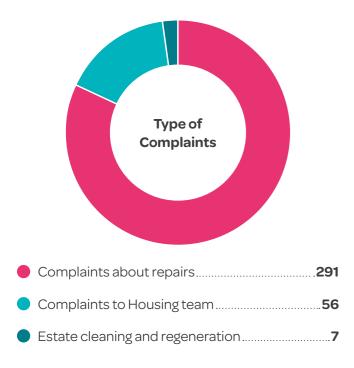
We found him an alternative place to stay while the repairs were carried out, and he liked it so much we agreed to make the move permanent. His carers and social workers told us they are able to care for him much more effectively now.

## Complaints

No matter how hard we try, things sometimes go wrong. When they do, we want to put them right and make sure things are back to where they should be as quickly as possible.



Most of our complaints were about repairs which isn't surprising given that we completed over 27,000 repairs in 2021/22.56 complaints were received by our Housing team. Most of these were about our antisocial behaviour services. 7 complaints were about estate cleaning and regeneration.



There's lots more information about complaints online. Visit **poplarharca.co.uk** and search complaints.



Of complaints responded to within target

39% Of residents satisfied with being kept informed



**Introducing the Tenant Satisfaction Measures (TSM) Standard** 

The Regulator for Social Housing (RSH) has introduced a new Tenant Satisfaction Measures (TSM) Standard as part of its Consumer Standards.

The new Standard requires landlords to carry out an annual perception survey of its tenants collecting information on 12 satisfaction measures. The standard also requires landlords to annually submit performance information.

The standard is aimed to ensure tenants receive guality services, and can hold landlords to account. The TSM Standard comes into effect from 1 April 2023. More information on this can be found via the following link.



.341

.10

Visit **gov.uk** and search tenant satisfactions measures

## **Repairs & Estate Services**

100%

Statutory compliance

95% Of estate service

cleaning rated A or B



635 Tonnes of bulk rubbished cleared

27.290 Repairs carried out

10





9.16 Days to complete a repair (average)



94% Satisfied with last repair



43% Satisfied with being kept informed



83% Of disrepair cases responded within target

## **Your Voice Matters**

## You Said...

### **GETTING INVOLVED**

You wanted more ways to get involved in improving our services

### **BUILDING SAFETY**

You wanted to know more about safety in your building

### YOUR COMMUNITY

You wanted more activities at your community centres

You wanted us to check-in with residents who need extra help

## We Did...

- We carried out a deep dive on our 2021 resident survey results with 73 residents taking part in focus groups and one to one interviews
- We created new, meaningful volunteering opportunities

- We revived our Youth Empowerment Board and recruited new members to our Board
- We invited residents to join the Resident Steering Groups (RSGs) in Teviot and Aberfeldy
- We invited residents to join the Teviot Residents' Social Value Group

We have fitted QR codes on your building so you can access key safety information

- ▶ We increased activities at all our community centres from 20 activities last year, to 144 activities in 2021/22
- We held accredited and non-accredited training sessions at every community centre
- ▶ We started Stay and Play sessions for under 5's plus a dedicated session for male carers
- ▶ We engaged over 3,000 young people through the delivery of arts, sports, support and empowerment sessions
- We continued our Befriending Service offering companionship for people who feel isolated
- We increased the opening hours of Health Spot, a GP service especially for young people
- We worked with partners to provide specialist support for young people including counselling, therapy, family support, advice on sex and relationships and drugs and alcohol
- We introduced a specially made programme for young people with Special Educational Needs and Disabilities (SEND)

## You Said...

### **GETTING GREENER**

You wanted us to go greener and find ways to help you reduce your costs

### We have replace replacement p on 600 proper help you mana

### COMMUNICATING **WITH US**

You wanted more ways to get in touch

You wanted to report repairs more easily

You wanted a single point of contact for repair complaints

You wanted more frequent updates on communal repairs

Our text message reminders about missed rent payments were worded too strongly

You wanted us to review our arrears letters we send out to you when you fall into arrears

### **OUR PERFORMANCE**

You wanted to find out how we are performing



We Did...

We have replaced 1,179 boilers as part of our boiler replacement programmes, improving the EPC rating to C on 600 properties and fitted 52 smart homes devices to help you manage your home better
We introduced Poppy, our online Chatbot to our website
We have widely promoted our dedicated email address to report repairs and we're working on a new online repairs reporting tool
We have introduced a new Head of Resident Experience to talk to you about your complaint and make sure that we learn from your feedback
We have been making more use of text messages to keep you up to date
We have changed the tone of the wording and made it more clear on what you should do
We revised the letters to include how we can help you
We launched a new performance page on our website

Success is people feeling proud of where they live. It's a secure affordable home, enjoying good health, and being able to take-up opportunities.

