



Annual Report

2017 – 2018



Forgewood
Housing
Co-operative



Providing excellent services and bringing communities together

Report from Our Chair

Looking back on 2017/18 it is safe to say it has been one of progress with our first full year active in the new community centre. The amount of business generated and the people that have used the centre has been nothing short of remarkable. It has been great to see people from all ages, backgrounds and different parts of our community use the centre every day. We are proud to be the provider of this central hub for everyone to come together.

I am in a fortunate position to work alongside a board who help to keep the co-op on top of the key strategic, financial and governance matters that come our way. In 2017/18, following a recruitment drive, the Co-op were delighted to welcome new members on board our management committee and we have again increased our number of management committee members, with our last AGM in September 2018 resulting in the maximum 15 board members. I am sure I speak on behalf of all my fellow board members when I say that we will work hard to make things better for our tenants and residents at all times.

The Co-op still works in partnership with Garrion People's Housing Co-op in Wishaw, where key staff share services in a unique arrangement that we have started to see being replicated amongst other housing associations. It works well for us and has been in place for over 20 years.

Turning to performance, I am pleased to report again that our performance in all areas of service delivery has been excellent, with achievements exceeding

expectations in some parts. We are still doing very well in our performance in tenant satisfaction, repairs and maintenance, rent collection, sustainability, neighbourhood management and complaints. We have also again reported 100% compliance with the Scottish Housing Quality Standards and are well on our way to ensuring we meet the Energy Efficiency Standard for Social Housing (EESH) standard, due by the year 2020. The annual report has a specific section under the Scottish Social Housing Charter that shows how we have performed, compared to last year and other landlords. At the end of March 2018, our Director John Mulholland left the organisation and we say thanks to him for over 23 years service to Forgewood Housing Co-op as part of the staff sharing service arrangement with Garrion People's Housing Co-op. We are considering options resulting from this senior management change and are undertaking an independent strategic options appraisal and considering the results of this before deciding how to move forward.

I would like to take the opportunity to mention Isa Stevenson, a former committee member of the co-op, who passed away at the incredible age of 101 in January 2018. Isa was loved by everyone who knew her including management committee, staff, tenants and other residents. She was a great character and there is a fitting tribute to her in this report.

While it is good to reflect on what has happened in the year and publish this information to you, it is also worthwhile to look forward at the challenges ahead and what our priorities are going to be for the coming year. We plan on a review of the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management by completing a full self assessment against the Regulatory Standards. This will assure us that we have high levels of good governance and compliance in place. We believe that good standards of management will further support our efficiency and performance. We are also on track with our planned maintenance programme and we have planned on various major works to our homes and properties for the next 5 years.

I would like to thank our staff for delivering such a high level of service and finally, I would again like to thank my fellow committee members. Our board consists of voluntary members, including tenants, who give up their time to work and to make informed decisions about the strategic direction of the Co-op. This is a big responsibility and commitment. I would like to thank each one of them for their efforts throughout the year, it is hugely appreciated.

Please read on to see what else took place and look at our highlights for 2017/18,



Our Staff

Most of our tenants will know that the Co-op operates a unique staff sharing arrangement service with Garrion People's Housing Co-op in Wishaw. The arrangement works well with value for money being offered to all tenants of both Co-ops.

| | |
|------------------|--------------------------------|
| Cathy Brien | Interim Director |
| Paul Lennon | Housing Manager |
| Susan Kane | Housing Officer |
| Elaine Hyslop | Housing Officer Garrion |
| Sharon O'Rourke | Housing Officer |
| Jim Blyth | Maintenance Officer |
| Craig Allan | Senior Volunteer |
| | Co-ordinator assistant |
| Kevin Plunkett | Administration Assistant |
| Kennedy Chilambe | Finance Officer |
| Yvonne Boyes | Receptionist |
| Billy Gibb | Maintenance Assistant |
| Josh Collins | Clerical Assistant, Garrion |
| Kieron Sheehan | Maintenance Assistant, Garrion |

Alan Thomson
Chair of Forgewood Housing Co-op Ltd





Isa Stevenson – Remembered

All connected with the Co-op were saddened to learn of the passing of Mrs Stevenson of Tulley Wynd in January 2018, at the grand age of 101. Isa left us within days of her latest remarkable birthday. We published a tribute to this wonderful woman in last year's annual report as she had not only turned 100 earlier but was also our guest of honour at the opening ceremony for the new community Centre, where she met Princess Anne.

