

[www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)



Annual Report  
to Tenants  
2018/19



## Welcome to this year's Annual Report to tenants for 2018/19.

It has been another very busy year for everyone involved with Fairoak Housing with the completion of a major new project, a range of planned improvements and Friends of Fairoak continuing to go from strength to strength.

This year we have been delighted to complete our conversion of 139 Highgate in Kendal into 8 supported living flats including a wheelchair adapted property. We have also carried out planned improvement works to Greenside, Melrose, New Bowman Yard and Beast Banks in Kendal, Langdale House in Barrow and Craigmores House in County Durham.

Our commitment to the safety and wellbeing of our tenants has been reflected in our focus this year on Fire Safety. This has included appointing an external accredited Fire Safety Assessor, carrying out a range of fire safety improvement works and delivering training to all tenants who live in our independent living flats.

Our work through Friends of Fairoak has continued to grow and our fundraising efforts have meant that we have been able to continue to provide a range

of activities and opportunities for our tenants, including another weekend away at the Calvert Trust near Keswick.

Dave Wood who was originally involved in the creation of Fairoak stepped down from our Board this year after 9 years of service and we also said goodbye to Kate Forshaw, one of our Housing and Support Officers. We would like to thank them both for their hard work and commitment to the Association over the years.

We have continued to ensure that everything we do provides the best value for money for our tenants and we are delighted to report that, once again, this year we have made a record surplus which we will use to improve our existing properties and develop new schemes.

We hope you enjoy reading about our work this year and our plans for the next 12 months.

***If you would like to comment on this report, receive more information about the work we do, or find out more about Friends of Fairoak, please email [enquiries@fairoakhousing.co.uk](mailto:enquiries@fairoakhousing.co.uk) or call the office on 01539 720082.***





## About Fairoak

Fairoak Housing Association has properties in the North West and North East of England.

Fairoak provides a variety of accommodation to meet the different needs of our customers.

We manage three types of accommodation; independent living flats for rent and shared ownership, shared houses with 24 hour support staff and adult care homes.

We have a total of 22 schemes providing accommodation for 100 adults with learning and other disabilities.

At Fairoak we pride ourselves on the supportive and dedicated service that our staff provide.

For further information about our properties and the service we provide please contact us.



## Our Mission, Vision and Values

### Our Mission

Our mission is to provide safe, accessible and supportive accommodation that meets the needs and desires of each of our customers allowing them to lead as independent and fulfilling lives as possible.

### Our Vision

Our vision is that all of our customers will regard Fairoak Housing Association as their first choice provider of supported housing.

### Our Values

We have asked our customers what values are most important to them and these are the values that underpin everything we do:

- Helpful
- Trustworthy
- Caring
- Understanding
- Fair

In order to achieve our mission and vision, the Board has agreed a Business Plan which sets out our goals for the next five years, all of which will benefit our tenants and help us to grow and provide high quality accommodation and services for people with a learning disability.

You can see our Business Plan in full at [www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)



# Who Works at Fairoak?

Fairoak is governed by a Board of 8 voluntary members, chaired by Jackie Forster.

We are very fortunate to have dedicated and experienced board members who give up their time to support and oversee the work that Fairoak does.

Julie Chapman and Lesley Dixon have been members of the board of Fairoak since 2014 and 2015 respectively.

Here is what Julie and Lesley have said about their time on the Board:

*"I enjoy serving on the Fairoak Board because it gives me the opportunity to be involved in a charitable organisation and put my experience in finance to good use."* Julie Chapman

*"During my time on the Fairoak board, I have particularly enjoyed working as a team and learning from the other board members. This experience has allowed me to see things from a different perspective and I am very proud of our track record of providing new homes for local people with learning difficulties in imaginative ways. I enjoyed the time I spent with some of The Owls and I would very much like to do more of this in the future."* Lesley Dixon



Jackie Forster



Julie Chapman



Lesley Dixon



Lisa Chant



Sharon Handley



Matthew Davidson



Cindy Power

Lisa Chant is the Housing Director of Fairoak, Sharon Handley is our Finance Officer and Matthew Davidson is one of our Housing and Support Officers. We are also delighted to welcome Cindy Power who joined the team in September 2019 and will work alongside Matthew as our other Housing and Support Officer.



