

wandle Annual Report



Welcome

This is our annual report looking back on the last year. I'd like to thank the customer experience panel for reviewing this annual report, and their commitment to working with us to put our customers at the heart of everything we do.

The last year has been a busy one at Wandle. We recently introduced our new corporate strategy which outlines our three core objectives:



Outcomes for customers that make us proud



Providing homes that we would be happy to live in



Building new homes and successful communities.

We also launched a brand-new website which will make it much easier for you to access our services.

I'm pleased to report that our approach to complaints has vastly improved and contact centre waiting times have been reduced to an average of two minutes 10 seconds. You can read more about this on page 5.

After months of hard work and dedication from our specialist team, Wandle successfully achieved DAHA accreditation, which recognises our commitment to supporting those enduring domestic abuse. You can read more about what this means for you on page 6.

Finally, the cost-of-living crisis is only getting worse, and with the looming Winter energy bills on all our minds, we are here to help. There is more information on how you can apply on page 7.

Tracey Lees, Chief Executive



We all want a landlord to deliver on its promises, that's why the customer excellence panel work voluntarily to ensure

Wandle understands your concerns. Our shared goal is to see communications and services consistently improved. How Wandle handles issues when things go wrong matters. Currently we are scrutinising the complaints process, and our findings will be written in a report with recommendations.

What this means for customers

The panel requested that Wandle prioritise resources with an in-house maintenance team to improve the repair service. Additional operatives with new vans fully equipped to complete a repair first time, and a dedicated handyman will soon be available to help elderly and vulnerable people with basic DIY jobs.

New resident focus groups will ensure your views make a difference to your home and local community. Please get in touch with the customer excellence team if you are interested in setting one up.

Next year we're planning a roadshow fun-day with a meet and greet and fun activities, so do look out for an update if you would like to join us.

Wandle's commitment to improving services

Wandle is listening and I have noticed a genuine desire from staff to rebuild customer trust. Wandle has gained my confidence and respect because the staff I have had the pleasure to meet show commitment to get things right, and the work being done across the organisation is remarkable.

Kybor Carlsen, Chair of Wandle's Customer Excellence Panel

Performance at a glance



Number of homes owned and managed:

	2020/21	2021/22
General needs	5,692	5,678
Supported housing	173	172
Intermediate rent and keyworker	69	69
Shared ownership	796	793
Leased units	513	529
Market rented	4	4
Other	36	36
Total units owned and managed	7,283	7,281
Equity loan products	55	54
Total units	7,338	7,335
Number of units managed by a third party	222	222
Number of units managed by a third party	4	4

Main area of operations



<p>Bromley</p> <p>81</p>	<p>Croydon</p> <p>1,388</p>	<p>Kingston upon Thames</p> <p>164</p>	<p>Lambeth</p> <p>729</p>	<p>Lewisham</p> <p>314</p>
<p>Merton</p> <p>1,483</p>	<p>Southwark</p> <p>1,329</p>	<p>Sutton</p> <p>277</p>	<p>Wandsworth</p> <p>1,783</p>	<p>Other Boroughs</p> <p>13</p>

Property compliance



Keeping residents safe continues to be our number one priority, and our performance across property compliance shows that we have been successful in this area.

Compliance area	2021 - 2022 Performance
Gas safety	100%
Fire risk assessment compliance	100%
Asbestos audits	0 overdue
Water risk assessments	100% completed
Electrical testing	98.18%
Passenger lifts	100%
Automatic gates	100%
Waste water pumps	100%
Decent homes	98%

Repairs service



	2021/22
Routine jobs completed	10,948
Appointments kept	10,382
Routine jobs average completion time	26 days

Damp, mould and condensation

To better understand the issues you're facing regarding damp and mould related repairs, over the last 12 months we have:

- Contacted over 300 tenants/homes
- Completed 150+ inspections
- Completed or scheduled in repair work at over 150 homes
- Installed temp & humidity sensors in 40 homes to monitor damp and mould issues as part of our preventative measures
- Collected data on our current homes to plan the future investment in these homes
- 98% of residents were happy with the work that was undertaken

It was found that on-going leaks contributed to most cases relating to damp and subsequent mould growth, followed closely by inadequate ventilation.

Overcrowding/lifestyle contributed to only a small number of cases – with the findings in line with the housing ombudsman service that "lifestyle" was not the primary cause of damp and mould.

Considering these findings, discussions are on-going between Wandle teams and a more joined up approach and follow through for repairs relating to leaks, with better customer communication. In addition, we have installed temperature and humidity sensors that will closely monitor and prevent these issues from occurring, as well as highlighting any potential fuel poverty issues that will allow us to help you further through the winter months.