Pictured left – Mrs Stevenson at the Centre's opening, meeting Princess Anne.

Safety in the Home

The Co-op always promotes safety in the home and with last year's tragic events at Grenfell Tower in London, it led to the Government carefully looking at safety within the home and in particular, those living in non lower level accommodation.

We have complied with all requests to carry out tests to our buildings to check for safety and this includes communal and flat entrance doors. We have received a clean bill of health in this area.

We have always taken the safety of tenants very seriously and this is evident in our gas safety performance where we have not reported a gas certificate expiring for a property for at least 14 years.

Recently the Scottish Government issued guidance on the smoke and heat detector requirements for properties managed by social landlords like the Co-op and we will also work towards the standard and keep tenants notified as required.

The safety of all of our tenants is a key priority for the Co-op and we will always work hard to ensure that all of our homes are safe and secure.

Connected to the Community

The community centre continues to move forward in its aim to provide an open and safe welcoming environment for all members of our community and, with the support of our partners, are continuously striving to provide quality services that are responding to our community's needs.

We recognise the great necessity for resident involvement in identifying these services and are ever grateful for the participation during our consultation exercises.

This not only helps to ensure that we can actively encourage service providers to respond to our community's needs, but that by working together, we can encourage an inclusive and caring community, where people can access or be signposted to the relevant services or activities, ensuring no one feels isolated or excluded.



Polish Heritage Day

In May, Forgewood Community Centre were proud to work in partnership with Lanarkshire Polish Forum to bring together an event to celebrate the first ever Polish Heritage Day in Scotland. This event was designed to not only celebrate Polish Heritage Day but also to encourage the different cultures within the area to learn more about each other and encourage them to take an active interest in the similarities and differences between cultures.

The day boasted a wide variety of activities and had over 200 people in attendance who all provided feedback to say that they thoroughly enjoyed themselves.



Working with our Schools



ForgeAhead Community Volunteers, in partnership with Forgewood Housing Co-op staff, Braidhurst High School and Gillian Stevenson's 'Friends and Fitness class for over 50's', have continued to build on their good work of supporting the centre's 'Friday Lunch Club'.

As a result of this partnership, more local pupils from Braidhurst High, accompanied by the school's partnership officer, now voluntarily assist in operating our 'Friday Lunch Club'. As well as interacting and developing working relationships with community centre staff and local people, the young students are also supported and encouraged to use and develop the skills they have learned from gaining their REHIS/Food Hygiene qualification, enabling them to prepare and serve lunch for people in the centre's café. In this way, the young people are also able to gain first-hand experience of a supportive working environment and, through one-to-one and group discussions, are encouraged to explore and decide on the further steps that are available to them, and can lead to positive destinations; whether through volunteering, training, further education, or employment.

Forge Ahead Volunteer Friendly Award

Congratulations to ForgeAhead Community Volunteers.

In recognition of their achievements in supporting local people the group were awarded the Volunteer Friendly Award. The Volunteer Friendly Award is a simple, user-friendly quality standard designed by Volunteer Dundee to support, recognise and reward groups who are good at involving volunteers.

Tommy Divers (Chairperson) stated "This was an excellent achievement for the group which shows the strength we have to move forward as a group to support our local community."



Tommy Divers, Chair, with the volunteer friendly award

Scottish Fun Day



Working in partnership with Generation Events, POLA, and ForgeAhead, the centre was able to host and provide approximately 150 local people of all ages with a fantastic and memorable Scottish Fun Day.

With activities celebrating Scottish traditions and culture, the day also highlighted the tremendous contribution historical figures like Alexander Graham Bell, John Logie Baird, and Robbie Burns have made to modern society. The event was a fun and educational day for all of the family which aimed to educate the community about each other's cultures.

John Mulholland - Director

John left the Co-op in March 2018 after 23 years as Director. In his time with the Co-op John helped drive the organisation to the healthy position it is in today with many new homes as well as a brand new community building now in place. John's expertise and knowledge will be greatly missed. Everyone connected to the Co-op thanks John for the hard work over the last 23 years and wishes him well for the future. The position left by John is under review as we go through an options appraisal by an independent group of consultants who are engaging with the Scottish Housing Regulator throughout the process. It is hoped that a conclusion will be reached during 2018 with an outcome that serves the interests of Forgewood tenants and other customers.



