

## Annual Performance Report 2008 / 09



Staff and Board celebrate achieving EFQM Northern Ireland Prizewinner Award.

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# Our Commitment to Quality Services

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Triangle asks tenants, service users, partners and those who fund us on a regular basis what they think of the service it provides. It is also assessed by a number of independent organisations who assess the quality of our processes and services.



Triangle was assessed as a Prizewinner under the European Foundation for Quality Management Model and secured the ISO9001:2000 quality management award.



It also maintained its Clients Charter Status which helps improve our housing development and maintenance services.



The Investors in People Award helped us to improve the way we manage and develop our people.



**INVESTOR IN PEOPLE**

# Customer Communication

*e.g. To give you services that you can reach and meet your needs*

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We are currently measuring our performance and your satisfaction with the following areas:

- Our office opening hours, signage & facilities,
- Staff friendliness and manner,
- Communication and information provided.



If you would like to comment on these areas please complete the comment form available online or by request.



In 2008 we improved our website and have plans in place to keep on improving it. 87.5% of people surveyed felt it provided them with new information about Triangle.



During 2008 / 2009 we received 48 complaints all resolved at stage one.

Complaints were filled in the following areas;

- Quality of Service,
- Cost,
- Attitude of Staff
- Other.

Most complaints related to staff / tenant relationships.

# Customer Communication

*e.g. To give you services that you can reach and meet your needs*

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During 2008 / 2009 we received 176 compliments across all our services.

Any compliments received are fed back to the staff at Corporate Planning Days, online through the staff intranet and in our staff newsletter.



Throughout 2008 / 2009 Triangle asked your opinion on a number of issues, policies and plans.



Your views were secured at house meetings, through surveys and the Tenants Advisory Group. A tenant conference was also held and service users were involved in recruiting and inducting staff and on the editorial team for newsletters.

# Housing

*e.g. To give you a home that meets your needs.*

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The average rent, excluding rates for a refurbished property was £56.59 for a refurbished property and £71.57 for a new build property. 86% of tenants felt that our rents were value for money and we met all our responsibilities in offering you different ways to pay and told you about your rent account



79.3% of our customers we happy with the landlord services we provided them during 2008 / 2009. This was a dip of 8.7% from 2007 / 2008. When we asked you why you told us the quality of the repairs service was the reason for dissatisfaction. We have talked to the maintenance providers to improve this.

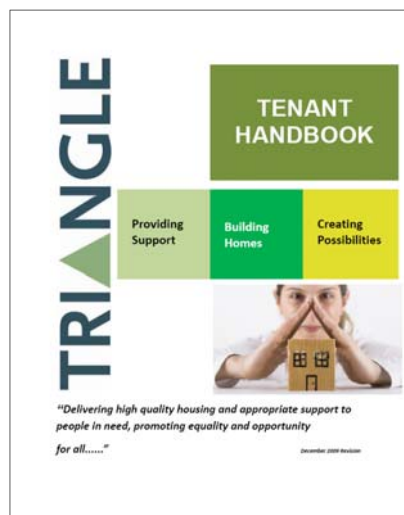


We made 38 allocations to houses throughout 2008 / 2009. Nine were within general family and 24 were within supported living services. Five tenants also moved (transferred) within our own housing stock. We met our responsibilities in providing information and explaining to you what it means and in the quality of the accommodation you moved into.

# Housing

*e.g. To give you a home that meets your needs.*

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All of our tenants received a Tenant Handbook in a format they can use and understand.



In addition to this we made a number of leaflets available online, in our central office and on request from our housing team.



We had 9 cases of Anti—social behaviour during the year relating to noise nuisance and neighbour relations and took appropriate action within the timescales in each case.



In total we carried out 1123 repairs during the year.

93% of repairs were carried out on time against a target of 83%  
78.5% of you told us you were happy with the repairs carried out at your home. We would like more of you to be happy.

# Housing

*e.g. To give you a home that meets your needs.*

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Triangle completed 8 disabled adaptations. Tenants told us they were happy with the work completed.



