



LANGUAGES

This information is about Byker Community Trust, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

آببرعلا
Arabic

“نبات نوباً لس الكوين يف لور ركياي راقع كملت يثلا ،تسرت ركياي ةعومجب تامول عملا هذه قل عتت”
مقر فتاه ىلع كفتدعاسامل مچرتم تامدخ بيترترب موقن فوسف كفتغلب تامول عملا هذه ىلع لوصحلا
244 5335 0080.”

České
Czech

Tato informace je o nadaci Byker Community Trust, která vlastní Byker Wall Estate v Newcastle upon Tyne. Pokud si tuto informaci přejete ve vašem vlastním jazyce, zajistíme tlumočníka, který vám pomůže na čísle 0800 533 5442.

Français
French

Ces informations concernent le fonds Byker Community Trust auquel appartient la propriété Byker Wall Estate à Newcastle upon Tyne. Si vous souhaitez recevoir ces informations dans votre langue, nous demanderons à un interprète de vous aider en appelant le 0800 533 5442.

Polonais
Polish

Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

Português
Portuguese

Esta informação é sobre a Byker Community Trust que é proprietária do Byker Wall Estate, em Newcastle upon Tyne. Se desejar esta informação na sua língua, trataremos de organizar um(a) intérprete para o/a ajudar através do 0800 533 5442.

русский
Russian

Здесь представлена информация о Byker Community Trust, которому принадлежит жилой комплекс Byker Wall в Ньюкасл-апон-Тайн. Если Вы хотели бы получить эту информацию на своем языке, мы подберем переводчика, который будет для Вас переводить, по номеру 0800 533 5442.

VISION, MISSION, VALUES

Vision:

BCT's vision for 2015 to 2020 is an independent BCT where;

- We have delivered on the major stock transfer promises.
- We ensure tenants have a key voice and role in decision making.
- We maximise access for local people into employment, training, health and education opportunities.

Mission:

- We work for people who have a voice and influence in our business.
- We celebrate our diverse neighbourhood.
- We provide quality homes, environment and services.

Values:

We will do our best for Byker by being;

- Ambitious for people and the community.
- Energetic in our work with and for our diverse neighbourhood.
- Innovative in providing excellent services.
- Open and transparent in the conduct of our business.
- Unrelenting in our focus on positive change.



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FOREWORD

This year's annual report to tenants sets out how we have performed over the last year, as we continually work to ensure that we are providing good value for money.

It has been an important year for Byker Community Trust (BCT) because we have remodelled our Board and governance structure to ensure that tenants are at the heart of decision making, influencing investment, performance and service improvements. You will read more about this on page 7.

Whilst we strive for further improvement in all we do, we believe that we are making good progress in most areas and this report shows you how.



During the last year, we have collected more rent than in any previous year despite the challenges we face with many of our tenants now claiming Universal Credit. We have seen a reduction in void rent loss and tenancy turnover. We have also reduced the time it takes to re-let a property and reduced the average cost of void repairs.

Customer satisfaction levels are increasing, our costs are coming down and many of you are paying less, as rents have continued to fall by 1% for four years running. It's been seven years since BCT was first created and your heating and hot water charges have never been increased throughout that period, BCT have maintained costs at the same level that was set in April 2012.

In the 2018/19 year we continued on with our investment programme to improve homes and the Estate. On page 11 you can see how we spend the rent we receive and also your views about value for money. The rest of the report looks at BCT's performance in more detail, against the standards which are set by the Regulator of Social Housing.

During the 2018/19 year, over 1,000 tenants were involved with BCT through attending events or providing feedback to us on services. I would like to thank everyone for your valuable contribution in doing so and you can read more about this on page 25.

This report is designed to raise awareness about how BCT works, how money is spent, how we are doing year to year and also how we perform against other housing associations. I hope you find the report helpful and informative.

The staff team and I will look forward to working with you in the year ahead.

Jill Haley, Chief Executive.

INTRODUCTION

Welcome to this year's annual report to tenants. This report will cover the period from April 2018 to March 2019.

The aim of the report is to provide tenants with an honest assessment of the work BCT has done over the last year and how we are complying with the Consumer and Economic Standards as set out by the Regulator for Social Housing (RSH). (see page 6 for a full explanation of what that means).

We have once more used the 'Our Byker, Our Community, Our Tenants' as the theme for this report. This slogan was developed with tenants during our service transition.

OUR BYKER details Value for Money (VfM), how we have invested in the Estate and how we have performed against the Economic and VfM Standards.

OUR COMMUNITY covers the Neighbourhood and Community and the Tenancy Standards. This is all about how we manage the Estate, let homes and work with our partners.

OUR TENANTS is about you, our tenants, and what you have put into making the area great. We will also look at how we are performing against the Tenant Involvement and Empowerment Standard.

How we involve tenants in our communications

We have a number of tenants who get involved in reviewing our communications. This year they have been involved in approving this Annual Report to ensure that the content, the images and most importantly that the language is as jargon free as possible.



Who is the Housing Regulator and what is the Regulatory Framework?

The Regulator of Social Housing (RSH) is responsible for monitoring how Housing Associations, like BCT, are performing.

The RSH requires Housing Associations to comply with seven Regulatory Standards. These Standards are split into three Economic and four Consumer Standards.

ECONOMIC STANDARDS	
Governance and Financial Viability Standard	Which sets out expectations about how BCT is governed and how the BCT Business Plan is monitored.
Value for Money Standard	Which is about how BCT makes best use of the resources available to deliver services and new housing.
Rent Standard	Which governs how your rent and service charges are set.

CONSUMER STANDARDS	
Home Standard	Which sets out the required standards for repairs, maintenance and improvements made to your home.
Neighbourhood and Community Standard	Which governs the area in which you live and how BCT works with partners to deliver services in your community and prevent anti-social behaviour.
Tenancy Standard	Which is about your tenancy agreement and how our housing is allocated.
Tenant Involvement and Empowerment Standard	Which is about communicating with you and how you can get involved with BCT to help to shape our services and hold us to account.

Each year the Board carries out a self-assessment against each of the Regulatory Standards to make sure that BCT continues to meet all of the requirements and to find areas for improvement.



Regulatory Judgement

The RSH issues all large Housing Associations with ratings for the governance and financial viability standard. The ratings range from G1 to G4 for governance, and V1 to V4 for financial viability. These ratings are set out in the following table:

G1	V1	The highest rating, compliant with the Standard.
G2	V2	Compliant with the standard but needs to improve some aspects to maintain compliance.
G3	V3	Not compliant with the Standard and there are issues of serious concern.
G4	V4	The lowest rating. Not compliant with the Standard and the housing association will be subject to intervention or enforcement by RSH.

