



Metropolitan
Thames Valley

ST GEORGE'S GROVE
ANNUAL
REPORT
FOR THE YEAR ENDING 2019





ST GEORGE'S GROVE **ANNUAL REPORT** FOR THE YEAR ENDING 2019

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1 WELCOME

Welcome to Metropolitan
Thames Valley's Annual Report
for St George's University
Hospitals NHS Foundation Trust.

This report looks at our performance managing
the keyworker accommodation at St George's
Grove, Tooting, London from September 2018 to
August 2019.

We provide 635 comfortable, affordable and
modern homes located within walking distance
of St George's Hospital. For over nine years
now, our partnership with the Trust and
Willmott Dixon has allowed us to create a good
environment for people working in the NHS and
others looking to get a foothold on the property
ladder.

OUR PROPERTIES AT THE GROVE OFFER A RANGE OF ACCOMMODATION, INCLUDING:



Single en-suite rooms
in flat shares



Studios

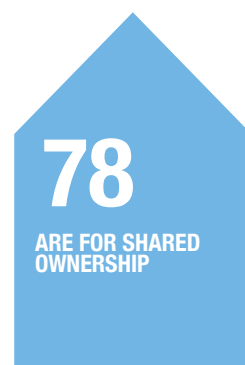


One-bedroom
flats for couples



Two-bedroom and
three-bedroom flats
for families

OF THESE HOMES



“ I really love my room
and flat and feel safe
living at The Grove.
I find The Grove
office to be very
friendly, efficient and
approachable. ”

2 OUR PERFORMANCE

Over the past 12 months the St George's Grove Accommodation Team has continued to meet and, in some cases, exceed our Key Performance Indicators (KPIs). The high standards that our residents have come to expect have been maintained across the site.

The year started with a key staffing change as Accommodation Manager, Aisha Bingham, left MTVH after her maternity leave. A seamless transition was achieved when Jason Santos, who covered Aisha's maternity leave, became the permanent Accommodation Manager.

In February 2019, works began on all riser cupboards within the buildings to ensure they were properly 'fire-stopped'. There were also a number of riser cupboards with substantial water damage that required attention. All riser cupboards were inspected and remedial works completed where necessary. In both cases, tenants were notified and, in general, all works were completed to schedule.

In June 2019, we were concerned to learn that a fatal stabbing took place at nearby Aboyne Estate. Following that incident, MTVH took steps to reassure and advise residents on their personal safety. This included putting up posters in all blocks highlighting the importance of vigilance and night-time travel safety.

All on-site CCTV has been upgraded this year, including additional cameras in the communal courtyard and near the boiler house. Regular out-of-hours patrols are conducted by security team CMS Keyholding, and we are confident that St George's Grove remains a safe place to live.

This year the laundry facility was again subject to very low customer satisfaction. As a result, MTVH has instructed a refurbishment of the existing facility in order to provide more machines. The work was due to start in December 2019.

Occupancy levels have remained very high throughout the year with a number of overseas nurses moving into the accommodation. The on-site handyman, Maciej Bieniecki, who replaced our long-serving handyman, Terry Notley, has achieved a high percentage of first time fixes on reported repairs.

We all look forward to another successful year, working with our residents to make St George's Grove an even better place to live.

Jason Santos
Regional Accommodation Manager

3 YEARLY MONITORING

Joint estate inspections are conducted once a month. The inspection is carried out by the St George’s Trust Accommodation, Quality and Compliance Manager, Jackie Young, along with a member of our on-site accommodation team. Regular void (empty property) inspections and communal flat inspections are also carried out.



The joint inspections have been very useful in helping us identify outstanding repairs, faults and problems. With the help of the Trust, we ensure that our service providers continue to maintain their contractual responsibilities to the required standards.

The Trust sends over a report after each inspection, which outlines a list of items that need to be checked and states whether the items have passed or failed.

A score is then attributed to each item as follows:
1 = poor; 2 = satisfactory; 3 = excellent.

An overall score is also given.

Key Performance Indicators: performance against targets.

Our monthly Key Performance Indicators (KPIs) are:

- Repairs and maintenance (Number of repairs/ number completed in time/ number completed on the first visit).
- Health and safety (Have the necessary health and safety assessments been conducted?)
- Resident/ customer satisfaction (A customer satisfaction survey is conducted yearly)
- Void turnarounds (The length of time it takes for the voids/properties out of operation to be filled)
- Cleaning completed on time (Have the daily, weekly and quarterly cleans been carried out on all properties?)


Each KPI has a target percentage. If our performance falls below this, we fail that target, and accrue penalty points over the course of the year, which runs from September 2018 to August 2019.