# SUCCESSFUL PLACES CHICATS

## Housing



## **Resident Satisfaction**

84%



Feel Poplar HARCA is making a positive difference to the local area

## i Hidden Homes

Our Hidden Homes scheme has so far transformed unused spaces such as garages and boiler rooms into 17 new homes.

Life-long Tower Hamlets resident Lisa moved into one at Mollis House. She said:

"I was on the housing list for 10 years, stuck in a small flat unsuitable for my autistic son. He finds socialising very difficult so having a private garden where he can exercise outdoors has really helped. He also now has his own bedroom and it's closer to his school. It's my dream home."





**76%** Say things have improved in their area





## **Housing First**

Housing First offers street sleepers with complex needs a home with support. We now have 11 successful Housing First tenancies.



## **Opening The Door To Home Ownership**



We expanded our housing stock into Hackney for the first time, with 10 affordable homes at Stone Studios.

We also completed 70 affordable homes, a mix of rent and shared ownership at Jolles House in Bow. They've helped local resident Michaela get on the property ladder. She said:

"It worked out to be cheaper than privately renting, giving me the opportunity to stay in East London, close to my family and where I grew up. I love having an outdoor space and I love my morning coffee on the balcony."

## **i** Top Of The Class

Our employment and training centre, The Hive, received an Outstanding rating following its first inspection by Ofsted.

In the report, it was praised for its commitment and dedication to providing high-quality employment and training support, with the inspector noting that learners are nurtured by passionate and caring staff. The inspector said:

"Learners who believe that they cannot get meaningful jobs quickly realise this is not the case. Staff continually encourage learners to believe in themselves and to aim high."





## **Safety & Sustainability**





27,290 **Repairs** completed



Homes fitted with smart devices





Blocks taller than 18m with satisfactory EWS1 assessment

An External Wall System Assessment (EWS1) checks that materials used to construct a building have passed safety tests and been installed and maintained correctly.

78%

## **Fire Safety**

Everything you need to know about fire safety, including what Poplar HARCA does and what you can do, to keep safe at home is on our website.



Visit poplarharca.co.uk

## **Efficient Boiler Replacement Programme**

We have replaced 1179 boilers with new and more efficient boilers, saving residents collectively £28,000 per year.

The roll out has also delivered improvement to 600 homes by bringing their EPC rating to up to C and reducing carbon emissions by 1500 tonnes.





## **Building Safety Updates**

### **Building Safety Assessments Update**

In 2021 we carried out 112 External Wall System Assessments and secured fire safety certificates for 80 buildings. We're also on track to complete the majority of remedial works needed to 31 buildings by March 2023.



This year we fitted QR codes in our buildings so that you can easily access safety records via your phones.



### **Building Safety Records Go Digital**

## **Support & Services**

There are lots of different services offering support and advice across Tower Hamlets and the surrounding area. Visit the link below.

Visit **poplarharca.co.uk** and search find help and support

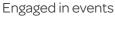




77% Satisfaction with centre activities



**16,670** 





**483** Financial advice and payment plans



73% Satisfaction with centre



support received

**19,706** People accessing health

related activities



**178** People supported by our Safeguarding team



**291** Local people supported into jobs



2875 Young people engaged in youth service





Volunteers





Spotlight Superheroes is a new programme for young people with Special Educational Needs and Disabilities (SEND).

Aimed at 11-25 year olds, 30 disabled and neurodivergent young people took part in our first SEND Takeover Day.



## Chrisp Street Moves Forward

The regeneration of Chrisp Street Market reached a major milestone, with the first stage of work now on site. It will bring 500 new employment opportunities and 40 apprenticeships.

- A new Children and Family Centre has already opened, providing high-quality health and wellbeing care delivered by Tower Hamlets Council.
- We launched an eco-friendly cargo bike delivery scheme, to make it easier for customers to get their shopping home during the redevelopment.
- We also set up Chrisp Street Community Cycles in an empty shop which has been helping hundreds of families to get cycling with free bike loans, repairs, lessons and guided rides.



We look for talented people to want to work for us. People who live by our values and are motivated by our purpose.

# COMMITTED WORKFORCE HIGHLIGHTS

## i Nahim Ahmed Awarded MBE

Nahim Ahmed, a Youth and Community Engagement Manager for Spotlight, was awarded an MBE for services to young people in Tower Hamlets.

"My personal, professional and academic experiences all relate to youth and community work, and I want to combine these experiences to help bring positive sustainable changes to the communities I serve."

Nahim Ahmed

## i Civic Award Winner

Babu Bhattacherjee, our Director of Communities and Neighbourhoods, was awarded for 15 years of work, dedicated to improving local people's lives.

Tower Hamlets Council's Civic Awards are given to 'unsung heroes' who the borough have recognised as providing outstanding service to our community.

