

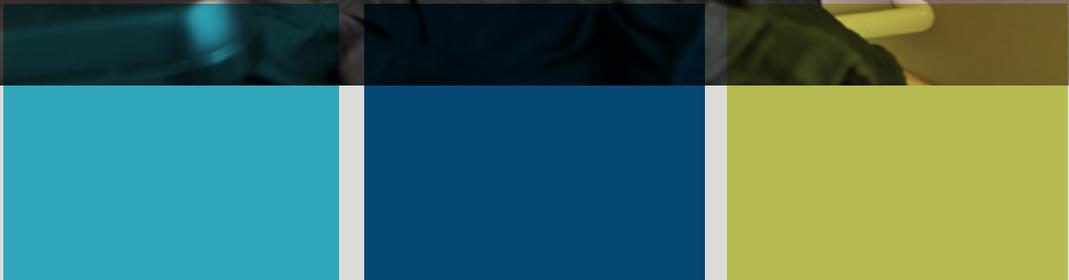
# ABILITY ANNUAL REPORT

2019-2020

Promoting Independent Living



EASY READ VERSION



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## Jane Harrison (Chair) Annual Review

Jane Harrison is non-executive director and chair of Ability Housing Association.

Jane says, "Ability has changed a lot in nine years. We have new homes in Surrey, Hillingdon and East Sussex and provide more help to people in the UK."

Jane is leaving Ability to do other things. She says "I have really enjoyed my time with Ability and will be sad to leave."

Sally Reay is Ability's new Chair.



Jane Harrison, Chair

## Welcome by Jeff Skipp



Jeff Skipp is the Chief Executive Officer at Ability.

Jeff says, "Welcome to our annual report."

The Annual Report tells you what we did from October 2019 to September 2020.

Jeff says, "This year has been difficult for everyone because of the pandemic. Ability has had to change to look after our customers and keep them safe."

"I am proud that Ability staff have worked so hard. Our customers like you have helped us, too. Thank you."

"Now doctors have a vaccine for Covid-19, I hope we are closer to going back to normal life."

Jeff Skipp, CEO



Ability Positive is the name we give to our values.

We work to our Ability Positive values and provide some excellent support across our services.

# Ability and COVID

by Jeff Skipp



During the pandemic, Ability have only visited customers to do the most important jobs in their home. This is to keep you safe.

We made telephone calls to check on our residents. Our Housing and Support Officers and fire safety officers visited every home. This was important to make sure they were all safe.

We stopped visitors from coming and closed some of our services. We made sure people wore face masks to keep everybody safe.

# Housing

by Lucy Sivasundram



Ability do a lot of work to keep our customers' homes safe.

We support residents and help them with housing benefit claims and paying bills.



You can speak to us about noise or other problems.



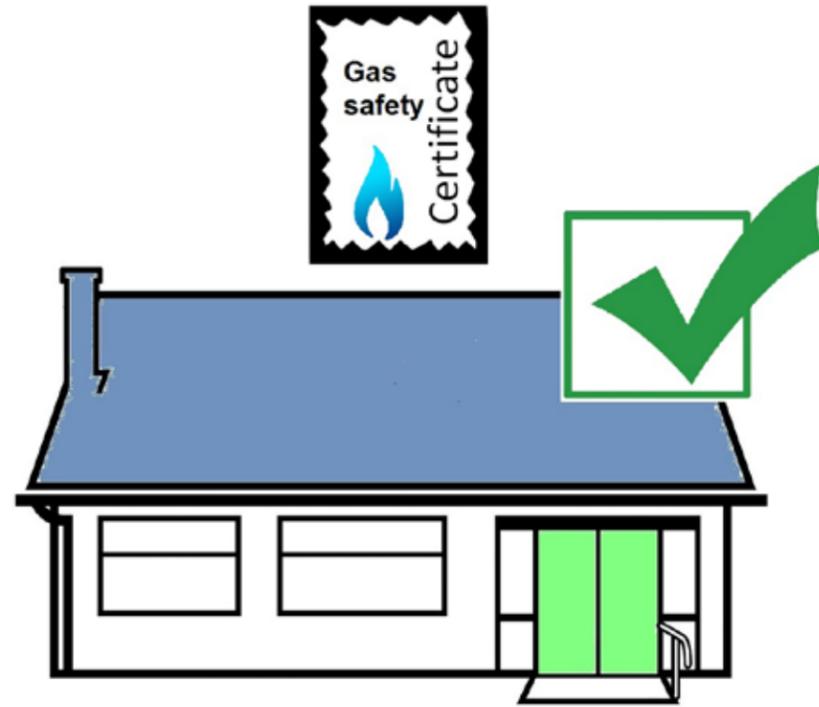
We did some social activities, like walking and cooking in small groups.



Windows replacement at Balfour Drive

Last year, we put new windows and doors in our Balfour Drive homes.

One customer said: "The fitters were very professional and they did an excellent job."



All our homes gained a gas safety certificate. This means we have tested every gas cooker and heater to make sure it is safe.

Almost all our properties gained an electrical certificate.

We had 18 reports of antisocial behaviour.

There were 44 complaints about repairs.

We carried out 2,744 repairs.



## Supporting our Customers:

Ability support our customers in the best way for each of you.

We help you to live as independently as you can.



We helped more customers than ever live more independently.

Last year, Ability won the contract to support more than 150 customers in Hillingdon.

