



Thorngate Almshouse Trust

Thorngate Living

Our service standards

Thorngate Living – housing schemes

Allocations, appointments and empty properties

Performance indicator:

- Average time between licensees: target 21 days
- Void percentage: target 2.5%

Allocations and appointments

Thorngate Almshouse Trust maintains its own waiting list distinct from those of Gosport Borough Council, or Hampshire County Council Adult Services.

The Trust allocates its vacant properties on the basis of NEED and the suitability of premises to a prospective applicant. In sheltered housing this is based on the state of current housing an individual is currently living in. Once need has been satisfied The Trust then allocates on the basis of flat size, for example a couple will take priority for a double flat unless the need of a single occupant is deemed greater.

Empty properties

The Trust aims to fill its properties within 21 days of their being vacated, unless major refurbishment such as a new bathroom or kitchen is needed.

Setting weekly maintenance charges including service charges

Performance indicator:

- Percentage of residents satisfied with the value for money of their maintenance contributions: target 85%
- Percentage of residents satisfied with the value for money of their service charges: target 85%

Weekly maintenance contributions including service charges

For most properties, maintenance contributions are set according to a government formula – this is known as the social rent scheme. Some remodelled flats that have attracted social housing grant have maintenance contributions that are determined as a percentage of market value for an area; this is known as the Affordable Rent scheme. Russell Churcher Court, whilst part of Thorngate Almshouse Trust, is a care home and does not fall under either of the rent formulae above.





Repairs

Performance indicator:

- Percentage of residents satisfied with the way the Trust deals with repairs and maintenance: target 89%
- Completion of emergency repairs: target time 24 hours, completion targets 100%
- Completion of urgent repairs: target time 7 days, completion target 95%
- Completion of non-urgent repairs: target time 30 days, completion target 95%



Repairs

Repairs and maintenance are a key part of the Trust's commitment to residents.

The Trust is responsive to repairs requested by residents as well as maintaining a system of planned maintenance on items such as boilers, gutters, water testing and so on.

Thorngate Living's own in-house repair and maintenance team ensures that issues are handled as they arise. Repairs emergencies are responded to professionally and rapidly. The uniformed repairs team are recognised by residents and inspire confidence, reassurance and trust.

In general wardens respond to repair requests from residents by raising a job ticket. Together with the maintenance team, they make an assessment as to the level of urgency of the repair. The repair is then classed as Emergency (24 hour time frame), Urgent (7 days time frame) or Non Urgent (30 days time frame).

The Trust management team reviews repairs performance regularly and reports on it to the Board quarterly. Residents should be aware that at busy times, such as during cold snaps, non-urgent tickets may take a longer time within the 30 days to clear than they perhaps might during the summer months.

Tackling nuisance and antisocial behaviour

Thorngate Living's relatively small self, contained sheltered schemes are set within their own grounds and tend not to suffer from anti-social behaviour issues. Any instances of issues are dealt with locally by wardens or where necessary, the housing manager. As anti-social behaviour is not an issue there is currently no reporting against performance targets for this element of the Trust's service.

Customer care

Applicants

The Trust aims to provide details of Thorngate Living to potential applicants, who cannot download documents from the website, within 5 working days of a telephone enquiry or a visit by an applicant to the administration office at Clare House.

Queries and complaints sent to Clare House

The Trust's management aims to respond to complaints and queries sent to Clare House within 5 working days. However residents should be aware that resolution of a query or complaint may take much longer than the initial response depending on the nature of the issue. There is a specific complaints procedure in the Residents' Handbook which should be followed. Should any resident be dissatisfied with the resolution of their complaint, they are entitled to bring their complaint to the attention of the Housing Ombudsman.

Resident consultation

Performance indicator:

- Number of residents who are satisfied that the Trust management listens to their views and act upon them: target 80%

Resident interaction

There are a number of ways Thorngate Almshouse Trust's management team interacts with residents:

1. Residents wardens
2. Residents Consultative Committee
3. Annual Survey
4. Residents visits to Clare House and management visits to schemes

The key way in which the management team listens to views of residents is via the Thorngate Living wardens. The wardens work in each sheltered housing scheme every day and are best placed to respond to issues and queries from residents.

The Residents' Consultative Committee meets quarterly. Each scheme has a representative on the committee and residents are encouraged to refer major issues that have not been resolved by the warden to their resident representative to be raised in the meeting. Meeting minutes are provided on the display boards within schemes.

A survey in the STAR format recommended by Housemark is now carried out periodically.

The size of Thorngate Almshouse Trust's schemes means that managers are able to get around the various sites on a regular basis and that Housing and Executive staff are familiar to many residents. In addition we welcome visitors to Clare House with any queries.





Maintaining your environment

Performance indicator:

- How satisfied are you with the safety and security of your home: target 80%
- How satisfied are you with facilities at your scheme: target 80%

Your environment

This consists of a number of elements, the flat in which you live, the facilities within your individual scheme and the external areas around your scheme over which Thorngate Almshouse Trust has control.

Thorngate Living aims to provide you with a safe and secure home as well as maintenance of the external environment to your flat, in other words the communal areas, gardens and car parking. This is operated through the Thorngate Living in-house professional maintenance team and internal and external contractors such as the gardeners.

Reporting on performance

Annual Report to Residents

The trust reports on performance through its annual report to residents. This is issued to a minimum prescribed format set by the Homes and Communities Agency which is Thorngate Living's Housing Regulator. The Annual Report must be issued by 1st October following the accounting year end which is 31st March.

Management reporting to the Board

The management team reports monthly to the Board of Trustees in areas of financial performance, allocations and voids. It also reports to the Board quarterly on matters relating to repairs.



Benchmarking

Thorngate Almshouse Trust is a member of a benchmarking group called Housing for Older People. This is a national group for smaller housing providers that meets quarterly and to which the Trust, like other members, submits quarterly data on performance targets such as repairs and empty properties. This facilitates transparency as to how Thorngate Almshouse Trust's performance compares to similar organisations and national targets. This data is published within the Annual Report to Residents.



Homes &
Communities
Agency

Homes and Communities Agency

The Homes and Communities Agency (HCA) is the government department responsible for regulating social housing. Thorngate Almshouse Trust annually submits data to the HCA with regard to housing stock and financial viability, and the Trust meets targets related to Decent Homes legislation.



Charity Commission

As a registered charity Thorngate Almshouse Trust submits a performance review and annual return to the Charity Commission. The Charity Commission is entitled to visit the Trust and its premises to ensure adherence to the requirement for public benefit.



Care Quality Commission (CQC)

Russell Churcher Court care home is monitored by both the CQC and local authority adult services with unannounced inspections. Between these inspections any issues judged 'non-compliant' are reported to the CQC.



member

National Housing Federation

We are members of the National Housing Federation, the sector specific organisation for not-for-profit housing. Membership of the NHF enables us to access training, conferences and experts for help and advice as and when we need them.



Elderly Accommodation Counsel

The Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs. We liaise with the EAC on best practice and information standards and have received accreditation for clarity of information.



Thorngate Almshouse Trust

Providing comfort and security to those in need since 1868, and committed to developing the highest standards of housing and professional care in a supportive, respectful and friendly community.

Our Values

To continuously develop the highest standards of care and accommodation for the elderly and frail in our community.

Encourage independence and individuality within a supportive, safe and friendly environment.

To foster and ensure inclusivity, diversity, responsibility and respect amongst our employees and residents in a stable and progressive workplace.

To be integral to the social fabric of Gosport and to benefit society through the involvement of young people and other local organisations.

Ah! Hillier Consulting
Corporate Communications

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