KEY PERFORMANCE INDICATORS: PERFORMANCE AGAINST TARGETS

	TARGET	2018/19	2017/18	2016/17
KPIs				
Yearly health and safety inspection	n/a	Completed	Completed	Completed
Repairs completed on first visit	90%	100%	90%	100%
Reactive maintenance targets				
Emergency	100%	100%	100%	100%
Urgent	98%	100%	100%	100%
Routine	95%	100%	100%	100%
Domestic service targets				
Daily cleans	80%	100%	100%	100%
Twice-weekly cleans	90%	100%	100%	100%
Weekly cleans	90%	100%	100%	100%
Quarterly cleans	100%	100%	100%	100%
Formal complaints responded to within target times	100%	100%	100%	100%
Void to ready-to-let days (excluding new lets)	<5	2	1.4	0.9
Number of bed spaces out of operation for more than 25 days from void to ready-to-let (all lets)	<25	0	0	0

KEY PERFORMANCE INDICATORS: ACTUAL FIGURES

	2018/19	2017/18	2016/17
Measure			
Repairs completed at first visit			
No. of repairs	655	768	763
No. of repairs completed at first visit	655	767	763
Reactive maintenance targets			
Emergency			
No. due	56	38	27
No. completed in time	56	38	27
Urgent			
No. due	62	61	132
No. completed in time	62	60	132
Routine			
No. due	544	670	604
No. completed in time	544	670	604
Domestic service targets			
Daily cleans			
No. due	5418	5806	5288
No. completed in time	5418	5805	5288
Twice-weekly cleans			
No. due	3851	3224	2877
No. completed in time	3851	3219	2876
Weekly cleans			
No. due	4513	5794	5288
No. completed in time	4513	5794	5288
Quarterly cleans			
No. due	278	400	349
No. completed in time	278	400	349
Complaints			
No. complaints started in year and due for completion in month	0	1	2
No. complaints due completed in time	0	1	2



“ I have been here for two years now and I am very happy with my stay so far. ”

4 SATISFACTION SURVEY

Every year we carry out a Resident Satisfaction Survey at St George's Grove. This survey is conducted by an independent organisation called SNAP.

It is sent to all our residents and the target is to achieve a response rate of over 35%. This year we achieved a 33% response rate, which was slightly down from last year's 37%.

For each survey completed and returned, Metropolitan Thames Valley donated £3 to St George's Hospital charity. We also enter all our respondents into a prize draw as an extra incentive. Residents who take part can win iPads, high street shopping vouchers and other prizes.

THIS YEAR'S PRIZE DRAW WINNERS

Congratulations to Mr Abastillas (pictured) of Lawrence Court, who won this year's first prize, an iPad.



Other prize winners

Second prize, £175 Love2shop vouchers – Ms Bailey of Bronte House

Third prize, £100 Love2shop vouchers – Mrs Walkowska of Hardy House

Fourth prize, £75 Love2shop vouchers – Miss Di Lorio of Austen Court

Fifth prize, £50 Love2shop vouchers – Miss Alcaraz Toledo of Lawrence Court

The respondents – March 2019

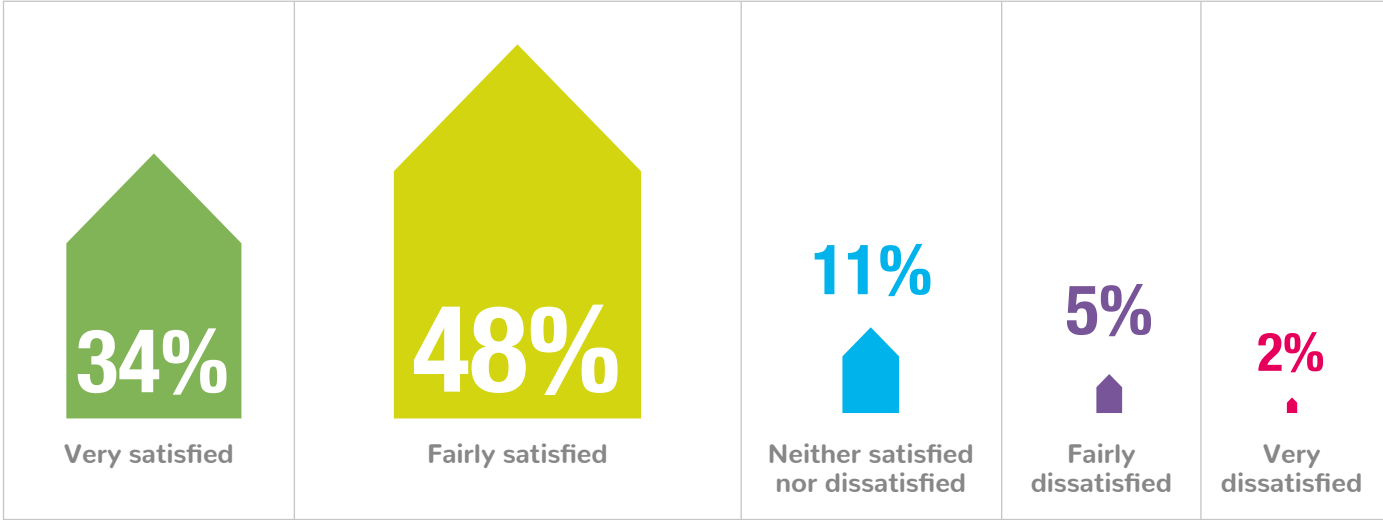
- 63% of respondents were female, 36% were male, and 1% preferred not to say.
- 49% of respondents were aged under 35, 40% were aged between 35 and 54, and 11% were aged 55 or over.
- The majority of respondents (90%) were healthcare workers employed by St George's NHS Trust.