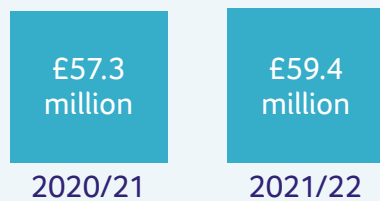
If you are experiencing damp and mould please email us at customerservices@wandle.com or call **0300 2000 120**.

How we spent your money

We strive to achieve Value for Money so that we can do more for you, in terms of service and new homes. How we measure value for money has been updated to reflect the impact of Covid-19. The data below shows our social housing cost per unit targets. More information and a fuller breakdown of these figures is available in our latest Strategic Report and Financial Statements.*

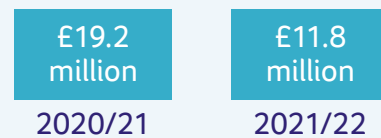
Category	2019/20	2020/21	2022/23 Projected	National			Peer Group
				Lower	Median	Upper	Median
Social housing cost per unit	£4,195	£4,765	£5,699	£3,212	£3,731	£4,763	£5,883

Wandle Turnover



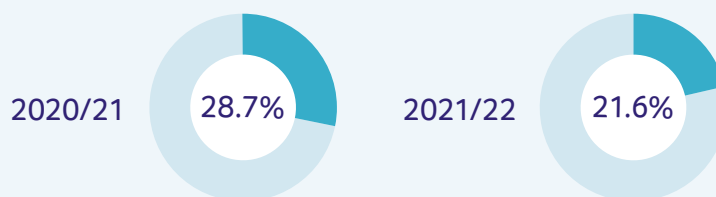
Includes all activity: social housing rents, shared ownership maintenance and affordable housing development.

Overall Surplus



Any surplus generated on landlord activities contributes towards the development of affordable homes.

Operating Margin (Social Housing)



This is a key ratio for demonstrating that Wandle is operating within its means.

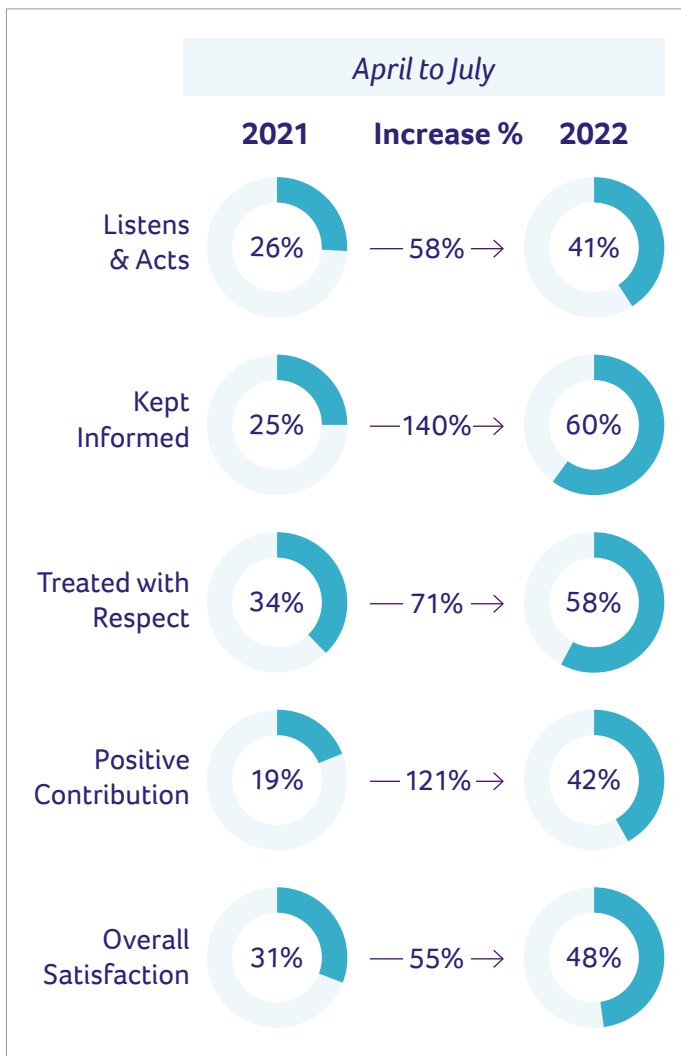
* For a fuller breakdown of these figures please see the Wandle Strategic Statutory Review, available on our website.