# What Have We Been Doing This Year? (2018-2019)

## NEW DEVELOPMENTS

### 139 Highgate, Kendal



We are delighted to announce that our exciting new development of supported living accommodation in Kendal is now complete. Fair oak

purchased 139 Highgate in October 2017, after the building had stood largely empty for some time, and we have successfully converted the main building and former shop into 8 flats including a flat in the former garage which is fully wheelchair adapted.

Lisa Chant, Housing Director at Fair oak Housing Association says: *"This really is an exciting time for Fair oak and we are delighted to have been able to refurbish this building and create much-needed and high quality*

*supported living accommodation right in the heart of the local community, as well as rejuvenating a prominent building on the main street in Kendal. Many of our tenants are vulnerable young adults and the central position of 139 Highgate provides a great opportunity for them to take an active part in their local community."*

All the flats are now occupied by local people with a learning or other disability and to celebrate the completion of this latest project, Fair oak held an open day on Tuesday 4th June 2019 where the new homes were formally opened by Mrs Claire Hensman, The Lord-Lieutenant of Cumbria (pictured below, far right).

The event was a great success and provided everyone involved in the project with an opportunity to meet the tenants and view these high quality new homes.



## PLANNED IMPROVEMENTS

Throughout the year we have continued to invest money to improve our properties and have completed the following planned works:

- Greenside and Melrose both had a new communal boiler installed
- Beast Banks had new communal carpets
- Langdale had all the external paintwork renewed
- New Bowman Yard had all the internal communal areas decorated
- Craigmore House had a new external fire exit door installed into one of the ground floor bedrooms to improve the fire evacuation process for the occupying tenant
- Sullart Street had a new bathroom and kitchen upgrade



## FIRE SAFETY



As part of our ongoing commitment to the safety and wellbeing of all of our tenants, we took the decision this year to appoint an external accredited Fire Risk Assessor to carry out full Fire Risk Assessments in all of our owned and managed properties. This resulted in a number of recommendations including upgrades to existing fire alarms, smoke detectors and fire doors. The Risk Assessments also highlighted issues where fire doors are being wedged open and we have worked closely with support staff to eradicate this practice or where necessary install dorgards. The Fire Risk Assessor identified a number of areas of good practice and this included working with our Support Providers to carry out 'worst case scenario fire evacuation drills' and firefighting equipment training where this was not already in place. We also provided fire safety training to all of our tenants who live in our independent living properties to ensure that they are aware of common fire hazards and what to do in the event of a fire.



## Repairs and Maintenance

The chart opposite shows the types of repair jobs that we have carried out over the past year.

Repairs to plumbing, drainage and heating were again the most common type of repair that we were asked to deal with. We carried out 117 of these type of repairs. The most common repair under this category was repairs to central heating, radiators and hot water systems.

The second most common types of repair comes under the heading of general building work and again, this year, the most common requests in this category were repairs to handles, doors, closures, keys and locks.

This year we recorded 428 repair requests. This is a slight decrease from last year where we recorded 430 repair requests.