Summer Project

Throughout Summer 2017 Co-op staff arranged an engaging summer project for young people in the area. The project seen a wide range of activities on offer for young people providing sports activities, film days, arts and crafts and game days. The project was a success engaging a variety of youths from the area to engage in positive activities during the holiday period.



Halloween Party

In partnership with Youth Matters, Forgewood Housing Co-op hosted a Halloween party for young people from the local area. The night was a resounding success with over 40 young people in attendance in all sorts of costumes. The night was filled with fun, laughter, dancing and lots of sweets. Some of the best dressed young people were given prizes for their amazing costumes.



December Pantomime



In partnership with Forgewood Family Learning Centre/Nursery and Cathedral Primary School, Forgewood Community Centre's main hall became a theatre for two days with a show stopping pantomime which entertained both young people and parents filling the hall with laughter. The production of the Wizard of Oz was opened by Councillor Meghan Gallagher and was used to promote the Chat Café operating within the centre which aims to encourage people from the community to grab a cup of tea and assist other members of the community to develop their English language skills. The days were a resounding success with around 150 people in attendance each day.

Tea Dances

Through Forgewood Housing Co-op, Carer's Together and ForgeAhead community volunteers working together in partnership, our free tea dances have proved to have been hugely successful in providing local people with the opportunity to come together and share an enjoyable afternoon of music and dance through 2017/18.

With professional acts performing live and taking those in attendance 'back in time' to re-live music from the 60's and 70's, these monthly events have now become a welcome fixed attraction within the centre attracting around 80 people each month.



Outreach Services

Outreach is an activity of providing services to any area where the people who might not otherwise have access to those services.

As a result, the Co-op brings a number of services to the community centre to serve the people of Forgewood. During the year, we have had the following services in the building, with uptake being very high in some cases.

AFTAR (advice for tenants and residents project) Citizens Advice Bureau

Routes to Work – helping residents find employment and access services along the way to jobs.

Credit Union – low repayment loans and saving products

Councillor surgeries – local elected member from different political parties holding surgeries in our community facility

Police surgeries – community officers from Police Scotland providing private interviewing opportunities for residents

IT classes – Citizens Advice training residents and developing IT skills.

Our building is designed to facilitate these services and we will help continue to provide more outreach at the community centre.

Complaints Handling

The Co-op has a Complaints Policy and Procedure in line with the Scottish Public Services Ombudsman's (SPSO) model guidance. Whilst we strive to get our services and those of our contractors right first time, in reality we recognise that this does not always happen and welcome complaints from our tenants and service users. A complaint is about service the Co-op has or has not provided. By monitoring and assessing the complaints that we receive, we learn where mistakes have been made and learn from these in order to improve both our own and our contractors' performance and service provided. In 2017/18:

- ✓ No complaints were received regarding equalities issues.
- ✓ 5 complaints were received regarding non-equalities issues.
- ✓ All were responded to in full, in line with the Co-op's Complaints Policy at 1st stage complaint.
- ✓ One moved to 2nd stage complaint
- ✓ (40%) of the complaints were upheld.
- ✓ All of the complaints (100%) were responded to within SPSO timescales.

It is worth pointing out that our complaints handling process is different to complaints made to the Co-op by residents about conduct of others (anti-social issues), or the way in which a property has been allocated. These complaints are handled separately through the policy which covers the service in question.

Garden Competition 2017

Congratulations once again to the winners of the garden competition. For this reporting year (2017/18) prizes were awarded to the best kept gardens in our estates during the summer of 2017. Independent judging takes place and while we awarded prizes to those who were judged to be the best kept, we thank all tenants who made the effort to keep their gardens in good condition throughout the year. We are pleased to present some photos of the best kept gardens below.



Winner at one of the flats – 164
Fife Drive



Other winner at our flats – 182
Fife Drive



Winner in new build – 81
Kinloch Drive



Other new build winner – 83
Kinloch Drive



Christmas Fun Day

The Christmas Fayre ran on Saturday 9th December from 12-3pm. The event was another huge success with over 250 people in attendance. Everyone was able to enjoy a variety of free activities ranging from the bucking bronco to enjoying a slush puppy.

All of the activities on offer engaged both the children and adults with a selection of gift stalls for the adults to choose from.

The event successfully raised awareness of both what is on in the centre and around ForgeAhead Community Group with members actively promoting the group and the centre.