BCT's current rating is

G1

V2

Governance review

Governance describes the methods and structures that are in place to ensure that BCT's decisions are made well.

In March 2018, the BCT Board and Committee structure was revised which brought about the introduction of new committees to support the decision making process and ensure that tenants have a key role to play in scrutinising our services and performance.

In addition, the Board adopted a governance improvement plan covering a revised framework for risk appraisal and management, enhanced internal audit for greater assurance, and improvements to stress testing the Business Plan which encompasses our 40 year financial model.

Board and Committee Structure

adopted March 2018



How does BCT monitor performance?

Performance is monitored and BCT have a number of methods in place to ensure all areas of the business are as efficient and effective as possible.

These methods include;

- Board Meetings which are open to the public
- Audit & Risk Committee Meetings
- Governance and Remuneration Committee Meetings
- Customer Scrutiny Committee Meetings
- Senior Management Team Meetings (monthly senior managers meetings)
- Operational Meetings (monthly team meetings)
- Appraisals and one to one meetings with all BCT staff
- Service Level Agreement Meetings with our contractors
- Independent reports from Auditors
- Supporting this we also ask tenants how they think we are performing for example through the Survey of Tenants and Residents (STAR Survey)
- Independent surveys, such as Voluntas, which measures satisfaction with our repairs service
- Annual survey of all tenants and residents.

We also compare ourselves against other similar organisations by using benchmarking. Benchmarking allows BCT to compare our business processes and performance against other Housing Associations and where possible, identify best practice.



OUR BYKER

Investing in Byker

This section is all about the income that BCT has collected and what has been spent during the last year. We will also show you how we have made savings and how we have achieved Value for Money (VfM).

What is Value for Money?

VfM describes the entire approach an organisation takes to ensure that available resources are used optimally throughout the value chain to achieve maximum fulfilment of its Vision, Mission and Objectives.

As a Housing Association with a strong social purpose, BCT cannot just consider the cheapest option. Alongside the economic benefits, we must also consider the social and environmental benefits, this is often referred to as the 'Triple Bottom Line'. BCT is committed to delivering VfM in the interests of its tenants and the wider community because we want to minimise the financial pressures on households adversely affected by the economic pressures, and to improve service quality and customer satisfaction.

VfM is often described in terms of the three E's of Economy, Efficiency and Effectiveness.

Economy Turns money spent into inputs	We buy in goods and services at the best price.
Efficiency Turns inputs into outputs	We review internal processes to be lean and remove waste
Effectiveness Turns outputs into outcomes.	We put our resources where we will have biggest impact towards our Vision. We recognise that we shouldn't try to do everything - we work with partners where they can provide a more effective service than us.



Key Performance Indicators

The following performance indicators are monitored by the BCT Board and the Customer Scrutiny Committee.

KEY PERFORMANCE INDICATOR	2018-19	2017-18	MEDIAN	IMPROVEMENT?
Rent Collection	99.97%	97.20%	99.92%	😊
Void Rent Loss	1.57%	1.87%	0.99	😊
Tenancy Turnover	14.16	16.29	8.38%	😊
Average Relet Time (days)	34.2	35.6	25.11	😊
Average cost of a responsive repair	£89	£88	£107	😞
Average cost of a void repair	£2,422	£2,621	£2,462	😊

Despite high levels of tenants receiving Universal Credit, the income collection rate for the year has increased to almost 100%. This is an excellent result and it exceeded budget expectations.

BCT is able to buy in its repairs and maintenance service at a low cost as a result of the cost sharing partnership with Karbon Solutions. These low costs are however outweighed by a high volume of responsive repairs, the poor condition of properties at the end of tenancies and the comparatively large health and safety schedule that is required on the Estate.

Customer satisfaction shows that we are achieving good quality in our repairs contract, and our costs are lower than many other Housing Associations, despite the challenges of maintaining the Grade II* listed Byker Estate.

VfM gains

BCT has achieved significant VfM gains since the stock transfer in 2012. BCT defines efficiency gains as on-going savings that permanently reduce the cost of BCT services.

Added to these recurring savings, are significant one-off items that have saved BCT millions of pounds since 2012.

BCT achieved VfM on the following targets for 2018-19:

TARGET	ESTIMATED EFFICIENCY	UPDATE
Review the Concierge and Cleaning Contracts to the Byker Wall	£100,000	Achieved £150,000 efficiency saving
Grant-funded conversion of Ralph Erskine's site office into four new homes for rent	£5,000 extra rental income per year	Achieved
Reduce rent income lost because of empty properties from 1.9% to 1.4%	£45,000	Reduced to 1.6% which achieved £29,000 saving