- Almost a third (30%) of respondents described themselves as White British. Other groups included people who described themselves as European (23%), and Asian or Asian British background (16%).
- Over two thirds (70%) of respondents reported that they live in a two, three or four bed flat share. The second most common type of accommodation was a couple's studio or one bed (20%). Only 10% of respondents lived in family accommodation.

Overall satisfaction with the service

Tenants were asked ‘Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Metropolitan Thames Valley?’ 82% reported that they were satisfied, whilst 7% were dissatisfied.

Q1 Overall satisfaction with the services provided by MTVH?

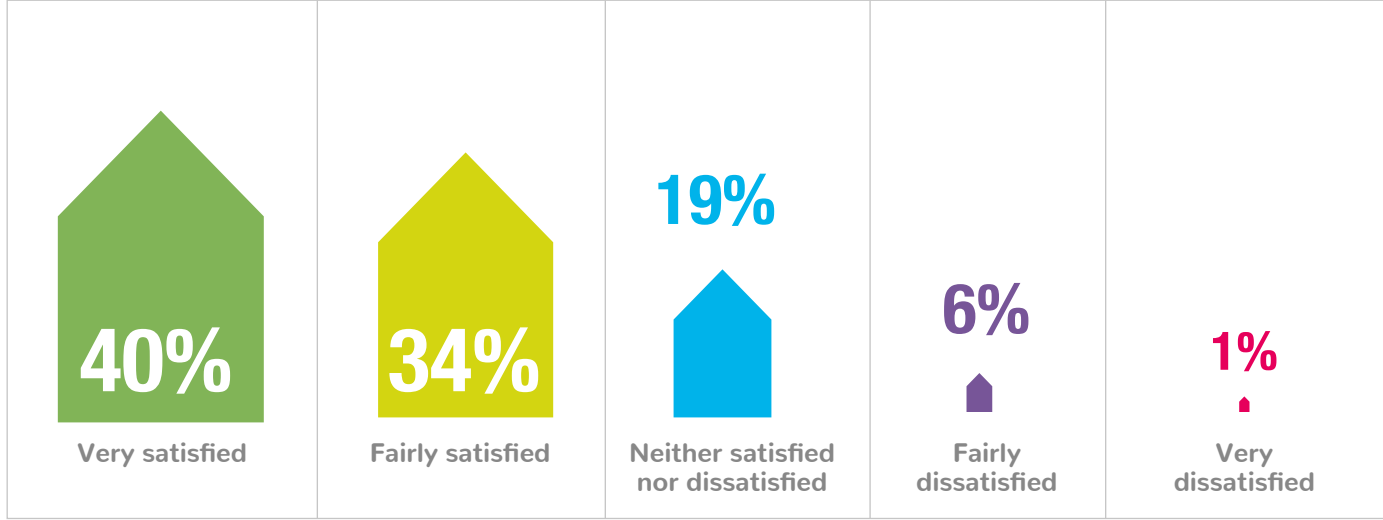


Base: All respondents (169)

Satisfaction with the on-site accommodation team

Tenants were asked ‘How satisfied or dissatisfied are you with the services provided by the on-site accommodation team?’ 74% reported that they were satisfied with the on-site accommodation team, whilst 7% were dissatisfied.

Q2 How satisfied or dissatisfied are you with the service provided by the on-site accommodation team?



Base: All respondents (169)

Satisfaction with the repairs service

Tenants were asked if they have used the on-site repairs service. 71% said they have used the service, whilst 29% said they haven’t.

Tenants who have used the on-site repairs service were asked how satisfied or dissatisfied they were with the service. 75% of residents said they were satisfied whilst 18% said they were dissatisfied.

Q3 If you have used this service can you tell us how satisfied or dissatisfied you were with this service?



Base: All tenants who used the on-site repairs service (118)

Value for money and problems identified

Tenants were asked specifically ‘Taking into account your home and the Services MTVH provides, do you think the rent (which includes service costs) for this property represents good or poor value for money?’ 78% rated the rent as good value for money, whilst 9% rated it as poor.

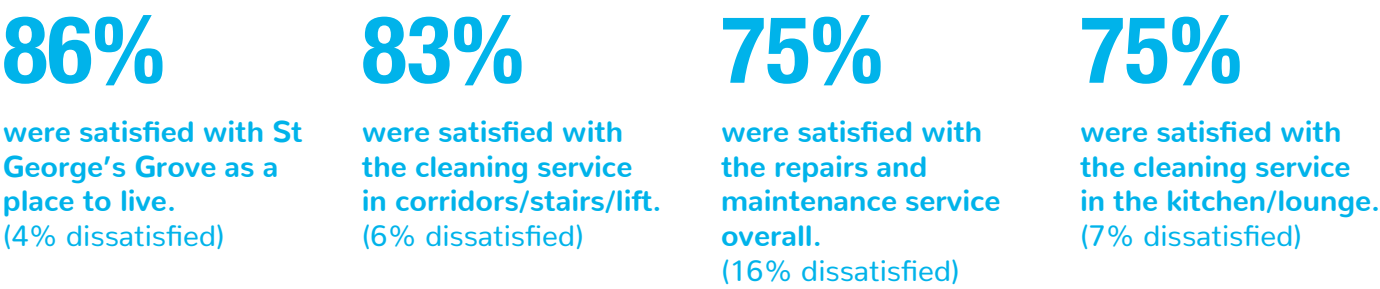
Q4 Do you think the rent for this property represents good or poor value for money?



