

ANNUAL REPORT 2017-18



Promoting
Independent
Living





Ability Annual Report

Jeff Skipp is the Chief Executive Officer of Ability.

Jeff says, “Welcome to our Annual Report. I hope you find it useful.”

The Annual Report tells you what we did from October 2017 to September 2018.



Good things that happened

We made our repairs service even better. Just Housing Group run this service for us.

If you have a repair, call this number:

0808 164 7474.

It is free to call this number.

In our annual survey we asked our customers and their families what they thought of our services.

93 percent were happy with our services.

The Q Team visited four services in Woking, Surbiton, Dorking and Hillingdon.

In March, Liam from the Q Team visited three customers at Fiddlers Green in Surbiton.

Your Home



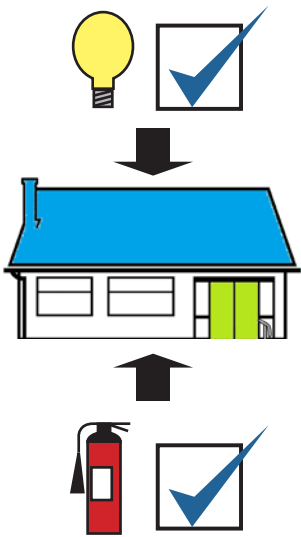
All our homes gained a gas certificate. This means we tested all cookers and heaters that use gas and they are safe to use.



We welcomed Maggie, Richard and Martin to our housing services team.



We repaired and improved fifty four of our empty houses.



Your Home

We looked at all our housing blocks and made sure they are all safe.

We did four hundred and thirty electrical safety inspections. We repaired lights and sockets that did not work properly



This year, we will:

- Replace old boilers
- Put new windows and doors in one of our houses in Liss, Hampshire.
- Repair lots of paths and roads.
- Replace several car ports.





Your Tenancy

One of our Housing Officers, Joan Williams, retired in July. Best wishes, Joan!



Christian's Story

Christian moved to an Ability bungalow in July 2017. He has trouble walking and getting up stairs.



Christian says, "Everything in the bungalow is perfect for me. I have got wide doors and low counter tops in the kitchen."

Christian says, "It is excellent for me as there are other Ability tenants in the close, so it is a nice environment."



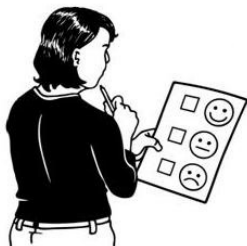
Housing Officer

Supported Housing Assistant



New Role

Housing Team



Your Tenancy

We want to combine the jobs of Housing Officers and Supported Housing Assistants.

The people doing these new jobs will help you with any problems with your home.

Our Housing Management team visited most of our houses this year.

The Housing Management team check on you and make sure you get the right services.

The Housing Management team may visit you to check they have up to date information about you and your home.

You can speak to them if you wish about how your home is managed.



Involving you

Our Surrey Services at Wishbone Way, Genesis House and Rosedene ran lots of social activities.

Here are three of them:

- There was a barbecue at Genesis House.
- There was a coffee morning at Wishbone Way.
- There was a barbecue at Rosedene.

Our Customer Panel spent a day in Portsmouth. They talked about issues that are important to Ability customers.

Ability's peer support group went on fifteen trips during the year. They visited places such as Ruislip Lido and London Science Museum.

Sammy runs the peer support group. She has started a newsletter for the group.

Next year, the Q Team will visit our services at:

- Havant
- Rosedene
- Yew Tree Lodge
- Slough
- Lodden Court



Your Support

Rita Asamoah is Director of Care and Support at Ability.

One Ability customer says, “I like my support workers. They are understanding and help with my needs and anxiety.”



This year, there were 64 percent fewer complaints from our care and support customers.

We are working with another company to check our services every six months. This is to make your experience better.



Good

The Care Quality Commission makes sure care services are safe, caring and work well. It looks at five of our services and said all of them are ‘Good.’



We are training and improving our Care and Support staff. They are now 90 percent compliant with their training requirements.



Your Support

We are making our services better. We are helping more people to be independent. We are helping them faster.

We are giving positive behaviour training to all our staff.



Amajit's story

Ability has supported Amajit for three years.

He lived in a shared house in Hillingdon. He moved out into his own house in December 2017.

He says, "I am much happier now having my own space and freedom."



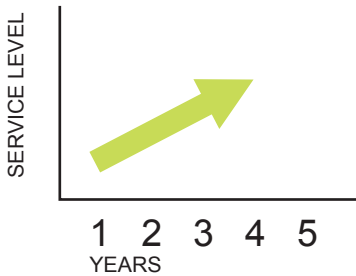
Ability's Board and money

Jane Harrison is Chair of Ability's Board. The Board makes big decisions about what Ability should do next.



Three new people joined Ability's Board this year.

The Board says our tenants and customers are really important.



The Board agreed a plan to make our services better over the next five years.



Where required we spent an average of £1,094 on repairs to each home. This was more than last year.

We spent £998 on planned work to each of our homes.



Ability's story of the year

Peter Gardiner is Director of Resources and Deputy Chief Executive Officer.

Peter says: "We have had a busy year at Ability!"



We have welcomed sixty new workers in Care and Support, Housing and Support.



Our budget turnover for 2018 to 2019 will be £10.68 million.

Board Members

As at 30th September
2018

Jane Harrison (Chair)

Gina Small

Vince Mewett

Karen Hillhouse

Sally Reay

Ian Lines

Nicola Philp

Dominic Wallace

Maureen Osborne

Jim MacIntyre

Executive Directors

Jeff Skipp, Chief

Executive Officer

Peter Gardiner,

Director of Resources

and Deputy CEO

Rita Asamoah,

Director of Care and

Support

Jackie Davis, Director

of Assets and

Housing

Auditors, solicitors and bankers

Auditors: Grant

Thornton UK LLP

Solicitors:

Devonshires

Bankers: Barclays

Bank PLC

Registrations

Company number:

1261380

Charity number:

271547

Registered with the

Regulator of Social

Housing in England

and Wales

Company registered office

Ability Housing

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