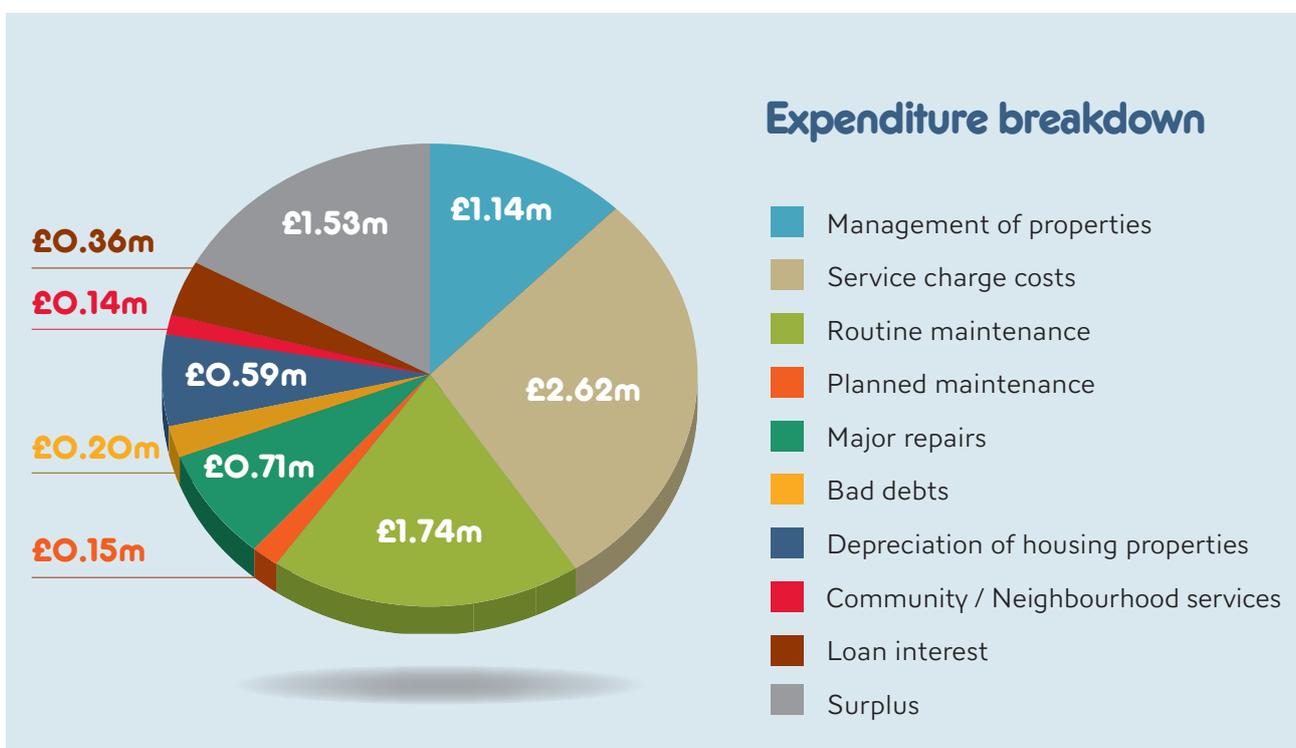
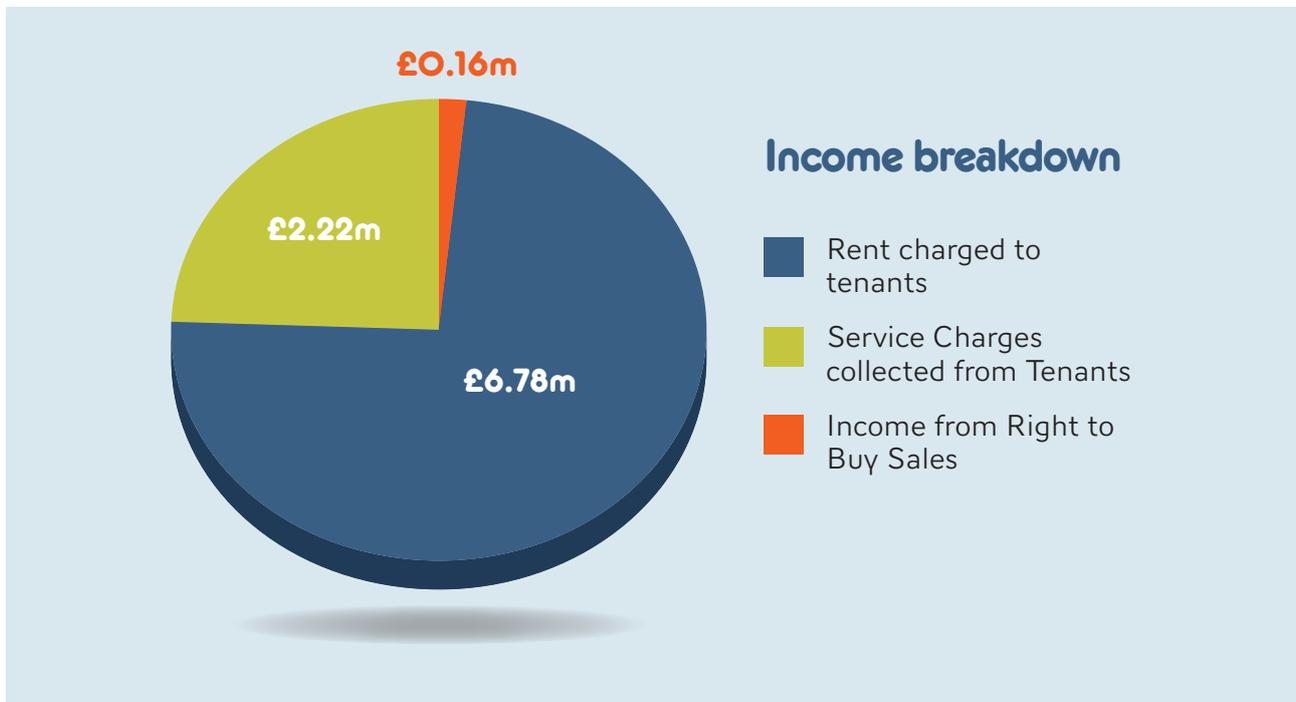
As part of its VfM Strategy, the BCT Board has set the following targets to be achieved in the next financial year. These targets reflect how the Board intends to use available resources to deliver BCT's strategic objectives.

TARGET	2019-20 TARGET
Rent Collection	98%
Void rent loss	1.3%
Budget Surplus 2019-20	£2,086,000

FINANCIAL PERFORMANCE

How BCT spends the income it collects

The rents and service charges paid by tenants and leaseholders is used to pay for all of the day to day services provided by BCT as well as the ongoing investment required on the Estate. BCT's income in 2018-19 was £9.16m.



During 2018/19, BCT achieved a surplus of £1.53m. A surplus often occurs in a budget when expenditure is less than the income collected. BCT keeps the surplus in reserve and uses it to finance further investment and to help repay loans that have been taken out to fund the investment programme.

These figures confirm that BCT is on track against its financial targets.

INVESTMENT COMPLETED DURING 2018/19

Official Offer Document stated BCT would invest **£39m** in the Estate in its first 20 years



In BCT's first 7 years, since 2012, it has committed over **£35m** to the delivery of our investment programme

A further **£18.15m** of investment is planned up to 2025



Investment completed during 2018/19

Ralph Erskine House

Former housing office on Brinkburn Street has been remodelled to create four new affordable homes for rent, two of which are adapted to meet disability standards.

Spend £398,425



Tom Collins House & Mount Pleasant Upgrade

A £1.92m external and communal upgrade of our two sheltered accommodation schemes completed in December 2018. The upgrade included the retrofitting of a sprinkler system into Tom Collins House, providing an additional safety measure for our tenants. The project won the 'Preservation and Rejuvenation' category at this year's Constructing Excellence in the North East awards.

Spend £1.92m



Disabled Adaptations Programme

During 2018/19, we completed 12 major disabled adaptations helping tenants to remain living independently in their homes.

Spend £22,198

External Painting Programme

External repairs and redecoration to 244 homes in the Kendal and Brock areas of the Estate was completed in November 2018.

Spend £582,902



Communal Door Replacements

Communal doors were upgraded to current fire safety standards at The Brow, The Chevron, Headlam Green and Thornborough House, with the work completing in June 2019.

Spend £34,500



Ongoing Investment

BCT hold information on the stock condition of your home and all communal areas across the Estate. This allows us to plan investment and ensure components, such as the electrics, kitchens, bathrooms, windows and doors, are replaced in accordance with their recommended lifespan.