Base: All respondents (167)

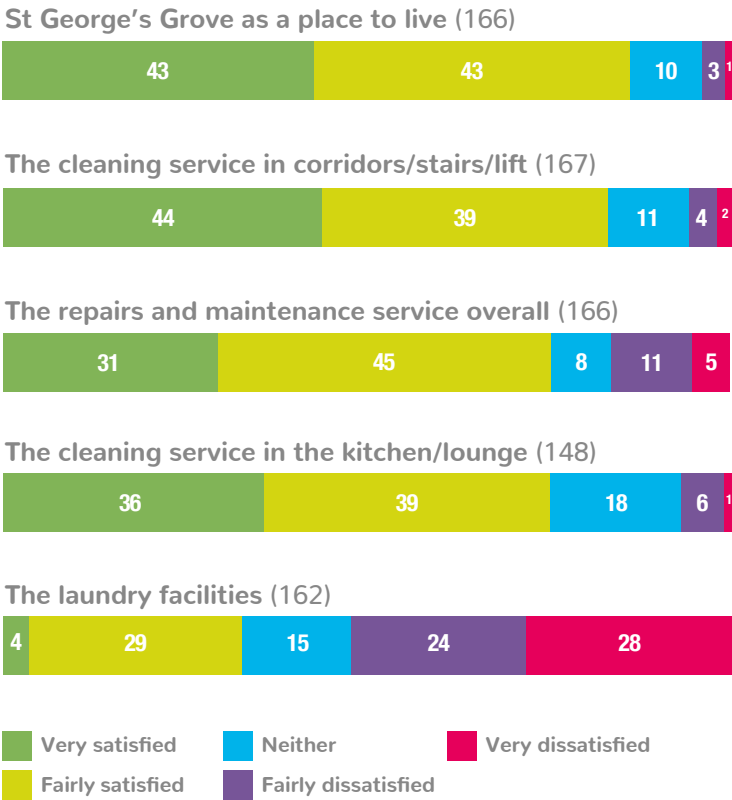
Satisfaction with the area and services provided by MTVH

Levels of satisfaction with the area and services provided by MTVH were generally positive:



However, 33% were satisfied with the laundry facilities (52% dissatisfied)

Q5 How satisfied are you with the following...?