The event also provided a platform to encourage different cultures to engage and learn more about the other cultures.



Big Toy Giveaway

The Big Toy Giveaway came back to Forgewood Community Centre on Sunday 9th December 2017 after its popularity in 2016. The event aims to provide families with new and used toys to brighten the Christmas of their little ones without having to plunge themselves into debt.

Once again the event was a major success with over 260 people coming through the doors of the centre on the day. From this we estimated that around 350 young people will have benefited from this event.



These events would not be possible without the dedicated volunteers who work tirelessly on the lead up to the event and the volunteers who assist the families on the day.

Our Management Committee

The board of Forgewood Housing Co-op is made up of the following members as at 31 March 2018. All of our board members are voluntary and each member has been elected on to the committee at one of our Annual General Meetings. We are always advertising and actively encouraging other tenants and residents to get involved more in the decision making process of the Co-op and will continue to do so.

| | |
|------------------|------------|
| Alan Thomson | Chair |
| Charlie Millar | Vice Chair |
| Billy Muir | Secretary |
| Jamie Bell | Treasurer |
| Callum Boughey | |
| John Burton | |
| Jim Barr | |
| Sandra Murray | |
| David Hemmings | |
| Marina Johnstone | (Co-opted) |
| Alex Tweedie | (Co-opted) |

Christmas Pantomime

The Christmas trip to The Pavillion Theatre in December funded by Forgewood Holdings aimed at reducing social isolation was a great day with 28 local residents being treated to a spectacular performance of The Wizard of never Woz and afterwards grabbing a bite to eat. This was the first of 7 trips that will run throughout next year to reduce social isolation within the area and encourage our community to remain connected and maintain a sense of community spirit.



Vision and Values

Mission Statement

We are committed to providing an excellent service to our tenants and service users. We will work in partnership with the local community to provide good quality homes and create a better Forgewood Housing Co-operative.

Vision

We will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose and are happy to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

Values

The following values will shape how we do business to achieve our mission and the strategic objectives set out in our business plan. They underpin all the work that we do.

- ✓ **Excellence** – We are committed to providing a quality, customer focused service that demonstrates value for money, delivered by experienced staff. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.
- ✓ **Accountability** – Our Committee as the governing body and our leadership team will provide strong strategic leadership and oversight, ensuring tenants' interests are protected and at the forefront of all that we do. We will ensure that our actions are transparent.
- ✓ **Partnership Working** – We will work collaboratively with all sections of the

local community. This includes working collectively and individually with our customers and continuing to share our services with Garrion People's Housing Co-op, Abronhill Housing Association, other housing associations and statutory voluntary sector partners working in Lanarkshire to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.

OUR STRATEGIC OBJECTIVES

Objective 1 – We will conduct ourselves in an open and accountable manner, displaying high standards of corporate governance and financial control.

Objective 2 – We will perform to the best of our abilities as a landlord to deliver excellent services in consultation with tenants and stakeholders on how our performance can be continually improved.

Objective 3 – We will provide quality homes in an attractive environment

Objective 4 – We will seek to improve our financial strength and deliver value for money through continuous staff sharing arrangements with Garrion People's Housing Co-operative

Objective 5 – Develop our Leadership and Staff

Objective 6 – Continue our role as a community anchor by providing services and improving our communities to grow and thrive.



Scottish Social Housing Charter

FORGEWOOD HOUSING CO-OP PERFORMANCE 2017/18

The Scottish Social Housing Charter was introduced in April 2012 and it sets out the standards and outcomes that tenants can expect from social landlords (like the Co-op), in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them. Our performance against the charter is monitored, assessed and reported on by the Scottish Housing Regulator annually with comparisons to other landlords and Scottish averages reported. Highlights from a number of performance areas are detailed within this annual report for your convenience.