Internal Heating Improvements

Work is ongoing to upgrade the heating controls to all properties which will allow greater control of the heating system and improve its energy efficiency. Old or defective tanks, valves and radiators are being replaced, and all homes completed are being fitted with a new programmer. This programmer allows residents to control the times and temperature of their heating system. The project will complete in Winter 2020.

District Heating

Work continues on upgrading the District Heating System underground to improve its performance and energy efficiency. This year the Secondary Mains pipework was renewed in the Felton House/ Spires Lane area, Commercial Road, Oban Gardens, Janet Street, Northumberland Terrace, Brinkburn Street and work commenced in The Chevron area.

COMING SOON

Passenger Lift Replacement

In April 2019, work started to replace 13 original passenger lifts in the Byker Wall, from Northumberland Terrace to Byker Crescent and Kendal House. It is expected that the **£1.5m** project will complete by Summer 2020.

Dunn Terrace External Upgrade

A **£2.2m** project is planned to carry out an external upgrade of the Dunn Terrace section of the Byker Wall from Wolseley House to Salisbury House, including Graham House. The project will commence in Autumn 2019 and will complete by Summer 2020.

Roof Replacement Programme

A **£3.5m** project to replace the roofs to 381 properties with original concrete tiled roofs and 34 properties with original metal roofs began on site in June 2019. It is expected that the project will be complete by October 2020.

Communal Door Upgrades

All communal doors to bin stores and service cupboards in stairwells will be replaced to current fire safety standards from Bamburgh Terrace to Salisbury House, including the 5 link blocks. This work will commence in Autumn 2019 and complete by Summer 2020.

DELIVERING ON PROMISES

When BCT was established, there were a number of stock transfer promises that were to be completed by 2022. You will be pleased to know we are nearly there, with the final stock transfer promise, with only the Estate Environmental Upgrade left to complete.

During 2019, all residents and stakeholders who live or work on the Byker Estate, were given the opportunity to meet the design team and identify their environmental priorities for investment through a variety of consultation events. Almost 1000 comments were received from residents and the top priorities for investment were identified as:



1 Waste management



2 Play provision/safe play



3 Anti-social behaviour



4 Tree management



5 Planting/Landscaping



6 Fencing



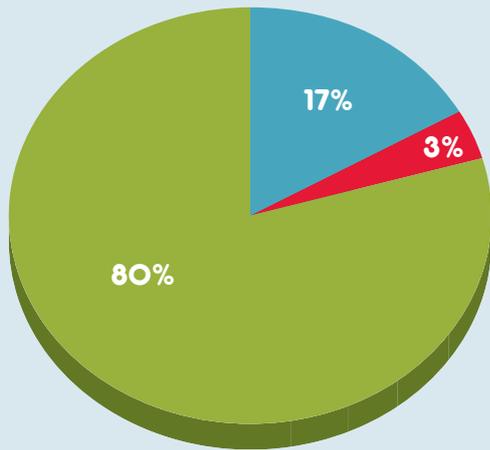
7 Footpaths

BCT have allocated £4m to invest into the external environment of the Estate and are now working with the design team to develop the project in line with your priorities. Keep an eye out for further updates on the projects development in future issues of Byker News newsletter or on the BCT website.

CUSTOMER SATISFACTION

We have measured how satisfied tenants have been with the investment works that have been completed during the year.

How satisfied were residents with internal improvement works to their homes during 2018/2019



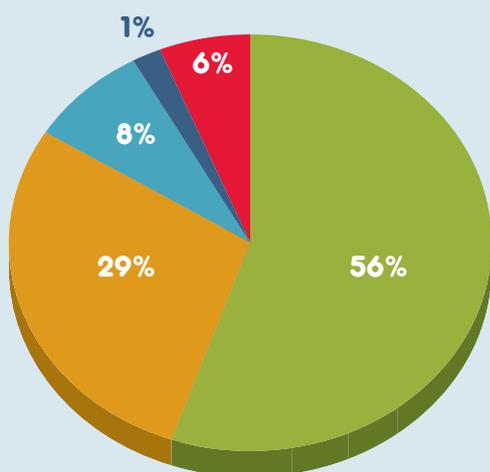
- Very satisfied
- Fairly satisfied
- Neither

An Internal Heating Improvement Scheme was undertaken by H Malone and Sons Ltd. These works included the replacement of hot water tanks, valves and radiators and all homes are being fitted with a new programmable room thermostat.

Internal refurbishment of properties to Decent Homes Standard included the installation of a new kitchen, bathroom, a rewire, new radiators, heating controls and a new hot water tank.



How satisfied were residents with external painting works to their homes during 2018/2019



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

External painting scheme undertaken by our contractors, Bell Group. This work included pre-paint repairs and external painting works from Brock Square area to Kendal Green.



REPAIRS & MAINTENANCE

The Home Standard requires BCT to meet a range of statutory requirements for the Health and Safety of tenants in their homes (including, but not limited to Gas Safety, Fire Safety, Electrical Safety, Asbestos, Legionella and Lift Safety).

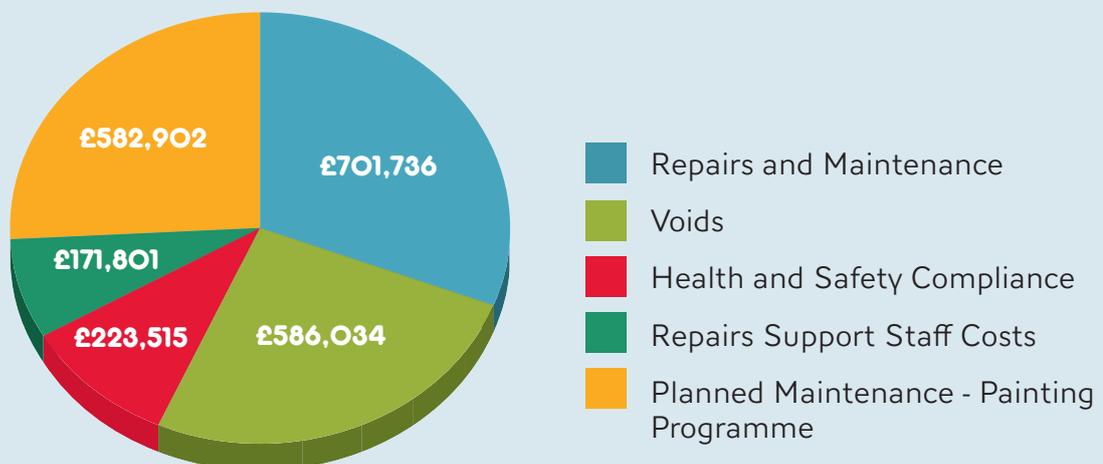
We deliver your repairs and maintenance service in partnership with Karbon Solutions Limited and have a dedicated team of 15 staff working in Byker.