Base: All respondents



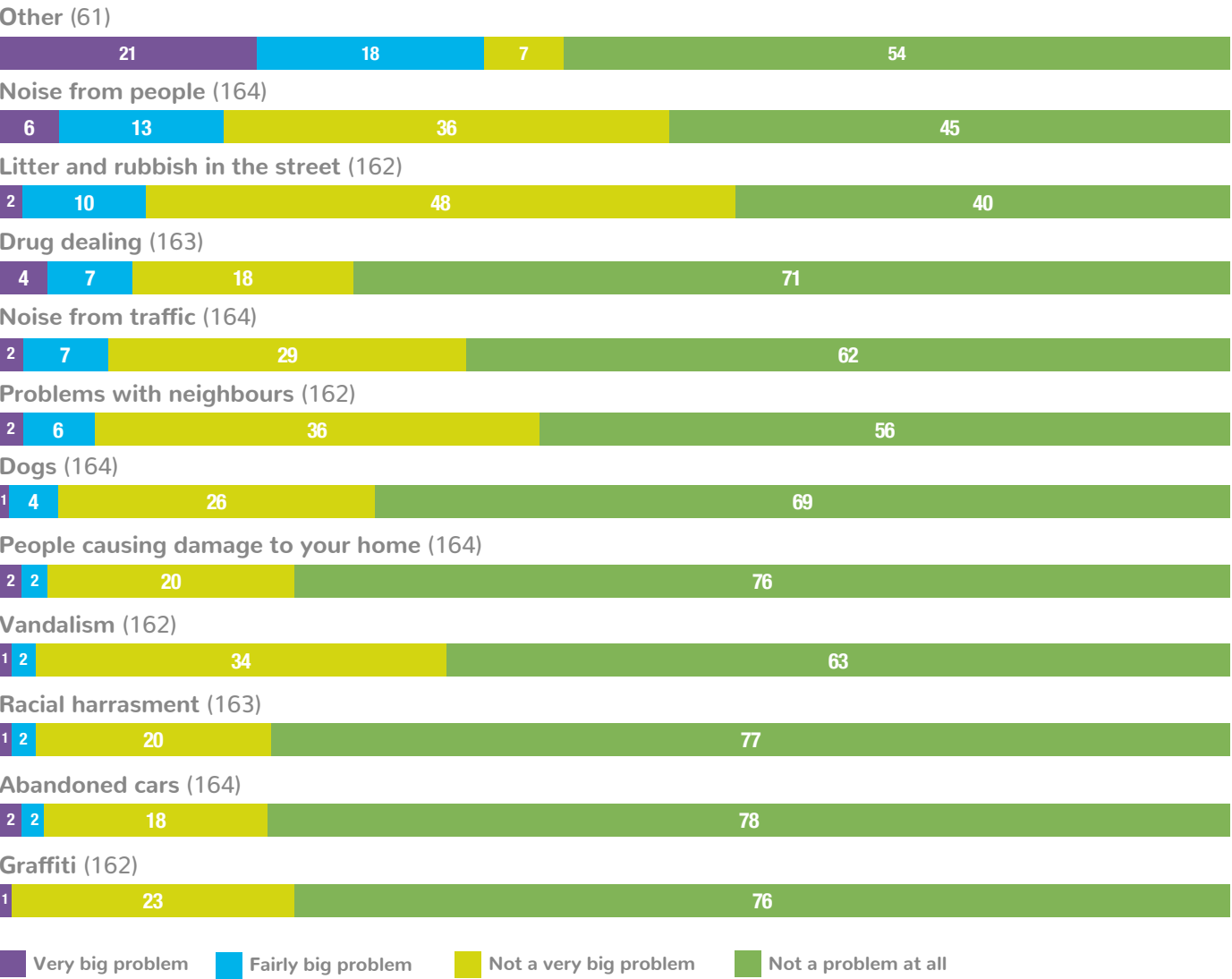
Problems at St George's Grove

Tenants were provided with a list of problems, and were asked how big a problem each one was.

The most common problems were:

- Other problems (39% very or fairly big problem)
- Noise from people (19% very or fairly big problem)
- Litter and rubbish in the street (12% very or fairly big problem)

Q6 Please indicate if you think each of the following items are a problem at St George's Grove



Base: All respondents

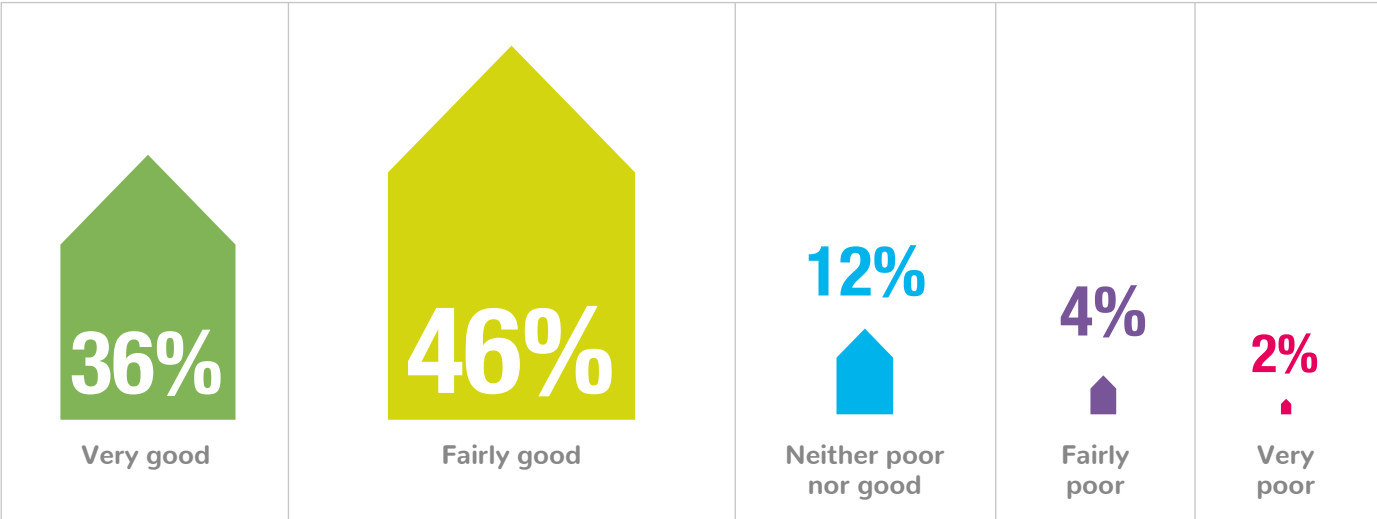
Issues specified by tenants in the 'other' category include; abandoned cycles in the racks; dog faeces on the estate; issues with the laundry; mice and vermin; anti-social issues including smoking and loud music; cleaning service in kitchen/ lounge areas; and general rubbish/waste management in the estate and surrounding streets.

Communication

This section looks at how good MTVH residents feel the housing association is at keeping them informed.

82% of tenants said they felt that MTVH was either `Very good` or `Fairly good` at keeping them informed about things which may affect them as a tenant, whilst 6% thought they were either `Very poor` or `Fairly poor`.