One of the nominations described Babu as 'passionate about improving people's quality of life' and recognised his work to develop community led groups and tackle inequalities.





Financial capacity determines what we can achieve, and how long it will take us to achieve it.

# STRONG FOUNDATIONS HIGHLE

## **Strong Foundations**





Statutory compliance

Regulator rating





Total operating surplus

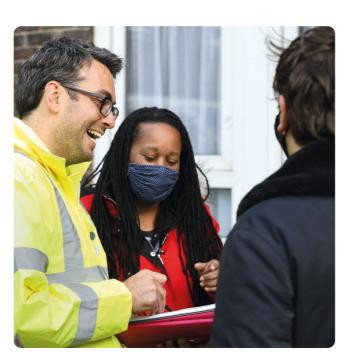
£37.3M £180M

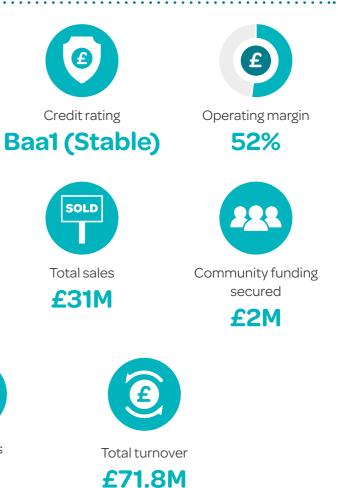
Social housing cost

per unit

£6,800

Total sales





## **Governance Review Results**

We retained our G1 V2 status in the latest In Depth Assessment by the Regulator of Social Housing.

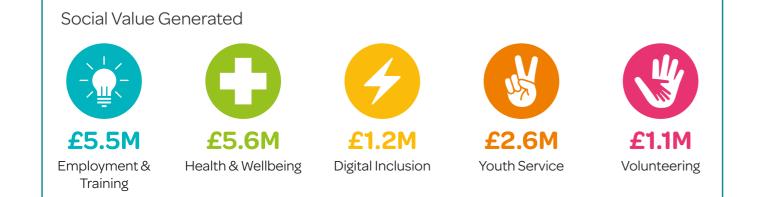
The external governance review described us as having an **"exemplary model of community** engagement in governance."

## **Value For Money**

Value for Money is about spending less, spending well and spending wisely.

Our key achievements include:

- 🗸 £8m from market rent
- **£37m** from property sales
- 41% of all transactions were done online
- 1,179 new boilers, improving energy performance in 1,179 homes
- 2 new electric vans added to our Estate Services team
- Our Hidden Homes Scheme delivered 17 new homes
- 52 homes fitted with smart devices
- Invested £7.4m in community services



## **How We Spend Our Money**

Regeneration	38%
loan Interest	23%
Housing & Estate Management	15%
e Repairs & Maintenance	13%
Social Investment	5%
Other	5%

Statistics rounded up or down to the nearest whole number



## Want To Get Involved?

There are lots of inspirational local people who give their time and energy to making Poplar a better place to live.

Why not join them...opportunities advertised at **poplarharca.co.uk** 



people involved with our Board, Committees, Estate Boards and Gatherings Groups

## 1.800



residents involved with consultations, listening campaigns, door knocks and resident steering groups

## 2693

residents involved with surveys, resident testing groups, service reviews and feedback

## **Boards & Committees**

Local experts with skills, knowledge and experience are always sought to join our Board and Committees and set Poplar HARCA's strategic direction.

If you live or work in Tower Hamlets, are committed to community-driven decision making, and have an interest in great governance, we'd very much like to hear from you.

## **Estate Boards** & Gathering Groups

Neighbours have been coming together to hold us to account, help us improve and have their say since Poplar HARCA was set up in 1998.

Find out how you can join in. 🔀 dave.tull@poplarharca.co.uk

## **Youth Empowerment Board**

16-21 years old? We're looking for committed young people passionate about local, social issues and keen to have their voices heard step forward.

- Expenses covered
- 1 to 1 professional mentor
- Personal development and employability skills
- FREE 2-day residential event

#CreateRealChange

Interested? We'd love to hear from you.

harry@wearespotlight.com

## **Resident Steering Groups (RSGs)**

Big changes are happening on the Teviot and Aberfeldy estates. The residents affected by the changes are crucial to making sure that the decisions taken about where they live are the right decisions.

Contact Fintan on **07852 998 909** to find out more. New members can join any time.

## Volunteering

We offer a variety of volunteering opportunities to suit all sorts of interests, career aspirations and experience.



Visit poplarharca.co.uk and search volunteering



 $\bigcirc$ 

You can manage your account quickly and easily with MyHARCA



Stay on top of your account by viewing your account balance and downloading your statements



Make payments without your reference number or payment card



Apply for services and get in touch with us

Beat the queue and do it online

myharca.poplarharca.co.uk



poplarharca.co.uk