The below table indicates how well BCT have been performing in relation to delivering repairs and maintenance during 2018/19:

DESCRIPTION	TARGET	YEAR END POSITION	
Number of repairs completed within target	98%	98.9%	😊
Properties with a valid gas safety certificate	100%	100%	😊
Satisfaction with the repairs and maintenance service	93.0%	89.0%	😞
Average number of calendar days to complete repairs	9 days	9.6 days	😞

During 2018/19 BCT spent the following amounts on repairs and maintenance:



Health and Safety

BCT monitors all areas of Health and Safety compliance on a monthly basis to ensure that homes and buildings are safe. Areas of compliance affecting communal areas and stairwells such as lift inspections, fire risk assessments, water hygiene, emergency lighting testing and firefighting equipment servicing are all completed in accordance with the statutory timescales. Performance relating to Health and Safety compliance is reported to the BCT Board at every meeting.

Your safety is of utmost concern to BCT, therefore to make sure the internal areas of your home are protected all properties with a gas appliance have this serviced annually.

Additionally, from 2019 we are moving towards testing your internal electrical system every 5 years to ensure its safety, rather than 10 years as previous. Your mains powered smoke detectors will be replaced when they reach 10 years old.

During 2019, BCT have sent all our residents important information leaflets on 'fire safety', 'a guide to water hygiene' and 'a guide to asbestos materials in homes'. Please make sure you read this important information. To ensure you remain safe in your home, further Health and Safety advice, including copies of these leaflets, can be found on our website on the 'Safety in your home' page.

AWARDS AND ACHIEVEMENTS

Constructing Excellence in the North East (CENE)

Tom Collins House won the 'Preservation and Rejuvenation' category at this year's Constructing Excellence in the North East (CENE) awards.



Inside Housing Development Awards

The Byker Hobby Rooms refurbishment project was recognised at the Inside Housing Development Awards after being shortlisted in the 'Best Regeneration Project (under 70 homes)' category.



Top 50 UK Landlords award

In August 2019, BCT were named 24th in the Top 50 Landlords Awards from 24Housing Magazine, voted for by other social landlords. BCT moved up five places from 29th in 2018.

The award commended BCT's unique Byker Approach, holding customer empowerment at the forefront of strategy and service delivery.



OUR COMMUNITY

The Neighbourhood and Community Standard requires BCT to work in partnership with other relevant agencies to address issues such as the cleanliness of the area and anti-social behaviour. The Standard, in line with the Regulator of Social Housing's general approach, envisages that such issues are best dealt with locally.



Thriving Byker

The Thriving Byker Strategy (TBS) was introduced by BCT this year and concentrates on 5 main themes: Health and Wellbeing; Financial Inclusion; A Safer Byker; Children and Young People and Community Investment. This year we placed a focus upon children and young people and making Byker a safer place.

Community Investment and partnership working is at the heart of the strategy and we

would like to thank everyone involved in the Children and Young People's Network, for taking a truly collaborative approach and for sharing in BCT's vision for a Thriving Byker.

This year BCT have been working hard to ensure the Children and Young People's Network continues to grow with more community partners becoming involved and more activities being delivered for young people.

Who are the Children and Young People's Network & what do they do?

The Byker Children and Young People's Network is made up of over 25 community organisations including the Police, schools, churches, charities and play and youth providers who come together on a monthly basis with the main aim of making Byker a fun and exciting place for children, young people and their families.

Achievements this year include:

- An increase in creative and cultural activities from Northern Stage, Seven Stories, Curious Monkey, Skimstone-arts, Newcastle City Council and Live Theatre.
- Regular community clean ups with Kings Castle and St Michael's Church.
- Additional youth clubs; twice a week at Foundation Futures as well as sessions at Byker Sands (Family Hub East) with the Bostey and Streetwise.
- Continued community sports on a weekly basis ran by Kicks NUF, YMCA Bizzibodies and Hat-trick Sports.
- Community led street workshops and events at Ayton Rise and Felton Walk with Kids Kabin and Youth Focus NE
- Pop-up bike fixing with Recycle Y'Bike
- A timetable of activities for holiday and after school activities
- Horse-riding sessions with Stepney Bank stables
- A wider variety of activities and events at Byker Community Centre

Although it is still early days, we are beginning to see an impact on the Estate, here are just a few examples:

- A reduction in youth related nuisance
- Less litter
- Increased community participation in events and initiatives (planting, litter picking, BBQs)
- Children and young people having more opportunity to try new things
- New friendships and relationships being formed, leading to an improved community spirit.



BCT would like to say a big 'Thank You' to all our partners who have supported us and worked with us to help achieve success. We couldn't have done it without you!

CORPORATE PARTNERS	COMMUNITY PARTNERS	BYKER CHILDREN AND YOUNG PEOPLE'S PARTNERSHIP
<p>ESH Malones Karbon Bell Group Newcastle United Foundation Newcastle University</p>	<p>Northumbria Police Newcastle City Council Byker Community Centre Byker Sands St Michaels Church Food Nation</p>	<p>Northern Stage Seven Stories Live Kids Kabin Foundation Futures Mine Youth Stepney Banks YMCA Hat-trick Youth Focus NE Tyne and Wear Sports</p>

LITTER, WASTE AND RECYCLING

This year, BCT have continued to work closely with Newcastle City Council's (NCC) Waste Management Team and other partners to address a wide range of issues on the Estate.

To date BCT have:

- Continued to empty the BCT branded litter bins on the Estate on a weekly basis.
- Introduced communal bin pilot areas on the Estate at Bamburgh Crescent, Dalton Crescent and Graham House to improve the appearance of the communal bin areas as well as the general waste and recycling facilities.
- Completed regular community litter picks with residents at various locations across the Estate.
- Held 'Skip Days' collecting 7,600 kilos of general waste and 6,300 kilos of recycled waste.
- Worked closely with Tyne and Wear Citizen's to address concerns and identify improvements relating to litter and waste management.
- Published NCC cleaning schedules and routes on the BCT website.



POLICE AND COMMUNITY SAFETY

BCT work very closely with the Police, Newcastle City Council and other partners particularly around community Safety. We proactively work together to help reduce anti-social behaviour and to minimise the affects it has on the lives of residents living in the Byker Estate.