Fairview House, Edmondsley



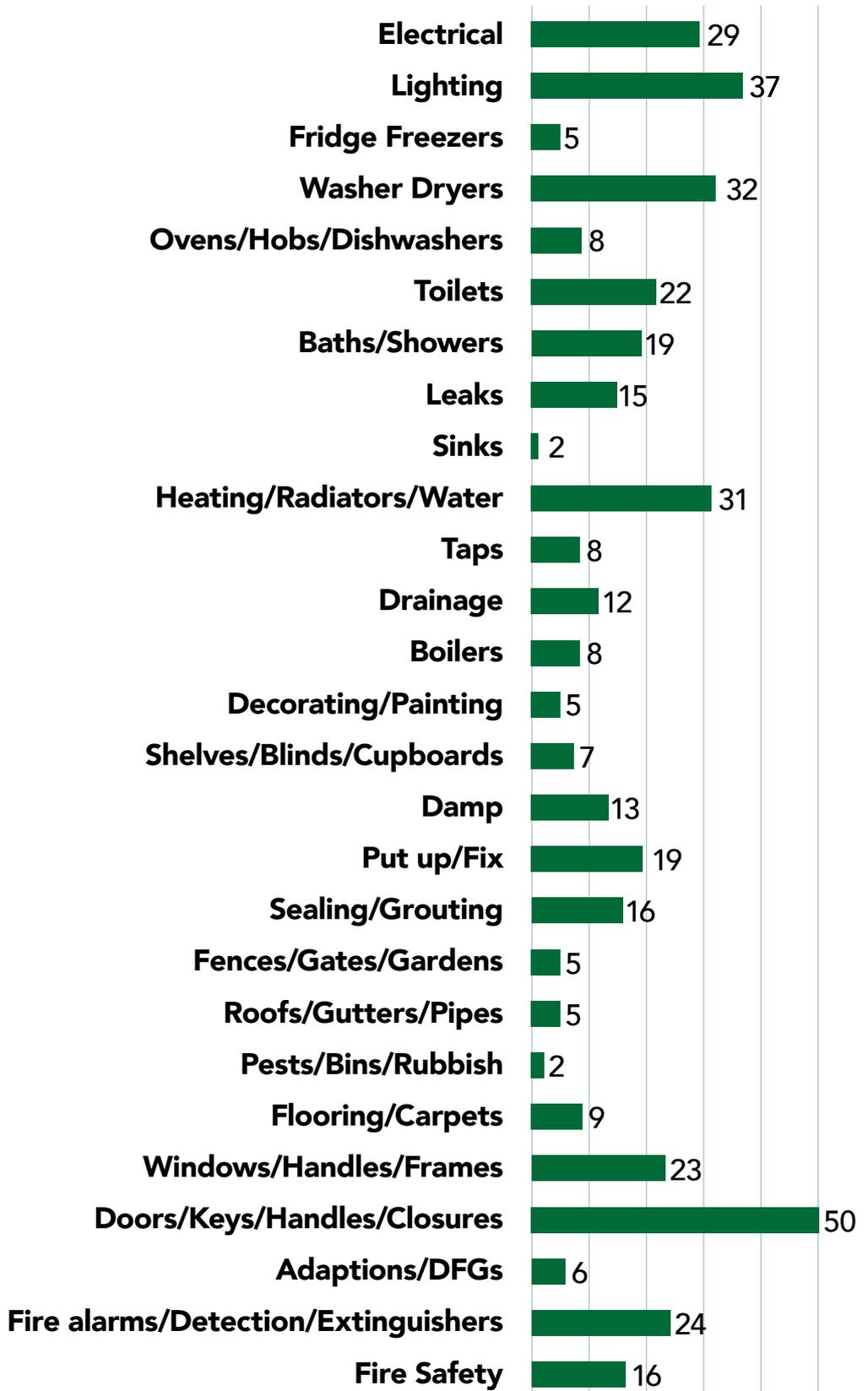
139 Highgate



Anson Street



Repairs and maintenance graph of jobs done



Total Number of Jobs: 428



# Repairs - How Quickly Did We Do Them?

At Fairoak we have 3 main categories of responsive repairs.

**Emergency repairs** - we aim to fix within 24 hours.

**Urgent repairs** - we aim to fix within 5 working days.

**Routine repairs** - we aim to fix within 14 days.

All emergency jobs were attended to within 24 hours. Sometimes the repair cannot be completed during the first visit, however we always ensure that the properties and tenants are left safe.

Gas leaks, loss of electric supply, water issues, blocked drains/toilets, no heating or hot water or repairs which can pose a risk are all considered to be an emergency repair.

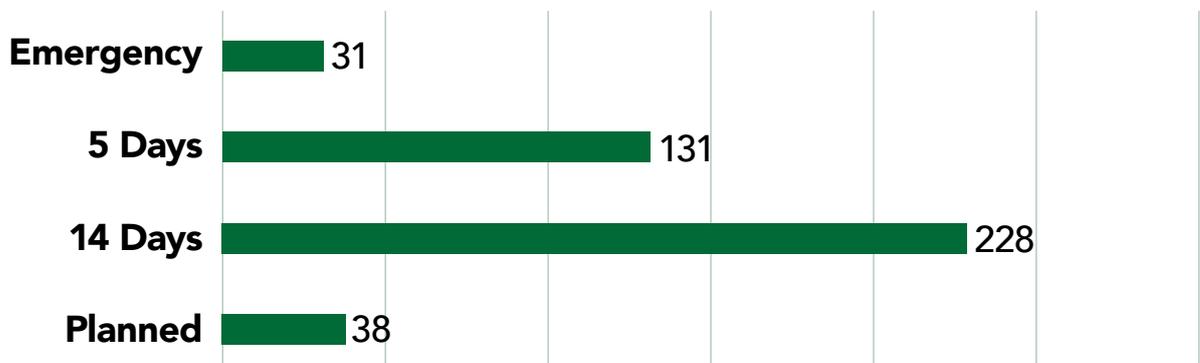


We had 127 urgent repairs. 97% of these were fixed within the 5 working day target.

