

**RECOVERY
FOCUS**

PROVIDING A SAFE PLACE FOR RECOVERY



Tenants Annual Report 2019



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Our clients

In 2018/19 the numbers of people we supported by service type were as follows:

Care homes	130
Supported housing	1,233
Employment related	3,753
Floating/community	3,999
Crisis	1,196
Domestic violence	1,713
Drug/alcohol	8,050
TOTAL	20,074

Client satisfaction

Indicator – proportion of clients who:	% 2019	% 2018
Are satisfied overall with their support	90.3	90.7
Made a planned exit from the service	92	86
Felt that the service had improved their quality of life	97.1	97.7
Felt supported to meet the goals in their personal support plan	93.3	93.1
Felt safe and secure in their service	93.2	94.9
Felt encouraged to look after their physical health	83.5	82.5



Homes for our residents

We provide residential services from **281 owned properties, 467 managed homes, 136 beds in registered care homes** and **over 50 beds in short-term crisis centres.**

Contracted services for those we support

In 2018/19, we delivered **204 separately commissioned contracts** for **142 NHS and local authority commissioners.**

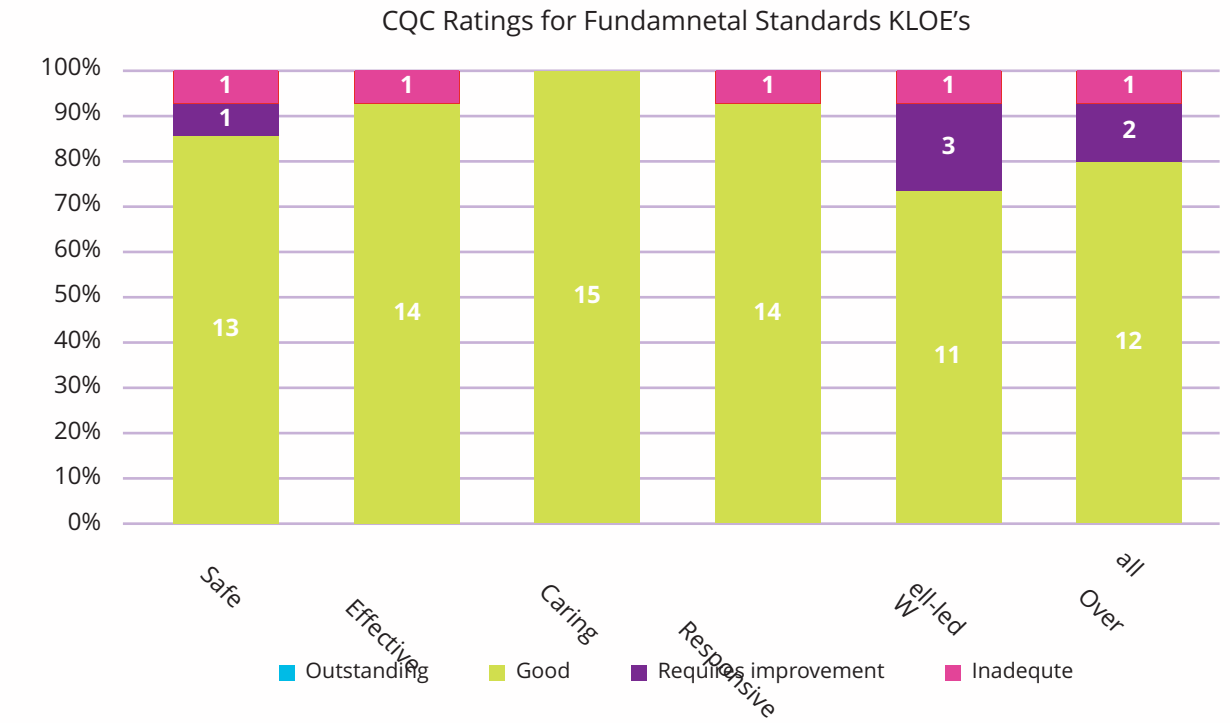
204
contracts

Services provided that are registered with the Care Quality Commission

At 31 March 2019 we had **16 registered locations.** The services provided at these locations break down as follows:

- 5** Personal care
- 10** Accommodation for people who require personal care
- 1** Accommodation for people requiring nursing care, treatment of disease, disorder or injury

Quality reviews by the care quality commission:



People

Our key resource is our people – this summarises our group-wide workforce:

Average staff numbers	2019	2018	2017	2016
In services	1115	1082	1210	1224
In offices	122	118	121	179
Totals	1237	1200	1331	1403

Our workforce is consulted on an on-going basis through informal channels but also through staff councils for both Richmond Fellowship and Aquarius.


Richmond Fellowship also has a formally recognised Joint Negotiating Committee (JNC) with staff and union representatives.

In addition we survey our workforce every two years – based on the priorities expressed in these surveys we build an action plan. Here are some key measures from that survey:


Indicator – proportion of workforce who:	% 2019	% 2017
Would recommend as a place to work	66	59
Believe their service delivers high quality support	86	88
Consider they are well informed about the organisation	69	64

According to our recent survey of client satisfaction:

96.1% feel staff treat all people with dignity and respect



95.5% feel their keyworker listens to their views and takes them on board



Resources

We have a strong record of investing for our future:

	2019	2018	2017	2016
Capital expenditure (£m)	3.5	4.3	2.1	3.7

But we need to improve our debt collection, to deliver better value for money:

	2019	2018	2017	2016
Days debt equivalent (days)	71	44	41	26

This compares to the average across all social housing providers in 2018/19 of **35 days**. We are working hard in 2019/20 to redress this position.

In 2018/19 here is how our resources were generated and spent:

Direct charges for residential services	£9.9m	Provision of residential services	£30.0m
Grants from public authorities	£19.5m	Community and employment services	£10.7m
Community and employment services	£10.6m	Drug and alcohol services	£4.9m
Drug and alcohol services	£4.7m	Family and counselling services	£1.8m
Family and counselling services	£1.7m	Non-recurrent costs to the group	£0.9m
Other funding	£0.3m	Surplus	£0.6m
Surplus on asset sales	£1.9m		
Income from interest and investments	£0.3m		
		Total resources - £48.9m	

Governance

The Richmond Fellowship Board comprises 10 non-executive directors and 5 executive directors who were as follows in 2019:

Non-Executive Directors (NEDs)

Helen Edwards

Chair

David Brindle

Vice Chair

Geoffrey Bland

Chair, Audit and Assurance

Albert Fletcher

Chair, Aquarius

Tansi Harper

Chair, People

Peter Molyneux

Rachel Perkins

Chair, Working Together

Alan Powell

Chair, Business and Finance

Jon Royle

Executive Directors (EDs)

Derek Caren

Group Chief Executive

Tim Anderson

Group Director, People and Organisation Development

Tracey Bell

Group Director, Performance, Quality and Innovation

Raj Lakhani

Group Director of Finance and Deputy Chief Executive

Mary Wishart

Group Director, Business Development

The Board of Aquarius, a wholly controlled subsidiary, was made up as follows in 2019.

Non-Executive Directors (NEDs)

Albert Fletcher

Chair, nominee of the Richmond Fellowship Board

Derek Caren

Nominee of the Richmond Fellowship Board

David Carrington

Karen Kenworthy

Faisal Mahmood

Jean Marlow

John Mole

Maris Stratulis

Group Leadership Team (GLT)

The group is run on a day-to-day business by the Group Leadership Team (GLT). This comprised the following people in 2019:

Derek Caren

Group Chief Executive

Tim Anderson

Group Director, People and Organisation Development

Tracey Bell

Group Director, Performance, Quality and Innovation

Annette Fleming

Chief Executive, Aquarius

Raj Lakhani

Group Director of Finance and Deputy Chief Executive

Robert Templeton

RF Director of Operations

Mary Wishart

Group Director, Business Development





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