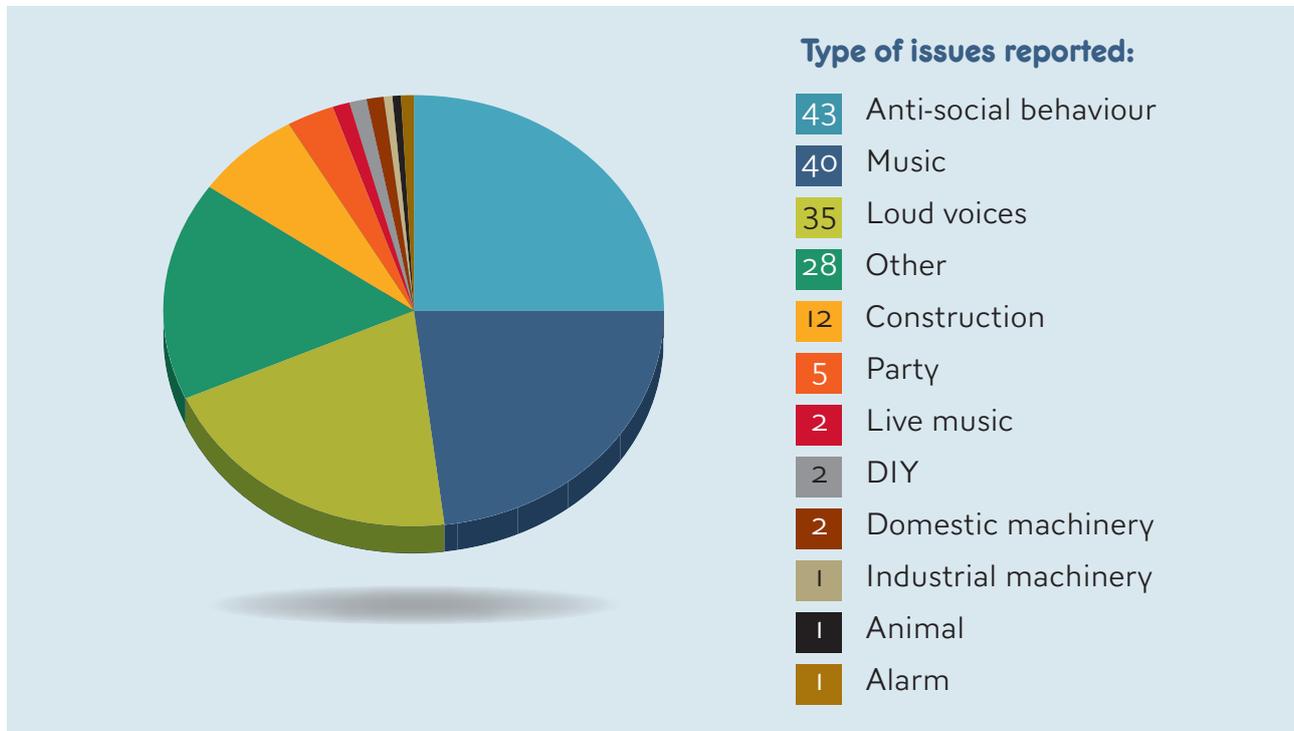
- During the course of the last year we have listened to tenants and residents and worked with the Police taking action against tenants and their families.
- Four Community Protection Notice's (CPN's) have been served. The purpose of these is to prevent unreasonable behaviour that is having a negative impact on the local community's quality of life. A CPN can be served on a person aged 16 years or over, and it will require the behaviour to stop and if necessary reasonable steps to be taken to ensure it is not repeated in the future.
- We have issued two closure orders that were served to prevent people entering our properties and to tackle serious anti-social behaviour.
- BCT have also taken the lead in the setup of a local partnership approach to tackling youth disorder on the Estate. The partnership looks at ways of engaging and supporting families where children are causing or are part of youth disorder.
- BCT staff have also worked with the Police and Changing Lives carrying out walkabouts on the Estate to tackle and prevent rough sleeping.



The Noise App

BCT also introduced the 'Noise App' which provides an easy way for tenants to record and report noise. The Noise App has proved to be popular and can be an effective tool for tackling issues of anti-social behaviour.

Type of issues reported:



Managing Tenancies

The Tenancy Standard aims to ensure that BCT let their homes in a fair, transparent and efficient way taking into account the needs and aspirations of tenants and potential tenants.

Tenancy sustainment is important to BCT and we have taken a number of steps to ensure that the appropriate support and advice is available for all tenants to help them to remain in their home.

One of our continued challenges this year has been to try to minimise the effects of Universal Credit and the impact that this has had on our tenant's ability to pay their rent. We have also taken steps to ensure that all new tenancies get off to the best possible start by delivering pre-tenancy workshops and assessments.

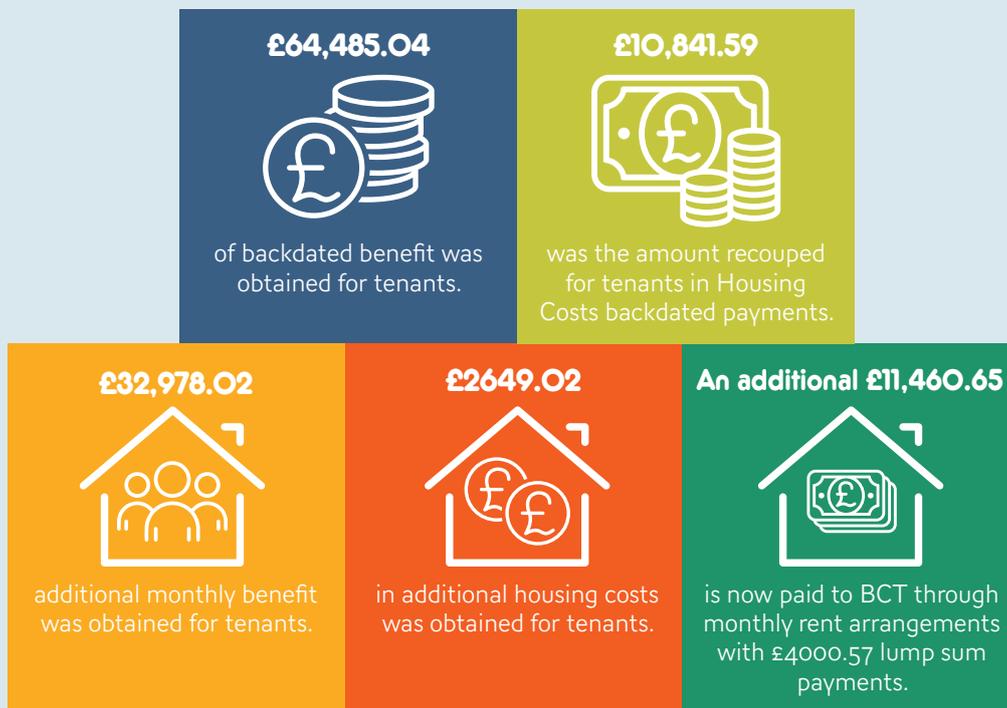


Tenancy Sustainment and Welfare Reform Team

The Tenancy Sustainment and Welfare Reform Team whose role it is to make sure tenants receive all of the financial support that they are entitled to. In addition, the team can provide advice and support to access employment. The team also works closely with our Income Management Team to collect rent and help tenants to stay in their home.