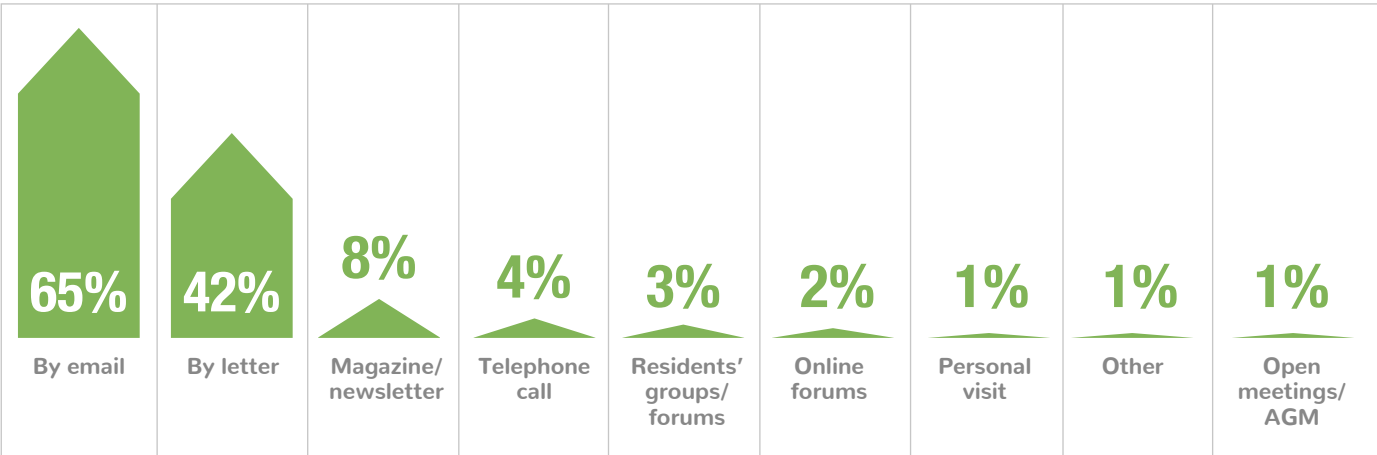
Q7 How good do you feel MTVH is at keeping you informed?



Base: All respondents (165)

Tenants were asked `Which method would you most prefer MTVH to use to inform you or consult with you about issues that may affect you?` 65% of residents said they would prefer MTVH to contact them by email, 42% said by letter and 8% said they would prefer communication through a magazine or newsletter.

Q8 What method would you prefer MTVH to use to inform you about issues that may affect you?



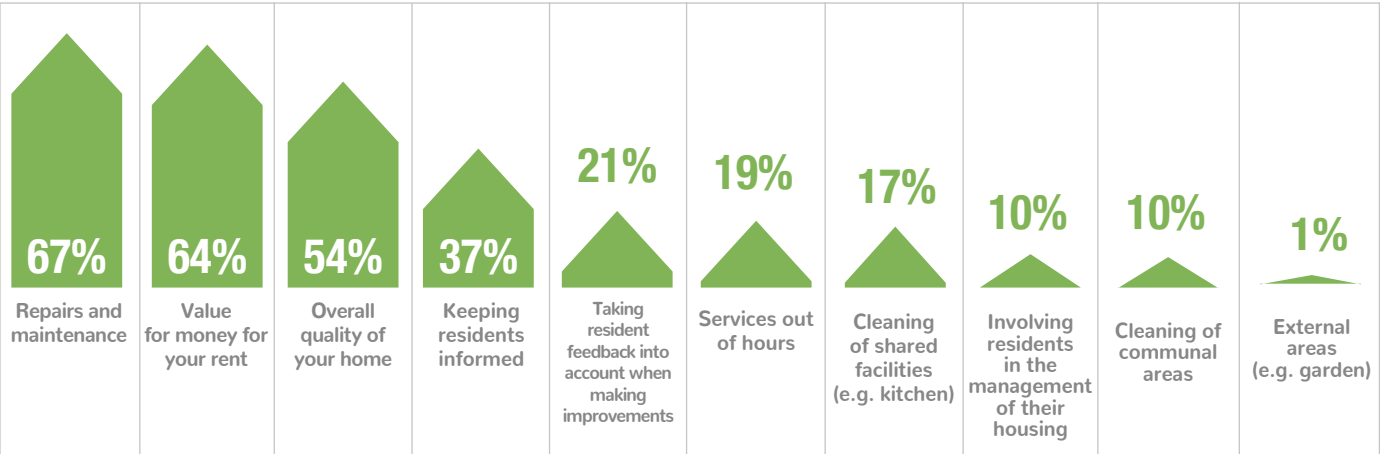
Base: All respondents (167)

Improving services

Most important features of housing provision

Tenants were given a list of features of social housing provision and were asked to select the three that they consider to be the most important. The most important feature was `Repairs and maintenance` (67%); this was followed by `Value for money for your rent` (64%) and the `Overall quality of your home` (54%).

Q9 Of the following services, which do you consider to be the three most important?