The Co-op is delighted to announce our performance information for the most recent reporting year 2017/18. The Performance Information below shows how we have done this year, compared to last year and that of the Scottish average for all landlords

| MAINTAINING HOMES | 2016/17 PERFORMANCE | SCOTTISH AVERAGE | 2017/18 Recent reporting year PERFORMANCE |
|--|---------------------|------------------|---|
| % Of tenants satisfied with the quality of their home | 96% | 87% | 92% |
| % of stock meeting the Scottish Housing Quality Standard | 100% | 94% | 100% |
| % of our properties with a current gas safety certificate | 100% | 100% | 100% |
| % of new tenants (in the past year) satisfied with standard of home when moving in | 100% | 90% | 100% |
| REPAIRING HOMES | | | 2017/18 |
| % of tenants satisfied with Repairs Service | 97% | 92% | 93% |
| Average time taken to complete emergency repairs | 1.86 hours | 4 hours | 1.5 hours |
| Average time taken to complete non emergency repairs | 1.69 Days | 6.4 Days | 1.6 Days |
| % of reactive repairs completed Right First Time | 99% | 92% | 99% |
| MANAGING TENANCIES | | | 2017/18 |
| % of anti social behaviour cases resolved within locally agreed targets | 100% | 88% | 100% |
| % of tenants satisfied with our management of neighbourhood | 90% | 87% | 90% |
| Average time taken to relet a property | 1.57 days | 31 days | 3 days |
| % of rental income lost due to properties being void | 0.04% | 0.74% | 0.04% |
| % of new tenancies sustained for more than a year | 90% | 89% | 100% |
| % of total rent due collected | 99.9% | 99.38% | 99.81% |
| CUSTOMER SERVICE | | | 2017/18 |
| Tenant satisfaction with our overall service | 96% | 90% | 97% |
| % of tenants feel their rent offers value for money | 80% | 83% | 80% |
| % Of tenants feel we are good at keeping them informed about services and decisions | 99% | 92% | 99% |
| % of complaints responded to within Scottish Public Services Ombudsman (SPSO) timescales | 100% | 86% | 100% |



Forgewood Stock Breakdown

FORGEWOOD HOUSING CO-OP FINANCIAL SUMMARY

Over the last year Forgewood Housing Co-op's made a surplus of £62,815. Income was in line with expectation and on the same level as last year. Rental charges increased by 2% which was below the Scottish average of 2.29%. The level of work we carry out as agents on behalf of other organisations also increased resulting in a higher agency income of £7,131 on the previous year. We also received government grant which allowed us to complete medical adaptation works to 5 properties.

Other capital grants remained steady in comparison to the year before. The wider role grants and funding for the community centre reduced significantly in the year. However, due to the strong performance on community and partner lets we were able to maintain the same level of total turnover as the previous year.

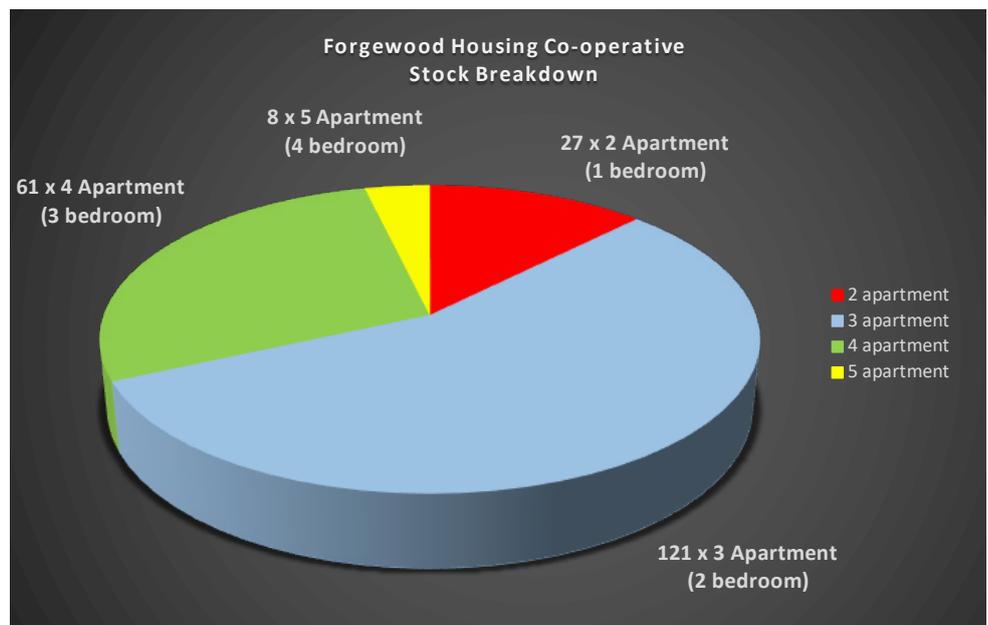
Overall, expenditure like income was in line with expectations. Our Management and maintenance costs rose due to a higher demand of services at the Centre. This resulted in longer opening hours and higher security costs. The routine or reactive maintenance costs were consistent with the previous year at £100,273, whereas there was a 24% reduction in cyclical maintenance costs to £56,051.

