

**CLIENT
EDITION**



ANNUAL REPORT FOR CLIENTS

2023 - 2024







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INTRODUCTION FROM OUR CEO

I am delighted to be able to share so much good news with you in this year's Annual Report for Clients. I appreciate how involved you have been in celebrating 65 years of Langley from June to September last year. I have loved seeing photos of all your local celebrations – there was a lot of cake! – And meeting representatives from each Service in London for our Thanksgiving service was really special too.

There are lots of things we have been able to do well this year and I am delighted that the National Consultative Group is flourishing; that's an important meeting for our clients to be able to join and share their views. The People Conferences provided a wonderful opportunity for us to hear directly from some of our clients who were interviewed; that's a really brave thing to do and I thank you for sharing your stories with us. It is always a highlight for our staff and volunteers to hear from you.

As I review the last year, with all its achievements, I am disappointed that we weren't able to hear back from more of our clients in the supported housing survey. With such a low response rate (18.5%) it is hard to know what the majority of clients' experiences of Langley are like; so I will be making sure we work harder this year to involve many more clients in the survey, and find ways of making it easy for you to complete. I am interested to hear your

thoughts and views, and this annual survey is an important way of achieving that.

I hope you feel you are making good progress whilst with us, and I look forward to meeting you as I am out and about this year.

God bless you,

Tracy





SENIOR CENTRAL STAFF

October 2024



Tracy Wild
Chief Executive



Andy Rider
Director of
Chaplaincy Services



Richard Wilson
Director of Finance
& Business Services



Bernadette Fitzharris
Director of People



Penny Maginn
Head of Chaplaincy



Tim Brown
Head of Digital
Engagement



Titilola Danso
Head of Finance



Simon Douglas
Head of ICT & Digital
Transformation



son
Business



Natasha Sinclair
Interim L&D Manager



Claire Lees
Head of
HR Operations



Ali Hancock
Head of
Communications

WHAT'S THIS REPORT ABOUT?

Well, it is important that we share with you in a clear way, the things we believe Langley has provided well for you through the past year, and the areas that need to be improved. As a responsible landlord this matters to us.

The Annual Report for Clients does this in 2 ways: firstly, through this short video presentation, and secondly in a longer written brochure that is available at your service. We would love you to get involved and think about the information we are sharing with you.





Standards Set by the Regulator

The Regulator of Social Housing provides a set of 8 Standards that we must follow – this is good news for you, our clients, and for us, as it helps us to know what we are aiming for. We will show you how we performed against each of these later in this presentation.

HIGHLIGHTS FROM 2023/2024

- In November 2023 we won the LaingBuisson Award for Excellence in Specialist Care, an important celebration of the quality of care we provide.
- The Care Quality Commission (CQC) rated Ashdene's care service as 'good' in April 2023. Park View also kept their 'good' rating when CQC re-inspected them in December 2023.
- We provided specialist advice to 897 clients on issues such as gambling, debt, and accommodation needs, managing a total of £663,212 in debt.
- We celebrated our 65th anniversary with you last September with a thanksgiving service in London where you showed off flags you had made at your service.
- We created a Rent Arrears Procedure video led by a client who interviewed an Area Manager about the procedure. This was shared with clients at the National Consultative Group (NCG).
- We opened up a section of our website for clients, helping you to find information and updates that are relevant to you.
- We opened the new Shrubbery care home and moved clients into a beautiful, purpose-built environment.
- We turned the old Shrubbery building into a new service named 'Kadesh' and welcomed supported housing clients into that hostel.
- We bought Hope House for our London-based supported housing service, Dorado.



Performance Against Consumer Standard 1:

Tenant Involvement and Empowerment

The National Consultative Group (NCG) met 3 times and is now chaired by a client representative and a trustee, who meet to plan each agenda together and present the meeting together as well.