Complaints and customer satisfaction

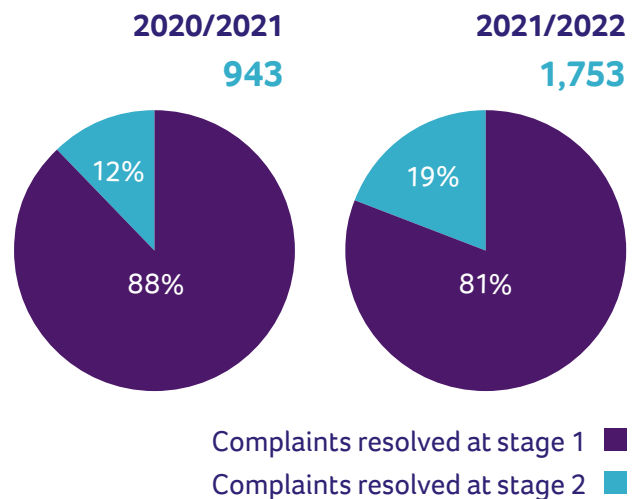
We have responded to your feedback about complaints being dealt with in a timely manner and have renewed our approach to complaints handling. When things go wrong, our focus is on resolving your concerns at the first point of contact.

Our wait time to speak to a member of the contact centre has reduced to an average time of two minutes 10 seconds. We will always call you to discuss your complaint and provide you with assurance that the matter is being dealt with.

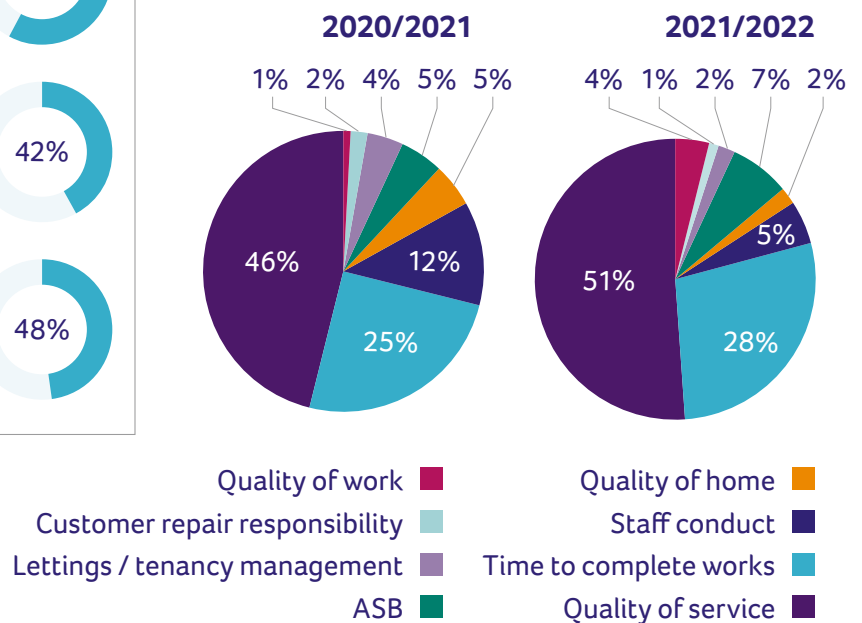
We appreciate that over the last year, we have been getting our repairs service back up and running after various lockdowns, but the number of repairs completed at the first point of contact has increased. You also wanted to see us out and about more, and our frontline staff are making regular estate visits to keep in touch with you and your community.



Total number of complaints



Subject of complaint



Domestic abuse update

Wandle has been recognised by the Domestic Abuse Housing Alliance (DAHA) for our commitment to supporting those enduring domestic abuse with formal accreditation.



DOMESTIC ABUSE
#YouAreNotAlone

Housing is the primary barrier for women attempting to leave an abusive household and is often the highest cause of homelessness among women. As a housing provider, we are ideally placed to spot and respond to domestic abuse as a first point of contact.

It is estimated that 1 in 4 women and 1 in 6 men experience domestic abuse in their lifetime, and

incidents have only increased in the last couple of years.

DAHA accreditation is the national benchmark for how housing providers should respond to domestic abuse. It recognises that housing providers are in a unique position to identify abuse, prevent it and provide support to survivors.