Looking ahead to our capital programme of spend, we expect to put to tender for external painter works in 2018/19 and also to cost up the renewal of storage heaters to some of our properties.

TURNOVER OF STOCK

While the Co-op manages a total of 216 properties for rent, only a small amount become available each year. Below is a list of stock that was allocated in the year 2017/18:

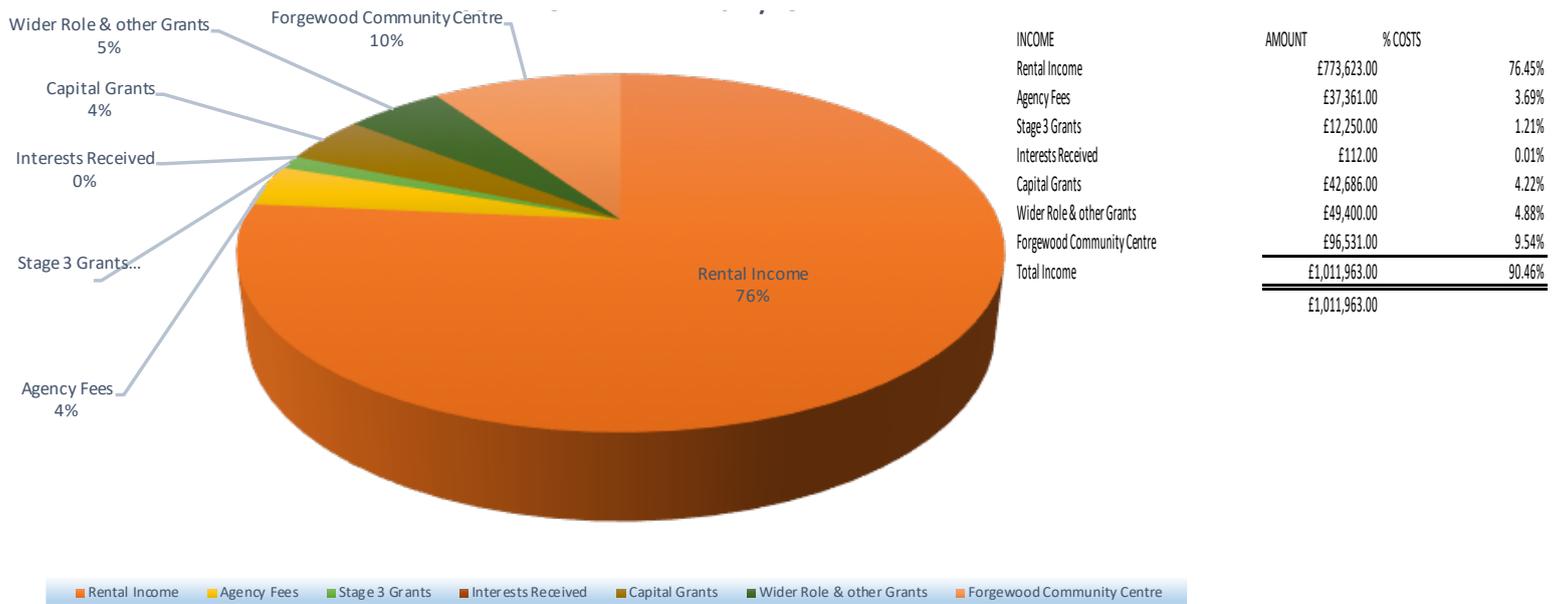
3 apt (2 bedroom) flats x 3
 4 apt (3 bedroom) flats x 2
 2 apt (1 bedroom) new build x 3
 3 apt (2 bedroom) new build x 2
 Total – 10.