Your Client Representatives agreed the topics they wanted to talk about on your behalf; these included:

- Move-on options
- How we deal with and feedback on incidents/complaints
- Personalised support
- Repairs
- Your accommodation
- Policies and procedures that affect you
- Rents and service charges
- Budgets
- Equality, Diversity, and Inclusion
- Business Planning

Client Surveys

These were re-designed a year ago to be easier to understand and use and now are separated into supported housing and care service surveys as some of the issues may be different.

We were disappointed by the small number of supported housing client surveys we received this year and plan to do much better next time. Your feedback is important for us to understand where and how we need to improve, as well as hear about what is working well. Only 73 supported housing clients out of a possible 395 were able to share their views, which makes it hard to know if this is how most clients feel about the service we provide.

In the most recent care survey, nearly all clients participated, (92) and 88% of those rated their care and support as either good or excellent.

COMPLAINTS REPORTED

In 2024, Langley received a total of 58 complaints.

53 complaints were resolved quite easily, and 5 complaints needed further investigation.

You shared complaints with us through various channels:

Emails: 22 complaints

Verbal: 20 complaints

Written: 11 complaints

Phone calls: 4 complaints

Text: 1 complaint

What were the complaints about?

Service Delivery: 10 complaints

Staff Attitude: 7 complaints

Management Attitude: 2 complaints

Communication: 1 complaint

Transport Issues: 1 complaint

Other Issues: 36 complaints

The other issues were usually about other clients and their behaviour.

Thank you for sharing your feedback with us when things haven't gone as well as you'd like. It helps us to make the changes that are needed.



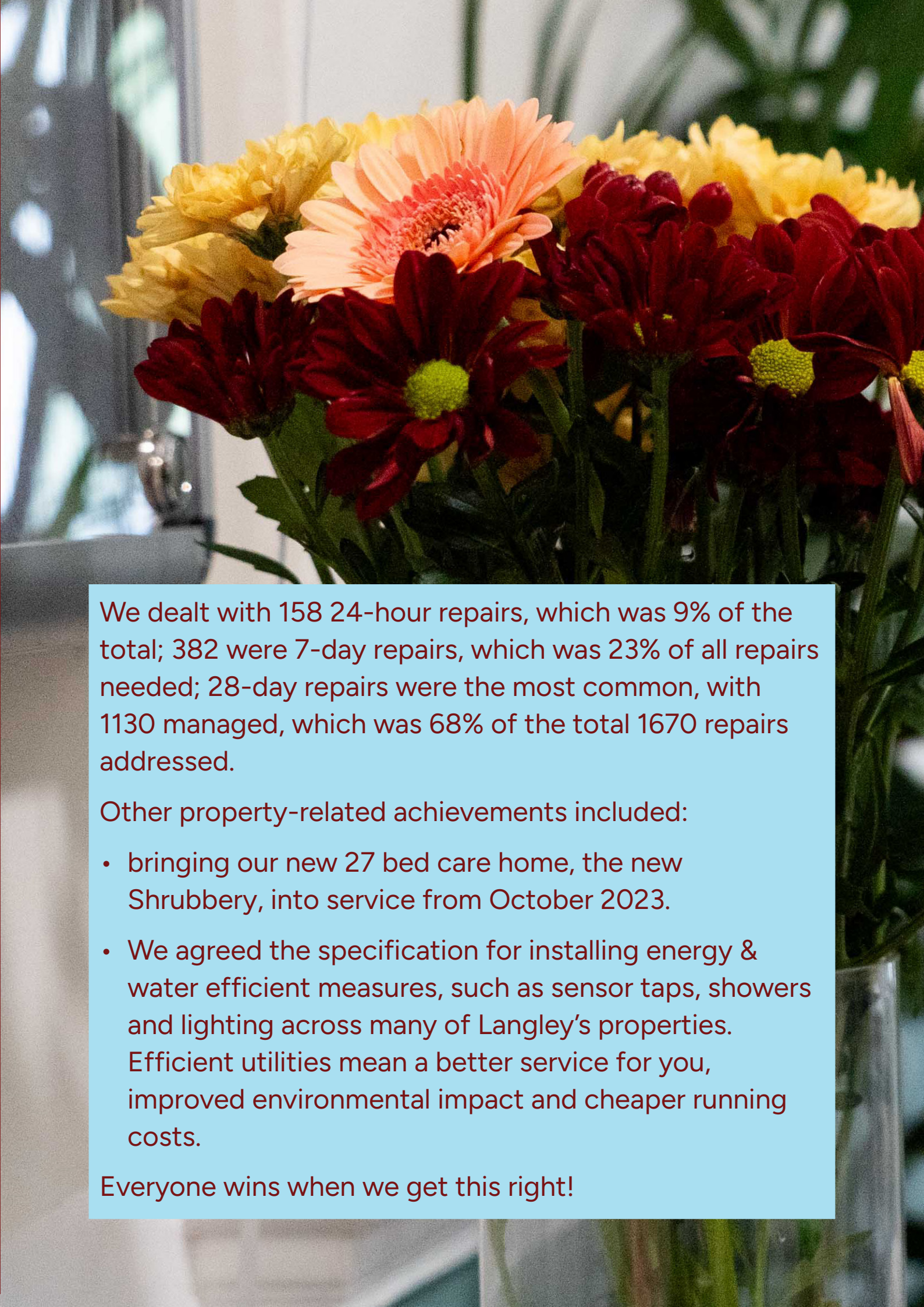
Performance Against Consumer Standard 2:

HOME

The property team makes sure that the homes we provide you with meet a good standard, whether they belong to Langley or are leased by us. Sometimes have to return properties to private landlords because we were not satisfied with the quality they presented. This year, we did not need to do that as they were up to standard, which tells us we are working with the right private landlords.

Responsive repairs are regularly discussed at the National Consultative Group (NCG) and between April 2023 and March 2024 the repairs looked like this:

Responsive Repairs	Number	Percentage
24 Hours	158	9%
7 Days	382	23%
28 Days	1130	68%
Total	1670	100%



We dealt with 158 24-hour repairs, which was 9% of the total; 382 were 7-day repairs, which was 23% of all repairs needed; 28-day repairs were the most common, with 1130 managed, which was 68% of the total 1670 repairs addressed.

Other property-related achievements included:

- bringing our new 27 bed care home, the new Shrubbery, into service from October 2023.
- We agreed the specification for installing energy & water efficient measures, such as sensor taps, showers and lighting across many of Langley's properties. Efficient utilities mean a better service for you, improved environmental impact and cheaper running costs.

Everyone wins when we get this right!

Performance Against Consumer Standard 3:

Tenancy

Langley is known for being a good landlord and as a result we received 2056 referrals in 2023/2024, which is a lot higher than the previous year, by roughly a third. The referrals we received equal more than 4 times the number of beds we have to offer.

This means that 1 in every 6 supported housing referrals became a new tenancy. That's 302 new clients welcomed into supported housing.

We introduced 16 new care clients, with 1 in every 15 care referrals becoming a new placement.

Care:
241

Supported
Housing:
1813

Unallocated:
2

Total:
2056

**Supported
Housing: 629**
(87% of all lettings)

**Care:
93**
(13% of all lettings)

Existing: 327 (45%)
New: 302 (42%)

Existing: 77 (11%)
New: 16 (2%)

Protected characteristics for lettings was as follows during 2023-2024:

Identifier	Clients	Percentage
Male	641	89%
Female	51	7%
Transgender	13	2%
Unknown	17	2%
Total	722	100%
Heterosexual	363	50%
Bisexual	9	1%
Homosexual	17	2%
Declined to say	10	1%
Not Known	323	45%
Total	722	100%
Clients who identify as black or from ethnically diverse backgrounds	120	17%
Clients with a disability	274	38%

Performance Against Consumer Standard 4:

NEIGHBOURHOOD and community

Each year now we must submit a Landlord Tenant Assessment Report to the regulator and this year it shows that 625 anti-social behaviour reports came in last year.