Last year we carried out 40 improvements to properties.



All new homes built by Triangle meet the following standards:

- Decent Homes
- Secure by Design
- Eco Homes



Triangle had 161 referrals to their Floating Support Service. In their exit surveys 100% of clients were satisfied with the service they received from Triangle against our target of 90%.

# Supported Living

*e.g. Provide care and support services that meet your needs.*

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When we talked to tenants who live in our Supported Living and Residential care services 86% of you were happy with the services we provide (target 90%) and 88% felt you were treated with respect by the staff.



In 2008 we employed a dedicated Training manager for our Support Services; Bernie has introduced a training brochure for staff. All new staff completed LDAF training.



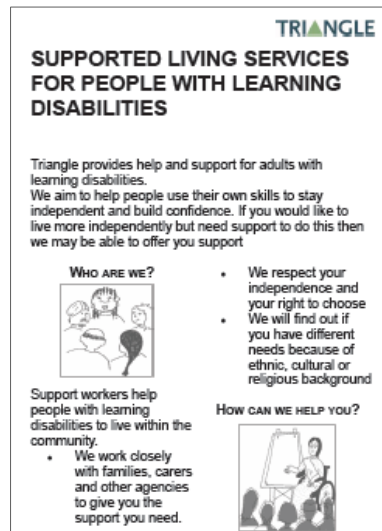
We asked our Supported living & Residential care tenants if our staff helped them to meet new people in your community. 85% agreed (target 90%)



# Supported Living

*e.g. Provide care and support services that meet your needs.*

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During 2008 / 2009 Triangle produced a number of easy read documents for our tenants about the services they received.

These included:

- Tenant Handbook ,
- A guide to Support Services,
- Complaints Leaflet,
- What is Abuse leaflet.



All tenants complete a health and safety risk assessment and this is kept in their All About Me file.

# Progression to Employment

*e.g. Provide Employment support & training to meet your needs.*

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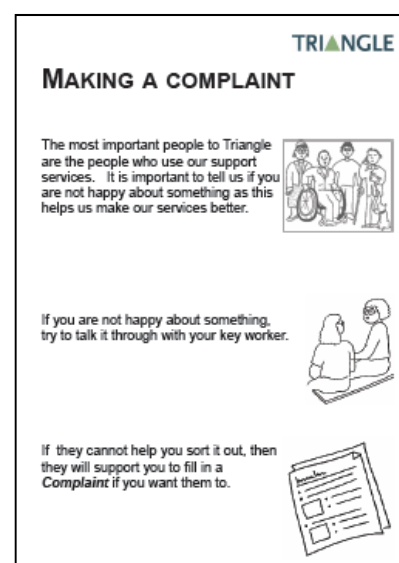
When we talked to service users 99% of you were happy with the services we provide, (target 90%) and 91% felt sufficiently involved in this service (target 80%).



All service users completed a Support Plan and 99.5% felt they received enough support from staff when starting work or training.



We asked our service users if they knew how to make a complaint. 90% said yes they did and staff used the easy read leaflet to explain the process to those who were unsure.



In addition to the easy read information provided Triangle started to form the PTEA Group. This group will meet on a regular basis to discuss issues important to service users. If you would like to join ask one of our staff.



# Get Involved

*Triangle would like you to become involved and hear your opinions*

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## ***Building better futures together***

In 2008 / 2009 Triangle established a Charitable Committee and donated **£3450** to a number charities

**SAMARITANS**

CANCER RESEARCH UK



**Northern  
Ireland  
Hospice**



**Special Olympics**

In June 2008 Triangle signed up to the Business in the Community Charter. This means Triangle will be more environmentally responsible and make a positive impact on our local communities



Triangle conducted a staff audit as part of the Employer of Choice Programme. The Association are promoting a Work—Life—Balance for staff. A number of activities were organised and tenants joined in on the fun to!



**STRESS  
DOWN  
DAY**  
WITH SAMARITANS