Resident focus

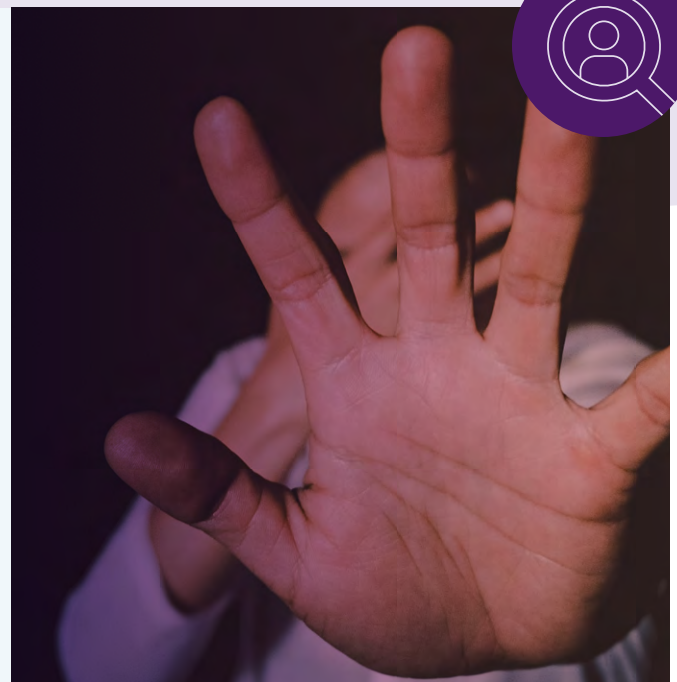
TW: The article below may be distressing to some readers.

A female resident had recently had a baby and found herself experiencing domestic abuse. Her partner was yet to be physically violent towards her, but his coercive and emotionally controlling behaviour was enough to want her to leave.

She had contacted various support agencies who confirmed that she needed to move property as she was serious risk of violence from her former partner.

However, the DASH assessment came out as very low risk due to the perpetrator not being physically violent, even though this does not mean she wasn't at risk from harm.

Pauline worked with the tenant to agree to have additional security measures installed in her home, such as window and door locks and a security bar. In addition, the tenant agreed to have a video camera doorbell fitted so she could see who was at her door before answering.



Since then, the tenant has been approved to move to a new property and is waiting for an alternative property to become available. We have kept in regular contact to ensure she is safe and secure whilst she waits.

Helping Hand Fund

The Helping Hand Fund is an initiative that aims to support residents by providing vouchers for food and basic household items such as furniture, white goods, carpets and even technology as internet access is essential for claiming benefits and other online services.

Wandle's Helping Hand Fund has provided 200 households with over £109,627 worth of essentials, in response to the financial strain many of our customers were experiencing due to the cost-of-living crisis.

Most recently, the tenancy team supported Ms S* who is a vulnerable resident suffering from a variety of health conditions and social anxiety. In addition, she was heavily in debt with high rent arrears, housing benefits, and utility bill debts. To make matters worse, her cooker was broken, and she was sleeping on a mattress on the floor which was seriously impacting her wellbeing.

Due to the severity of Ms S* situation, her application was fast-tracked, and she was awarded £800 in vouchers to purchase a new cooker and bed frame.

She was also awarded £350 in Sainsbury's vouchers to purchase groceries and cover her fuel. Ms S* was thankful for the help and said:

“These vouchers are going to help me so much. I can now order a cooker and a new bed for my daughter, thank you so much!”

The Helping Hand Fund is available to all Wandle residents who are financially struggling. It aims to support residents by providing vouchers for food and other household items from supermarkets, furniture, carpets, washing machines, essential white goods, and even technology as internet access is now essential for Universal Credit and other online services. Please note that the fund is not to be used to cover your rent.



Applications for the Helping Hand Fund are now open. You can apply by emailing helpinghandfund@wandle.com.

Board diversity

The organisation annually publishes information about the appointment of new board members, and about the diversity, skills and attributes of all the board members.

Wandle's Board is comprised of members with a range of different skills, experience and backgrounds. We publish information about all of our Board members on our website and this provides an insight into what each member brings to the Board.

We collect information about the diversity of our Board members, as part of our commitment to ensuring that the organisation is representative of the diversity of the communities we serve. This includes information about their age; disabilities; gender; sexuality; ethnic background and religion.

Our Board consists of five female and seven male members, none of whom consider themselves to have a disability.

We have members with a range of religious beliefs, sexualities, and ethnic backgrounds. We know that understanding the diverse needs of our customers, and ensuring our Board and workforce represents that diversity is vital to providing good quality services.

That's why over the coming year our Equality, Diversity and Inclusion Steering Group will be conducting analysis to identify where we can tailor and improve services to meet the needs of diverse groups and where we can enhance employment and recruitment practices to ensure we attract people with a diverse range of skills, backgrounds and experiences.