In our Supported Housing Clients' survey 41% of clients who responded felt very satisfied with the Trust's approach to handling anti-social behaviour, 23% felt fairly satisfied, 15% felt neither satisfied nor dissatisfied. These results are less reliable than we would like as such a small percentage of clients responded this year, only 18.5% of clients, against 60-70% we would usually receive. This is something we will work hard to improve

for the next client survey.

As well as dealing with situations that can cause difficulties in clients' homes, part of our responsibility is to encourage a sense of community and provide opportunities for you to connect socially. This is a healthy approach to living in community and this past year we have celebrated our 65th anniversary widely, with clients from each of our services joining a

Thanksgiving service in London in September 2023. You have been involved in a wide range of events celebrating Equality, Diversity and Inclusion, such as Black History Month, as well as Christmas parties, carol services and several Pride events. There have been summer outings, barbecues and individual trips arranged by your services and hostels to encourage community living.



Performance Against Consumer Standard 5:

Tenant Satisfaction Measures

As we have already said, the responses to our annual survey for Supported Housing clients were low this year and so the responses are less reliable than usual, but still interesting to look at.

73 clients from a possible 395 responded and 81% of those said that they were satisfied with the level of service Langley provides.

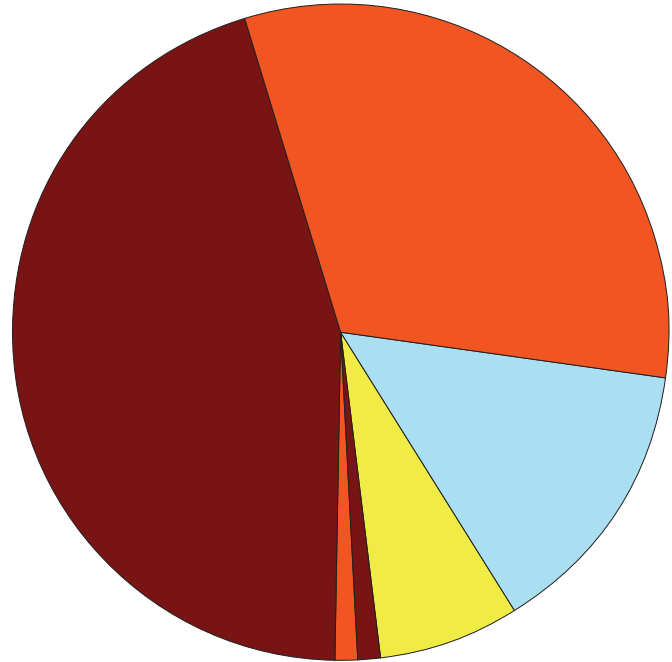
Most of the dissatisfied responses were about the time taken to complete repairs or poor accommodation conditions. These concerns were shared with the Property Team.

ECONOMICS

Income %

This shows how our income looks as % of a pie chart:

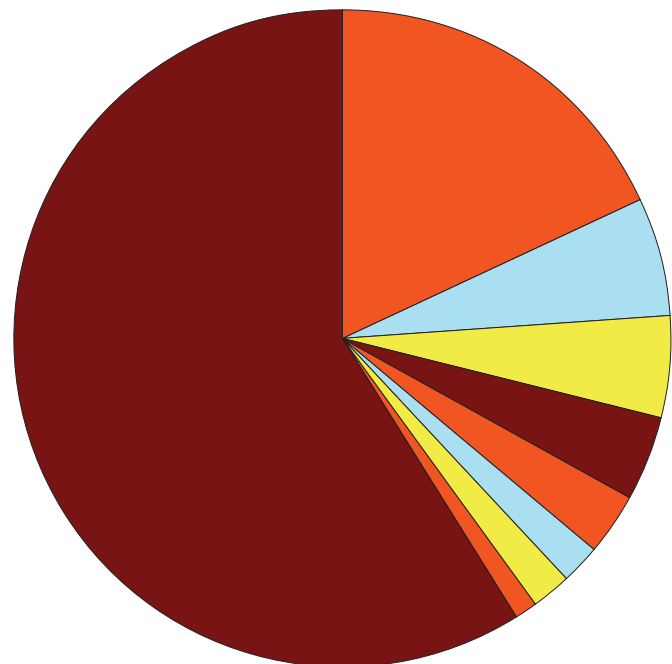
- 1. Care
- 2. Rent and Service Charges
- 3. Ministry of Justice Funding
- 4. Contract funding
- 5. Supporting People Funding
- 6. Other