IN NUMBERS

In 2018/19, BCT have helped 721 customers with over 863 different types of enquiries. Here are some of the key figures:



Last year BCT collected 99.97% of the income that was owed to us.

You said, we did...

Tenants told us that they would like more support at tenancy sign up and support to access meaningful work and training.

As a result, this year we have partnered with Building Futures East which has resulted in 20 of our tenants receiving bespoke career coaching and mentoring. Outcomes have included English lessons, training and development sessions with four people now in full-time paid employment.

Two young people from the Estate joined Newcastle United Foundation's TEAM project, working with other young people from across the city to complete a community project, gain work experience, confidence and get prepared for employment.

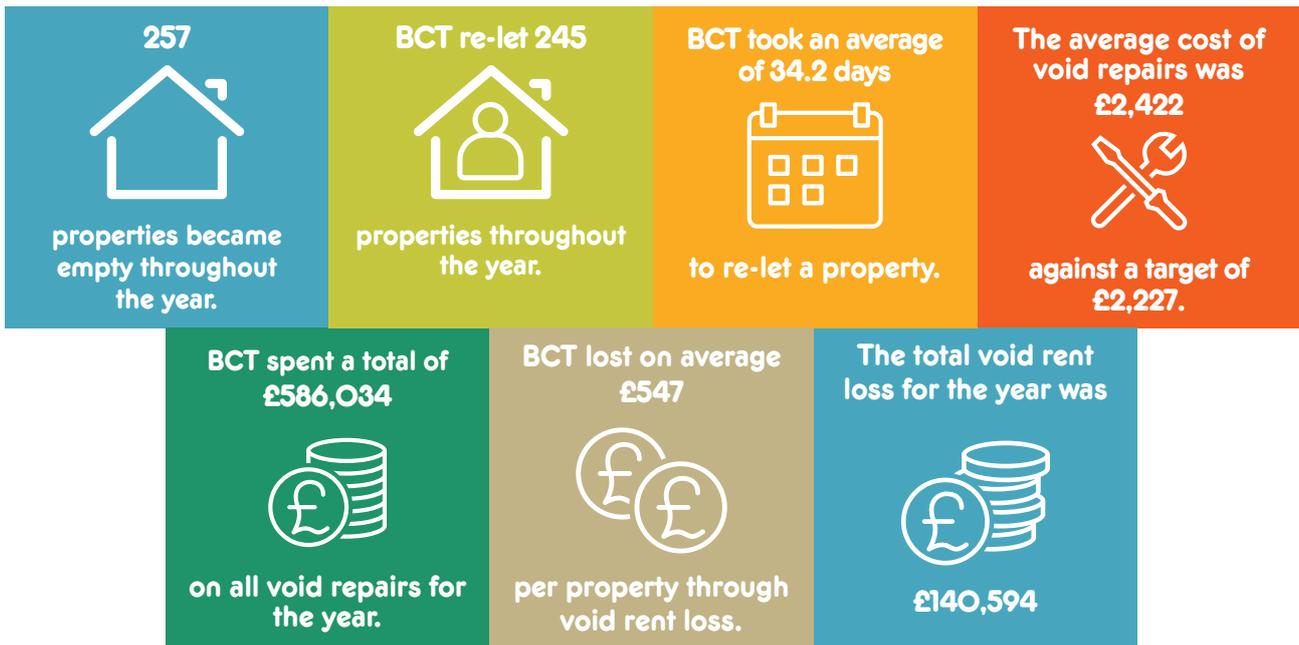
Starting and Ending Tenancies

BCT are part of a Choice Based Letting Scheme called Tyne and Wear Homes. This scheme runs in partnership with Newcastle City Council (NCC) and other Housing Providers in the Tyne and Wear area.

Tyne and Wear Homes operates through a website (www.tyneandwearhomes.org.uk) and provides a one stop-shop for anyone wishing to search or register for social housing across Gateshead, Newcastle, North or South Tyneside.



IN NUMBERS



The Byker Approach

During 2018/19, we continued to carry out Customer Care Visits (CCVs) for all tenants. The aim of the CCVs is to obtain feedback from tenants and to help BCT identify and address any issues or concerns. BCT will also use the information to assess future investment priorities and deliver services that are appropriate and support tenants.

• 1,069 Customer Care Visits were completed during the year.

In addition, BCT also awarded Valued Customer Status (VCS) to tenants who have a clear rent account, maintain their home to a good standard and have no breaches of tenancy such as anti-social behaviour or untidy gardens. Those tenants who are awarded with VCS may be considered for priority re-housing and are automatically entered into BCT's annual prize draw.

• 109 tenants have achieved Valued Customer Status during the year.

The winner of the prize draw for 2018/19 was Ms Brenda Scott who is pictured to the right receiving her £500 Asda vouchers from BCT's Chair, Jim Coulter.

For more information on how to achieve Valued Customer Status and to be in with a chance of winning next year's prize draw, please contact your Neighbourhood Housing Officer and book in your annual Customer Care Visit.



OUR TENANTS

Engaging, Empowering and Supporting You To Keep Byker Thriving!

The Tenant Involvement and Empowerment Standard is intended to ensure that tenants are able to hold their landlord to account. It sets out how BCT should engage and interact with our tenants, how we should handle complaints, and the importance of taking tenants' needs into account.

This year we have had some outstanding levels of engagement, just have a look for yourself.

How did you make a difference?

1096 tenants have been involved with BCT through 11 different types of activities throughout the year.



This means a total of over 2000 hours of voluntary involvement activity in your community.



SO WHAT DID THAT MEAN?

Here is a summary of the improvements that have happened as a direct result of your involvement.

Actions from your Star Survey & Tenants Conference feedback

✓	Improved mechanisms to report issues that are outside of BCT responsibility including a 'Who should I tell leaflet' and an i-pad in the BCT reception for logging issues with Enviro-call and the Police.
✓	New notice boards at Rabygate and in the BCT reception showing 'What's on in Byker'.
✓	Skip days after Christmas collecting 7,600 kilos of general waste and 6,300 kilos of recycled waste. Repeat with graphic
✓	Over 200 volunteers from the Sage Foundation embarked on the Estate and cleaned, painted, gardened and removed tons of waste.
✓	Introduction of the Noise App.
✓	Joint approach to anti-social behaviour problem solving issues on the Estate.
✓	Increase in employment and welfare support projects for BCT tenants.