We had 232 routine repairs, 95% of these were fixed within the 14 day target.

The chart below shows how many repairs from each category we carried out.

Timeframes jobs were done in



Total Number of Jobs: 428



# Customer Survey Results

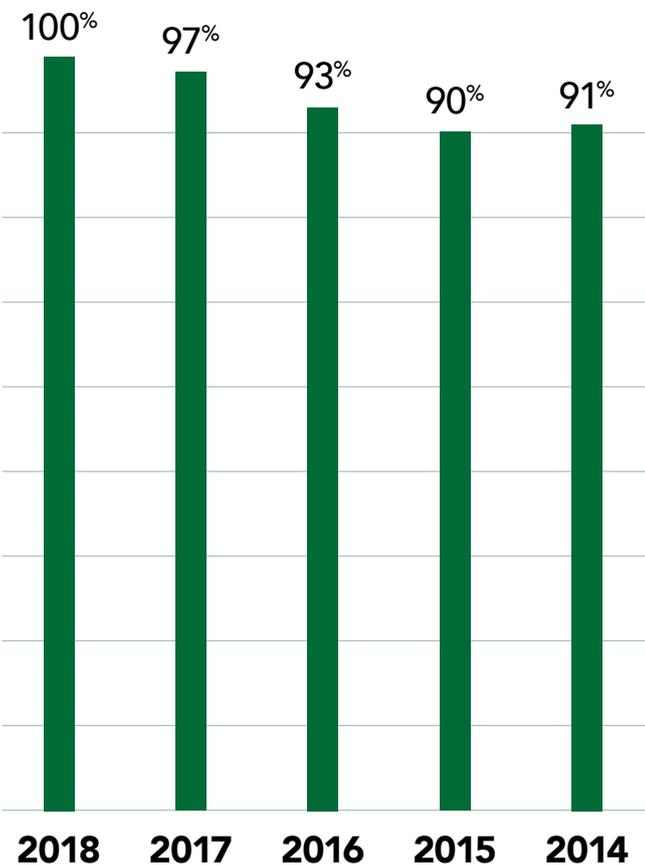
In July 2018, we carried out our annual customer feedback survey.

88 forms were sent out and the survey was completed by 87 of our tenants, which is an excellent response rate and we are very grateful to those tenants and support staff who returned their forms.

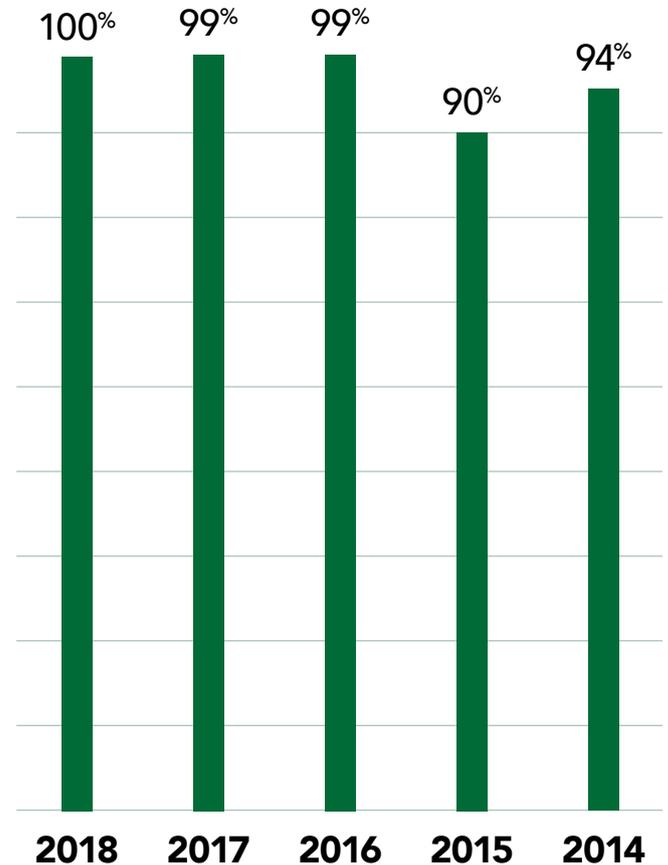
Full details of the results are available from the office. We have selected two of the most important results below:

We are always aiming to improve the service we offer. Previously, some of our tenants and support staff were unhappy with the time it took to carry out routine repairs. We now aim to do most routine repair jobs within 2 weeks and we are very pleased to see the improvement in satisfaction that this has created. We are also delighted to report that in our latest survey 100% of tenants were happy with the service that FairOak provides!

Customers satisfied with repair work to their property



Customers happy with the service that FairOak provides



# Customer Testimonials

## What it's like to be a Fairoak Tenant...

These are some of the comments that our tenants have made this year in response to the customer feedback survey.



*Living in a Fairoak property means I can live independently and I always feel supported*



*I am extremely impressed with the flat and its great location. I would certainly recommend other people to visit and/or move in and I am happy myself because of the achievements I've made so far.*



*Amazing! The staff are great in the office*



*My own independence means a lot to me*



*Fairoak are always around, because of this I feel secure*



*Staff are friendly and always help*





*I like living in my home, I like the staff*



*I can ring Fair oak anytime when I have a problem and someone will help, because of this I feel safe*



*Feel safe, settled and happy*



**Testimonials that we have received during the year from other stakeholders:**

*“Our son has significant learning difficulties and autism and as a child we could never have envisaged that one day he would be living independently. Due to the amazing support he has had by all the agencies involved, including yourselves, he has been able to develop a life that is as independent as it can be. His flat is somewhere he loves to be and he really feels that this is his home, all made possible by the ongoing support of Fair oak.”*

**Parent**

*“Just to say that in my role as a Social Worker I have had a good working relationship with Fair oak now for 11 years. They are consistently helpful, caring and go the extra mile for the people they serve. I have found them to be proactive and solution focused in my work with them. I have also seen how the provision of housing has transformed the lives of many of the people I work with.”*

**Rodger Melville, Social Worker, South Lakes Learning Disability, Transition and Autism Team**

# Tenant Involvement and Activities

## THE OWLS

The Fairoak Owls are our Tenant Board of eight representatives. They meet every 6-8 weeks and are involved in organising events, tenant information sessions and helping to develop policies that affect all of our tenants.

This year they were involved in the recruitment of a new member of staff and helped to organise a number of events and briefing sessions which you can read about below.



## INFORMATION SESSIONS

### Hate Crime

Nigel, Vikki and Kirsty, representing the Owls, attended a training session, with Matthew, run by People First Independent Advocacy Service in Carlisle. The session called "My Life, My Voice" focussed on the issue of hate crime and was attended by Cumbria Police. The aim of the session was to help develop confidence in speaking to someone if impacted by hate crime, inappropriate behaviour or anti-social behaviour. There were lots of roll-play situations and all three Owls contributed really well and felt that the session was extremely useful and had increased their awareness of this important issue.

### Staying Safe Online

We are aware that many of our tenants like to go online and have social media profiles. To ensure that everyone understands the importance of staying safe online, the Owls asked Cumbria Police to run an information session for all tenants on how to protect themselves online. Everyone who attended the session felt that it was very educational and are now much more aware of the risks associated with the internet and social media.



## Fire Safety

As part of our ongoing commitment to fire safety, we invited Cumbria Fire Brigade to talk to all of our tenants who live in the independent living flats about the common causes of household fires, how to prevent them and what to do in the event of a fire breaking out in the home.



## SOCIAL EVENTS

### Easter Party

Our Easter Party was very well attended again this year. The staff, together with the Owls, created new Easter themed games and we invited a local artist who offered face painting and other crafting opportunities.

### Summer Picnic

This year, as a change from the usual BBQ, we decided to have a summer picnic. This was held in the garden at Greenside so that we could all admire the hard work of our Gardening Group. The healthier options of sandwiches and fruit were a big hit and everyone agreed that the garden at Greenside was looking lovely! >>



# Tenant Involvement and Activities

## SOCIAL EVENTS

### Halloween Party

There were spooky goings-on at the Fair oak offices at our annual Halloween party! It has become another great event in the calendar for our tenants (as well as the staff!) and this year the costumes were better than ever. We all had great fun with apple bobbing, pumpkin carving, Halloween bingo and plenty of arts and crafts for everyone to join in.