Expenditure %

This shows how our money is spent as a % of a pie chart:

- 1. Labour
- 2. Property and Services
- 3. Admin
- 4. Routine and Planned Maintenance
- 5. Travel and Subsistence
- 6. Depreciation
- 7. Direct Non-staff costs
- 8. Bad Debt Provision
- 9. Meetings and Training



Performance Against Economic Standard 2:

VALUE FOR MONEY

The Value for Money (VfM) standard is all about spending our money wisely, to help us provide quality homes and services. Look at the table below to see how different teams and services are measuring up to this standard.

Service	Vfm Initiatives	Economy	Efficiency	Effectiveness
Senior Operations	<ul style="list-style-type: none"> Time-o-stats fitted in services that turn off the heating a certain amount of time. Aim to combine travel, so visit for more than 1 reason. Asda still going 10% off with the Blue Light Card. Online meetings save travel time and costs and also help keeping the meeting concise and on-time. 	■	■	■
The Knole	<ul style="list-style-type: none"> The Knole's 60th is going to be a brilliant day and although it is costing money to put on, it will really enrich the lives of the clients and give them a day to remember. We are planting trees at The Knole. These have been donated to us. They are acer trees and Japanese maple trees. This has now led to further connections with the Wyvale Trust. 	■	■	■
Tekoa House	<ul style="list-style-type: none"> We have reviewed the food bill from Turner Price. While we get food deals on their own food, some of it is only branded names, e.g. Weetabix, so now we purchase this from the local supermarket saving us £6 per week. Staff have been covering extra hours saving on agency fees. 	■	■	■
HSM	<ul style="list-style-type: none"> Staff travelling together more and buddy up when travelling for their own health & safety as saving money and team building. 	■	■	■
Central Services	<ul style="list-style-type: none"> Reuse Happy Birthday balloons and banners to celebrate colleagues' birthdays. Introducing a new system for dealing with MasterCard/Expenses. This will mean that an app will be used by staff to upload receipts and make an expenses claim. The anticipated time saving both end users and for the Finance Team is to be significant - data entry will be minimalised saving approx. 12 hours per month. Each end user will longer be required to complete a spreadsheet - reducing work time spent on this, end user should see a quicker reimbursement. It also reduces paper costs - no printing. 	■	■	■
Mariposa	<ul style="list-style-type: none"> Purchased a Hoover from In Kind for £15. The same Hoover was on Amazon for £60. 	■	■	■

RENT

The Rent Standard ensures that Langley and other housing providers set their rents in line with the Regulator of Social Housing's instruction. This is why your annual rent increases are capped at what's known as CPI (consumer price index) level + 1%. For the year 2023 to 2024, your net rent was set at 11.1%. That was 10.1% CPI and plus 1%. Service charges such as gas, electricity, water rates, building maintenance etc. are set at the actual costs to Langley.

SO WHAT'S NEXT?

Over the next year we want to:

- Buy a new care home in the north-west of England. This will allow us to expand the number of beds we can offer.
- Continue to replace supported housing properties we currently lease with properties we own, improving the quality of accommodation for you, creating value and improving our environmental impact.
- Continue to invest in systems and processes that help the Trust to keep improving the quality of service to our clients and to make sure we do things properly, staying compliant with all regulatory requirements.
- Improve the number of responses to our Supported Housing clients' survey.

We really appreciate the way you work with us and help us to understand the issues that affect you, whether good or bad. Please keep talking to us and let's continue to make Langley the best place we can to live and work in together.