# Customer Stories



Mary, Sir Robert Mews

Sarah, one of Ability's Housing & Support Officers helped a tenant with health problems move into her new flat.

Sarah helped her set up housing benefit and payment cards.

We supported Mary in her wish to eat more healthily.

**Mary says: "I used to eat a lot of microwaved food. I was not a good cook!"**

**"With help from staff, I learnt how to prepare meals. I really enjoy cooking more healthily."**



Ramesh, Hayes Park Lodge

Our key worker, Sahra, helped Ramesh look after his health.

He says "Sahra really listened to my health concerns and supported me."

Ramesh went to a course to help him look after his health.

"My breathing has improved, and I can exercise during the day."

Cheers to a new and healthy Ramesh!"

## Foster

Foster is moving into a local council property in Merton. He says: "I feel confident enough to live on my own now."



## Ricardo

"I really like my flat and the support is really helpful. My keyworker helped me to get my first paid job working for Royal Mail."



## Compliments about Ability

A selection of the recent feedback we have had at Ability's services.

### Hamlet Lodge

The sister of one resident called to say staff at Hamlet Lodge were marvellous. She said her brother is very happy. Another resident's family sent flowers to say thank you to staff.

### Hayes Park Lodge

One customer's mother said Ability staff are doing a good job. She was pleased with the support he had to take his own medication. The sister of another customer sent cakes and a card for staff.

### Sessile Court

Previous resident Miriam said thank you to staff for helping her move on to more independent living.

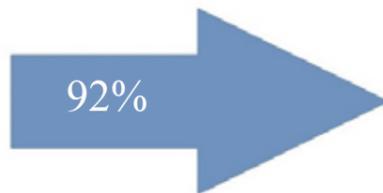


# Customer Satisfaction Survey

We asked 749 housing customers and 377 care and support customers about our services.

92% of our Care & Support customers said they are happy with their support.

We are pleased about this.



73.3% are satisfied with the overall service they receive from Ability.



70.4% are satisfied their rent provides value for money.

75.5% are satisfied with the quality of their home.



There are some areas we want to improve.

We want to do more to make people feel safe in their home.

61.4% are satisfied their service charge provides value for money.

56.1% are satisfied we listen to their concerns.

55.3% are satisfied with the repairs service they received.

79.4% are satisfied with their neighbourhood.



## Ability Services for you

Ability want to give services that are suited to your needs.

We work with each customer to make the right plan for them. We review these plans often.

This makes it easier for us to achieve your goals together.

We want to help our customers live interesting and happy lives.



## Customer Activities

We provide Care and Support to 386 customers.

Many staff and customers took part in activities last year.

We help our customers get involved in their local community.

Rosedene customers went on a trip to Addlestone Light Cinema to see Black Panther.

## Ability Staff and Training

Ability work hard to make sure we have good staff.

We advertise jobs online and on social media.

During the pandemic our training also took place online.

All our staff have kept up-to-date with their training.



# Future Plans



We are asking our customers how they want us to improve our services.

We will make changes to housing and other services.

We want to make it easy for customers to tell us what they think.



In our survey, customers told us we need to improve our repairs service.

We are working to make our repairs faster.

We will work more closely with our Customer Engagement Committee.

# Last Year at Ability

We worked with local councils and other people to provide a good service during the year.

We got protective clothing, such as face masks, to keep staff and customers safe.

We worked from home whenever possible.

Ability got a new computer system to support our services better.

We spent an average of £853 on repairs to each home.

We also spent an average of £866 on planned worked to each home.

Our budget turnover for the year was £10.8 million.





## COMMITMENTS

### VALUES

#### We engage actively for feedback

*We listen actively to our customers, colleagues and partners to help improve what we do and how we do it.*

#### We value differences

*We respect and value the individuality of each person.*

#### We focus on ability not disability

*We focus on what each person CAN-DO.*

#### We demonstrate integrity

*Our culture is one of openness, honesty and personal accountability.*



### BEHAVIOURS

#### Seek first to understand

*I will listen actively to ensure I have the best possible understanding.*

#### Think: CAN-DO

*I will focus on what is possible and think about what I CAN-DO.*

#### Give a positive response

*I will work with you to agree a positive outcome, without excuse or blame.*

#### Personal ownership

*I will take full responsibility for making sure the agreed outcomes are achieved in good time.*

### Board Members

(as at 30th September 2019)

- Jane Harrison (Chair)
- Sally Reay
- Jim MacIntyre (to December 31, 2020)
- Gina Small
- Maureen Osborne
- Nicola Philp
- Dominic Wallace
- Jai Dosanjh

### Executive Directors

- Jeff Skipp, CEO
- Peter Gardiner, Director of Resources & Deputy CEO
- Rita Asamoah, Director of Care & Support (to December 2019)
- Lucy Sivasundram, Director of Operations (Housing)
- Jackie Davis, Director of Assets & Housing (to August 2019)

### Auditors, solicitors & bankers

- Auditors: Beaver and Struthers
- Solicitors: Devonshires
- Bankers: Barclays Bank PLC

### Registrations

- Company number: 01261380
- Charity number: 271547
- Registered with The Regulator for Social Housing for England & Wales, Number LH2174

### Report production team

- Nav Matharu/Alex Hughes, Ability
- Copy Editor: Dominic Weaver, Twelve
- Design: [www.velocity-marketing.co.uk](http://www.velocity-marketing.co.uk)

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