### Christmas Party

This year we went to Wetherspoons for our Christmas lunch. Everyone enjoyed a 3 course meal of lovely festive food and a few tenants then went to the Parish Church to look at the Charity Christmas trees on display, one of which a number of our tenants had helped to decorate.

## CLUBS AND ACTIVITIES

### Creative Connections at the Brewery

Following the success of the Dance Syndrome sessions, the Brewery Arts Centre continue to run weekly classes in dance, drama and music. As you can see from the photographs, everyone has a great time at these fun and energetic sessions! A few of the Fair oak tenants also took part in the Brewery Arts Centre Originate Dance Platform, so a BIG well done to them for attending rehearsals and all their hard work.

### Gardening Club

Our gardening club continues to run through the summer at Greenside in Kendal. Our keen gardeners are supported by Margaret, one of our dedicated volunteers, and has been a great success with a lovely crop of beans, courgettes, lettuce and flowers.



Summer Picnic



Halloween Party



Christmas



## Health and Wellbeing Sessions

Every third Wednesday of the month we hold a Health and Wellbeing session at the Fairoak Office, run by Dr Amy Lee and Nurse Sharon Swainbank from Captain French Surgery in Kendal. A different topic is covered at each session and this year these have included women's health, food and nutrition, cancer awareness, mental health and dental hygiene. The Group also worked with 'Space to Create' to look at how Art can help support mental wellbeing and made decorations for their Christmas tree in the Kendal Parish Church. Amy and Sharon also kindly held a Xmas movie night at the surgery for some of our tenants.

These are just some of the comments made by those who have attended the Health and Wellbeing sessions throughout the year;

- *I love them all they really helped me to change my lifestyle and I feel loads better for it.*
- *The sessions have helped me so much. The advice given has made me think about what I'm eating and what portion size to have. I'm really pleased with the sessions so far.*
- *I feel good when I come to the sessions, it helps my anxiety. I eat more fruit and vegetables and I have given up sugar.*

**For more information on any of the above, please contact Matthew or Cindy on 01539 720082**



# Friends of Fairoak



Fairoak launched Friends of Fairoak to provide activities and opportunities for those of our tenants who have had their support packages reduced. By fundraising and recruiting volunteers we aim to combat feelings of loneliness and social isolation by enabling tenants to learn new skills, new hobbies and access leisure and social activities that are available in the community.

Friends of Fairoak has gone from strength to strength this year. We have continued our partnership with the Brewery Arts Centre to run a Dance and Drama Club and we are extremely grateful to Margaret our volunteer who supports our tenants with the Gardening Club at Greenside.

This year we were also able to run a number of trips for our tenants which are a great opportunity for those who attend to try new things and make new friends.

## TRIPS AND ACTIVITIES

### Elvis at the Liverpool Empire Theatre

In April, we took twelve tenants to see the amazing 'This is Elvis' tribute show at the Liverpool Empire Theatre. We had a meal in the theatre beforehand and everyone had a fabulous time dancing and singing along to the 'King of Rock and Roll.'

### Mamma Mia 2 at the Brewery Arts Cinema

In July, we took 24 tenants to see the fabulous Mamma Mia 'Here We Go Again' Movie at the Brewery Arts Centre in Kendal. It was a fabulous evening and there was plenty of singing and dancing.





### **Calvert Trust weekend away**

In May, we had a great time when we returned to the Calvert Trust in the Lake District for another weekend of activities and adventure!

14 tenants, accompanied by the 4 Fair oak staff, took part in all the activities including sailing the catamaran on Derwent Water, high ropes course, zip wire, horse care, horse agility, archery, swimming, a walk through Dodd Wood, where we saw osprey and red squirrels and the ever popular disco.

Thank you to everyone at the Calvert Trust for another great experience and for all the happy memories.

### **Dalton Zoo**

A sunny September day was perfect for our excursion to the South Lakes Safari Zoo near Dalton-in-Furness. Twelve tenants went on the trip and, as you can see from the photos (over the page), they had a really great time especially with the lemurs! We also saw rhinos, monkeys, tigers, and meerkats, and everyone particularly enjoyed feeding the giraffes and penguins.