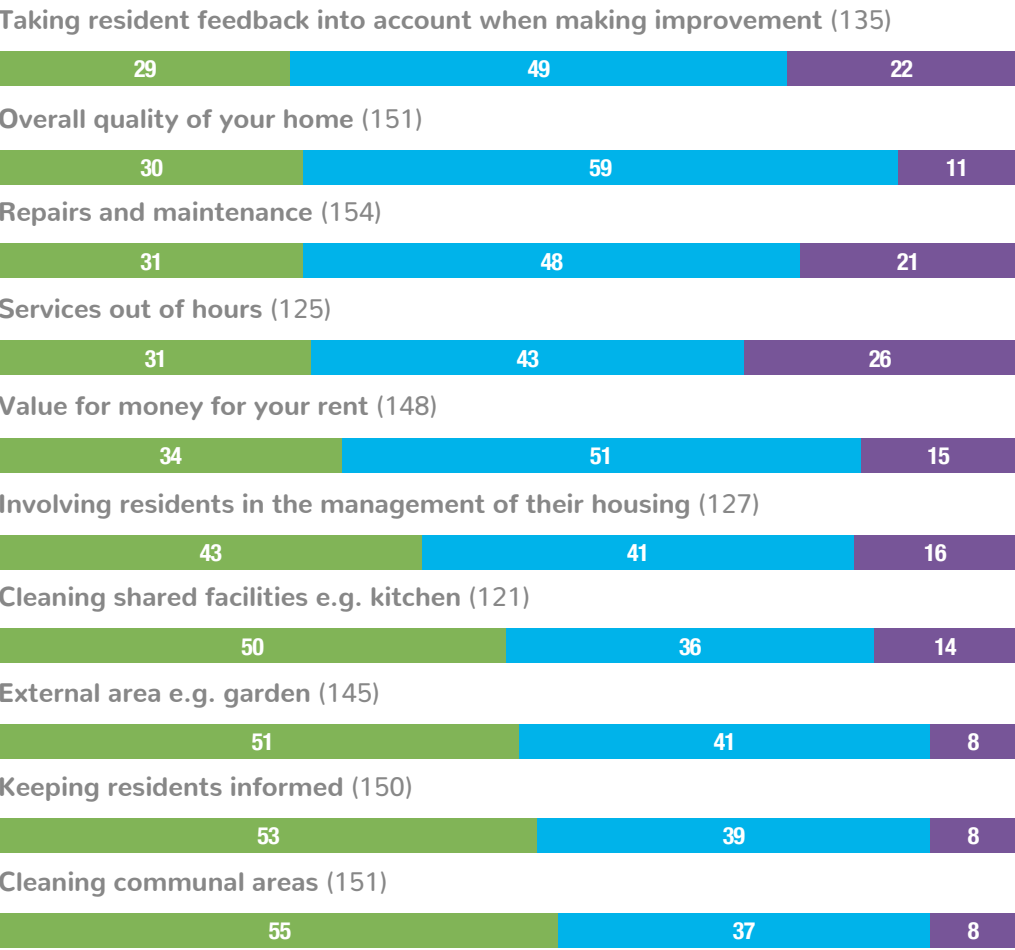
Base: All respondents (163)



Features in need of improvement

Tenants were then asked the extent to which these features needed improving. The feature that tenants felt was in most need of improving, was ‘Taking resident feedback into account when making improvement’ (71%), ‘Overall quality of your home` (70%), ‘Repairs and maintenance’ and ‘Services out of hours’ (both 69%).

Q10 How much do you think the following services need improving?

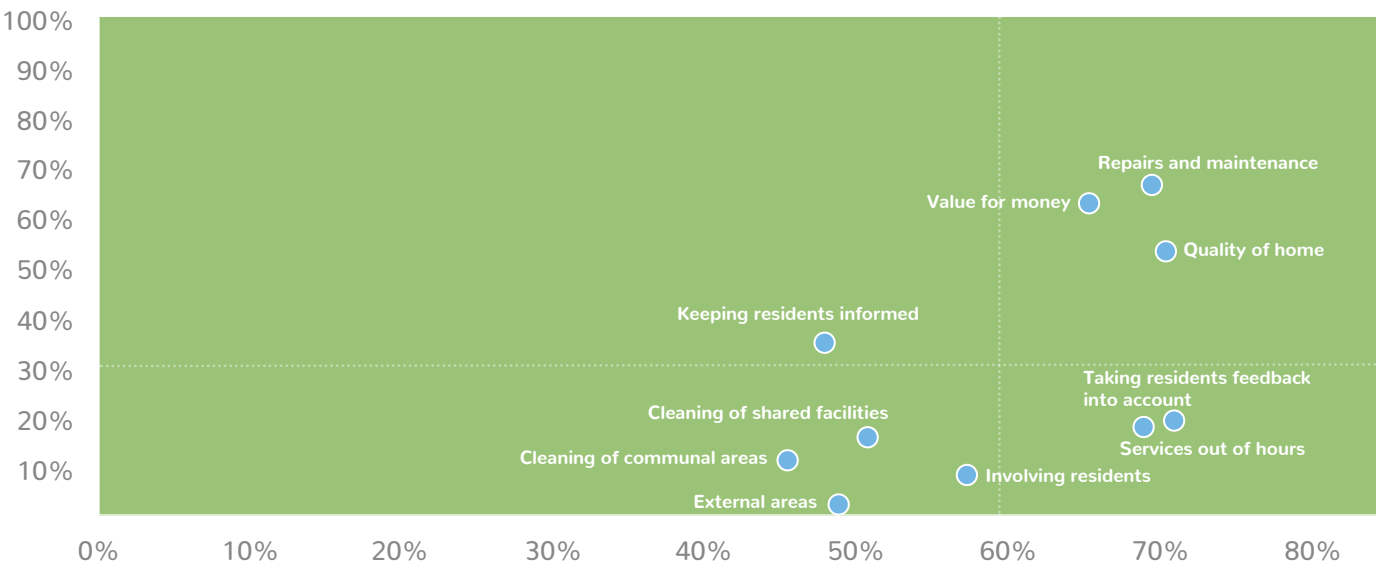


No improvement needed Some improvement needed Much improvement needed

Base: All respondents

The following chart plots responses to the question about which services are important, against which services need improving. It demonstrates the areas residents feel are most important and which require most improvement, which appear in the top right hand quadrant.