Customer Scrutiny Committee (CSC)

✓	The CSC led on a review of concierge and cleaning service which resulted in a new contractor and an efficiency saving for of £150k.
✓	Commenced a review of BCT's complaints, compliments, suggestions and feedback findings.
✓	The CSC received training from the Centre for Public Scrutiny to help to improve skills to hold BCT to account.
✓	The CSC is chaired and led by tenants who monitor all aspects of BCT's performance on a quarterly basis.



BCT Tenant Board Members

- ✓ BCT have tenant board members who form part of BCT's decision making process. This is at a time when many other Housing Associations have moved away from having tenant board members and it is something that BCT are extremely proud of.

Grounds Maintenance Inspectors

- ✓ Worked with BCT to review the Grounds Maintenance Service Level Agreement
- ✓ Hold our Grounds Maintenance Team to account and ensure improvement actions are completed as a result of their feedback surveys.

Environmental Upgrade Consultation

- ✓ We consulted with 100s of residents throughout March and April in community venues and just popping up on street corners.
- ✓ Play, waste and community safety have been prioritised in the scheme as a direct result of the consultation



16 formal walkabouts were carried out across the Estate.

- ✓ Improvement to drainage at Salisbury House
- ✓ Estate improvements made:



Tenants and Residents Associations & community led initiatives

✓	Gordon Square improvement scheme.
✓	Dunn Terrace clean up in partnership with Newcastle City Council.
✓	Byker Village TARA addressed residents' concerns around traffic and waste management and it was their lobbying of NCC that resulted in improved street cleaning.
✓	Residents at Tom Collins and Mount Pleasant worked with BCT to co-create guidelines for groups and committees using the communal lounges.
✓	Gardens tended to and made beautiful as part of Byker in Bloom
✓	Pilot bin projects were implemented in 4 locations across the Estate and we are looking to roll these out in the coming years as part of the environmental upgrade.
✓	Residents chose the colour scheme and design for the communal lounge upgrades to Tom Collins and Mount Pleasant
✓	Local artist and tenant designed and produced the hot air balloon for the newly refurbished flats at the old housing office.



CUSTOMER SCRUTINY COMMITTEE

During the year, the Customer Scrutiny Committee has continued to go from strength to strength.

The Customer Scrutiny Committee, which is made up of 9 tenant members, works closely with BCT to hold us to account and take us to task on issues that matter to them.

The Customer Scrutiny Committee is chaired by a Tenant Board Member. This ensures that tenants have a direct link to the BCT Board and have responsibility for:

- Monitoring BCT customer complaints and compliments
- Monitoring performance
- Championing tenant involvement
- Ensuring BCT's compliance with the regulatory standards
- Reviewing services and quality standards

ACHIEVED SO FAR	
Completed a review of the Concierge and Cleaning Contract.	Commenced a review of BCT's approach and policy on complaints.
Received training from the Centre for Public Scrutiny.	Commenced a review of the Repairs and Maintenance Service.
Monitored and scrutinised performance on a quarterly basis.	Scrutinised the performance of BCT's partnership with Newcastle United Foundation

Byker Village TARA

BCT have continued to support the work of the Byker Village TARA. The TARA is a resident led forum that meet every 5 weeks on a Tuesday between 6.00 – 7.00pm.

This year, the TARA have moved from Spires Lane Hobby room to Byker Community Centre. The new venue has a much larger meeting space

allowing more people to attend. The purpose of this is to reflect the Committees wish to work across the Estate taking on bigger issues that affect the whole community.

During the year, the TARA have increased attendance from a wider group of residents and have worked tirelessly on issues such as waste management, traffic calming and community activity.



The Grounds Maintenance Inspectors

The Grounds Maintenance Inspectors (GMIs) are members of the community with an interest in their environment. Our team of GMIs are key to scrutinising the way BCT manage the grounds maintenance activity across the Estate and look at issues such as grass cutting, tree and hedge cutting, removing graffiti, litter picking, emptying litter bins, inspecting our play areas, and maintaining Ayton Park.

DESCRIPTION	TARGET	% SATISFIED	
Did the grass cutting in your inspection area meet the agreed service standard?	90%	100%	😊
Were footpaths in your inspection area left free of grass clippings on completion of the work?	90%	100%	😊
Were footpaths in your inspection area left free of any encroaching hedge growth?	90%	92%	😊
Was your inspection area left clean and tidy and all litter removed?	90%	94%	😊
Are you satisfied that the BCT footpaths in your inspection area have been maintained in a weed free condition?	90%	92%	😊
Are you satisfied that the shrub beds and communal planters in your inspection area have been maintained in a weed and litter free condition?	90%	98%	😊
On completion of the work to your inspection area – was all graffiti that had been reported to BCT removed?	90%	100%	😊
Did the team remove all fly tipping in your inspection area that was on BCT land?	90%	90%	😊

Family activities

Last year, BCT offered tenants the opportunity to visit Whitehouse Farm with 66 tenants attending the event. In addition, 18 tenants attended the 'Holiday Hunger' programme at St. James Park.



IN NUMBERS



BCT have 14 trained
Grounds Maintenance
Inspectors.



Last year, 111 grounds
maintenance
inspections were
carried out.

COMMUNICATING WITH YOU

We have continued to improve the way we connect with you through social media, such as Facebook and Twitter.



we achieved 100k impressions,
reached 56k people and our followers
grew by 32% from 490 to 647



we posted 134 tweets, received
651 likes and 322 retweets.

We will continue to send out our award winning 'Byker News' newsletter keeping you up to date with our progress and upcoming events.



Check it out <https://bykercommunitytrust.org/events>

Tenants' Conference

Our annual tenant's conference was held in October 2018 at Byker Community Centre and involved a number of our partners.

82 tenants attended and the day was filled with exciting family activities as well as providing the opportunity to discuss the results of the STAR survey and obtain tenant feedback and suggestions for improving services.



THANK YOU TO OUR CUSTOMER SCRUTINY COMMITTEE AND TO ALL OF THE ADDITIONAL RESIDENTS WHO SUPPORT IT.

Who are driving forward positive change on behalf of all residents.



Get Involved

If you would like to get involved in improving the neighbourhood, developing housing services or organising community activities then please get in touch. We would love to hear from you.

What are you waiting for?

How to contact Byker Community Trust 9am-5pm - Monday to Thursday, 9am-4.30pm Friday

 Call: **0800 533 5442**

 Option 1: Repairs
(also for out of hours emergencies)

 Option 2: Rent Enquiries

 Option 3: Housing Enquiries

 Option 4: Business Enquiries

 customerservices@bykerct.co.uk

 www.bykercommunitytrust.org

 [bykercommunitytrust](https://www.facebook.com/bykercommunitytrust)

 [@bykertrust](https://twitter.com/bykertrust)

BYKER
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