### **Fundraising**

All of the activities that we provide through Friends of Fair oak are only made possible by the fundraising activities that we undertake over the year. These are just some of the examples of fundraisers that we have organised in 2018/19. >>



**Theatre meal**



**Calvert Trust weekend**

# Friends of Fairoak

## Fashion Show Fundraiser

In July we held a fundraising fashion show at the Kendal Golf Club which raised £460 towards the Friends of Fairoak. Thank you to everyone who helped out and came along and it was a great opportunity for ladies to purchase new clothes!

## Matthew's Sponsored Skydive

On 2nd September Matthew took the brave decision to undertake his first skydive at Cark Airfield. "I was pushed from the aircraft at 16000ft and was really nervous as I'm scared of heights but glad that I could raise some money for Friends of Fairoak. I really enjoyed it and would love to do it again in the future." Matthew's efforts raised £240 for Friends of Fairoak.

## Gin and Wine Fundraising Evening

In November, the Staff and Board of Fairoak were delighted to welcome 106 of South Lakeland's business people at a fundraising Gin and Wine Tasting event at the Castle Green Hotel in Kendal. There was a raffle and 'silent auction' where many of the businesses attending had donated great prizes that guests could bid for. The whole evening was a great success and we raised an incredible £3,319.05 for Friends of Fairoak.



As at the 31st March 2019, we have raised over £23,363 for Friends of Fairoak all of which will directly benefit our tenants and enable them to experience new activities and opportunities that wouldn't be possible without the hard work of our staff, Board Members and other supporters.

***If you have any suggestions for activities or fundraisers that you would like us to try and organise, please contact any of the Fairoak staff.***





# Accounts and Value for Money

Every year, we have a financial audit, (this is like an inspection), to see what money we have received, (from rent and grants), and what money we have had to pay out. As always we try and get the best value for everything we pay for so that we can use the money that we have left over to improve our existing properties and develop new schemes.

Through careful management we are delighted to report that this year we have made another record surplus, (money left over), and below is a breakdown of our figures compared to the previous year.

This shows that the money we received more than covered all the costs of running the Association and left us with enough funds to continue to improve our properties and invest in developing new ones.

In the past 12 months we have also raised over £7,000 for Friends of Fair oak which has allowed us to do extra things that we may not have otherwise been able to do, including recruiting volunteers, setting up activity groups, organising social events for our tenants and a weekend away to the Calvert Trust.

We aim to put achieving value for money at the heart of everything we do which means that we will have more money to invest in things which directly benefit our tenants.

**You can see our 2018/19 'Value for Money' statement in full on our website.**

## Breakdown of accounts

	2018/19	2017/18
<b>Total coming in</b>	£778,425	£727,102
<b>Cost of running the Association</b>	467,383	448,177
<b>Cost of borrowing from the bank</b>	67,623	56,802
<b>Total amount left over</b>	<b>£253,460</b>	<b>£237,674</b>



## Future Plans

We are very proud of what we have achieved so far and we remain committed to providing high quality, innovative and sustainable properties which meet the needs of our existing tenants and are flexible to the potential needs of new customers. Having completed the eight new flats in Kendal, we are now in discussion with care providers and commissioners to develop new shared supported living schemes in Ulverston, Cockermouth and Workington.

We believe our success is as a result of our ability to consistently deliver high quality accommodation and support to our customers whilst retaining our ability to respond to opportunities as they arise. We believe this underlines the excellent reputation that we have developed and maintained with customers, commissioners and stakeholders.

We will continue to invest money in improving our existing properties in accordance with our Planned Maintenance Programme with a focus on reducing our reactive maintenance costs, promoting energy efficiency, reducing fuel costs and maintaining excellent customer satisfaction.

We continue to be passionate about working with all of our customers to empower them to develop the skills and confidence to lead as independent and fulfilling lives as possible. In the next twelve months we will continue to grow Friends of

Fairoak to facilitate activities and opportunities for our customers within the local community to help combat loneliness, increase confidence and promote health and wellbeing. We will also actively pursue digital technology solutions where these will make our customers lives easier, safer and help promote their independence.

You will be able to read more about our future plans in the next Annual Report and if you have any ideas of activities or events that you would like us to organise please speak to any of the staff team.

***Information on how you can support the work of Fairoak Housing Association is available from the office or on our website at [www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)***





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