According to this chart, the areas that MTVH should focus on improving are: quality of home, repairs and maintenance and value for money.



Services that need improving the most

Tenants were asked ‘In which of the following areas do we need to improve the most?’ Repair services was selected as most in need of improvement (48%), followed by Security (38%).





“ Really good accommodation. Cleaning staff leave the apartment very clean and the office staff are always very friendly and helpful. I have not experienced any problems whilst living in this accommodation. ”

5 UPDATES

Partnership

The partnership between Metropolitan Housing Trust (MHT) and Thames Valley Housing was formally completed in October 2018 and Metropolitan Thames Valley (MTVH) was formed, with over 57,000 homes spread across London, the South East, the East Midlands and the East of England. The Keyworker Accommodation side of the business was unaffected and there has been no impact on the service provided at St George's Grove.



Fire Risk Assessments

Following the last on-site Fire Risk Assessment in November 2018 by BRE, it was reported that a number of fire doors did not meet the required standards in terms of excessive perimeter gaps. MTVH instructed our consultants, FFT, to look into this and corrective works took place. Contractors inspected the doors in every room on-site and, on the whole, the work was completed with minimal disruption to residents.

General updates

Earlier this year, improvements were made to the internal courtyard where the grass couldn't flourish due to limited sunlight. The addition of artificial grass was a significant improvement to the environment of the courtyard. It is also much easier to maintain.

There were a number of abandoned bicycles in the allocated storage areas, which have now been removed and donated to charity. This has freed up more space for residents' bicycles and enabled broken racks to be repaired.

Issues with the laundry facilities onsite have been ongoing. We are aware that resident satisfaction with the laundry room is low, and have begun to explore ways to address this.

In light of this, MTVH asked providers Circuit Laundry to upgrade and reconfigure the existing laundry room to include an additional four new machines and four new dryers to help with the usage and availability issues.

6 YEARLY COMPREHENSIVE INSPECTION AND PERFORMANCE



The yearly inspection is conducted at the end of each year (August).

The Trust visits the on-site accommodation office to review our performance. They scrutinise the evidence we provide to ensure we are achieving all indicators in the checklist. We are penalised if we fail any of the checks.

The checklist covers:

- Housing management
- Security audit
- Cleaning and domestic services
- Tenancy audit report
- Final checks
- Comments from the Trust

In the 2019 end of year inspection, we scored 260 points out of a possible 260, equalling the 2018 performance.

7 STATEMENT FROM THE TRUST

The strong working relationship between St George's Trust and Metropolitan Thames Valley (MTVH) has continued to grow this year. We are delighted that MTVH has provided quality housing and maintained an excellent level of service at St George's Grove. The residents' survey confirmed a high level of general satisfaction with St George's Grove as a place to live, particularly in terms of value for money.

High quality accommodation and services mean we're able to attract, recruit and retain first-rate staff. Nurses have been recruited from countries including the Philippines, Ireland and India, who appreciate the standard of living we offer at St George's Grove. Demand for accommodation, as well as occupancy, remains high - especially for families and couples.



Onsite cleaning and grounds maintenance teams are highly efficient and any issues are rapidly resolved. We are pleased with improvements made to the internal courtyard and CCTV systems this year and the laundry facility has been earmarked as an area for ongoing improvements.

We are grateful to MTVH for once again donating the sum of £504 to the Trust's charity; £3 for every completed resident satisfaction survey. This year we have chosen to give the donation to the Renal Appeal.

On behalf of St George's Trust.

8 LETTER OF THANKS FROM ST GEORGE'S HOSPITAL

We received a letter of thanks for the donation to the Renal Appeal. Shannon Gleave, Community and Events Fundraiser, said:

"Thank you so much for your generous gift of £504 to St George's Hospital Charity. At your request, your donation will be put to our Renal Appeal where it will make a real difference to the lives of thousands of patients and their families, as well as benefit the amazing team at St George's and Queen Mary's Hospitals.

Your donation to our Campaign for Renal will help us in our mission to raise £1million to create a dedicated space within St George's Hospital to offer a state-of-the-art renal facility. The new facility includes moving patients and staff from their current location, in temporary mobile units based in a car park, to a refurbished and renovated clinic. This will improve the experience for patients and staff, enable clinical teams to collaborate fully on care and research, provide educational space for patients, staff and students – and future proof the hospital's ability to serve an increase in demand.

Everything we do at St George's and Queen Mary's Hospitals is made possible because of supporters like you who care so much and want to make them better places for the whole community. We can't thank you enough."



“ Excellent accommodation team! Very friendly and helpful. ”

“ Team on site are lovely. Jason runs the site very well, is always helpful and when myself and my family have issues in the flat, they are resolved very efficiently. ”

“ I really love my room and flat and feel safe living at The Grove. I find The Grove office to be very friendly, efficient and approachable. ”

“ For my almost two years of stay in The Grove, I am very satisfied and pleased living here. I feel secure and the rent is really good value for money. Being informed of any upcoming maintenance or other services is great. Cleaning services in the kitchen are very good and the team are respectful and dedicated. ”

“ I have been here for two years now and I am very happy with my stay so far. ”





**Metropolitan
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