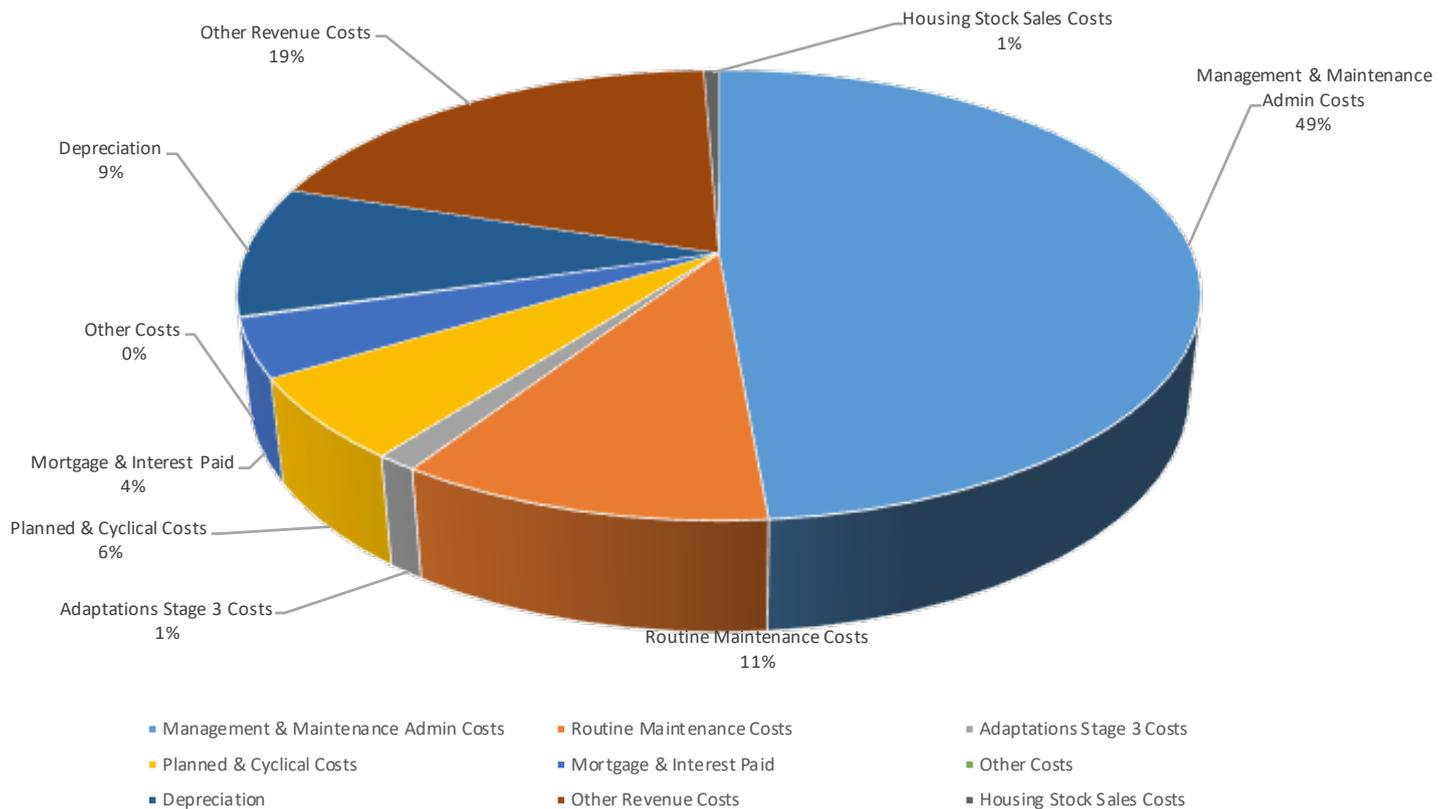
| Size of home | Number of FHC properties | Average FHC weekly rent | Average Scottish weekly rent | Difference |
|--------------|--------------------------|-------------------------|------------------------------|------------|
| 2 apartment | 27 | £ 69.79 | £ 73.33 | -5.1% |
| 3 apartment | 121 | £ 67.95 | £ 74.94 | -10.3% |
| 4 apartment | 61 | £ 67.91 | £ 81.37 | -19.8% |
| 5 apartment | 8 | £ 76.72 | £ 90.39 | -17.8% |



Income for the year 2017-18



Expenditure for the year 2017-18



Financial Auditors: French Duncan Chartered Accountants,
133 Finnieston Street Glasgow G3 8HB



Forgewood Housing Co-operative



**49 Dinmont Crescent,
Motherwell ML1 3TT**

Tel: 01698 263311

Fax: 01698 263399

Email: enquiries@forgewoodcoop.org.uk

Web: www.forgewoodcoop.org.uk

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