

The Barnet Group 2019-20 Annual Review



**The Barnet
Group**

PERSON CENTRED

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The Barnett Group





Tim Mulvenna, CEO The Barnet Group

Hello, and welcome to The Barnet Group's 2019-20 Annual Review. This review shares some of the incredible work our people, both staff and customers, have contributed to their communities from April 2019 to the end of March 2020.

I would like to begin by paying tribute to outgoing board chair, Terry Rogers, who leaves us after six years in the post and ten years in total. It was noticeable that at his leaving reception, when Terry addressed us, just how much change the Group had gone through during that period.

In that time, the Group has launched Opendoor Homes, our Registered Social Housing Provider, Bumblebee our private lettings agency, and grown our care and support arm with the addition of three care homes and two day centres. We have also grown our business in many other ways, which you can find out more about throughout this review.

Terry has provided huge support and has championed the vision of what we are trying to do at The Barnet Group. We wish him all the very best for the future and we look forward to working with new chair, Eamon McGoldrick, over the coming years.

As with the last decade, it has been another busy year for the Barnet Group, even without taking into consideration the effects of the Covid-19 pandemic towards the very end of March 2020.

But more change is coming to the Barnet Group as we continue to do more and transform the way we work. We have taken on extra care and day services while Outreach Barnet – which offers general housing support and specialist mental health floating support within the borough

of Barnet, has also become part of The Barnet Group.

After extensive stakeholder and resident feedback, we have brought Barnet Homes' repairs service in-house to deliver improvements in how we optimise repairs to our residents. More and more new properties are now coming online as well as through Opendoor Homes and our extra care services, including Ansell Court which has received national attention within the housing sector.

I look forward to seeing how we can further progress our aims and objectives over the coming year and I am proud to share this Annual Review as a guide to our work in 2019-20.

Tim Mulvenna
CEO, The Barnet Group



The Barnet Group's Strategic Plan

2019-2024



The grand opening of TBG's new Extra Care scheme at Ansell Court

The Barnet Group's Strategic Plan sets out our five-year vision from 2019-24 for how we will continue to deliver good services whilst supporting our customers and Barnet Council through the challenges they face. The objectives we have set are based on our review of the external environment, the needs of our customers and employees, and our own strengths and weaknesses. This plan is complemented by a strategic action plan of priority activities that support our aims and will ensure we reach our goals.

By 2024 we want The Barnet Group to be seen as a leader in the sectors in which we operate, and for our customers to be our biggest advocates. To do this, we will need to be more innovative in

the way we deliver services and to make continual and sustained change. We must also attract the best staff by being a great place to work. If we are to realise our ambitions, we must continue on our journey to transform and modernise.

We must ensure we achieve the greatest impact from everything we do, including our financial decisions, the way we deliver our services, what we expect from our people, and the investments we make in systems and technology. We will make sure that operations across the Group's diverse range of activities meet the high standard expectations of customers, regulators, and our stakeholders and partners. We will focus our efforts on driving value for money in all our activities.

We are committed to supporting the Council in investing in fire safety and implementing best practice fire safety measures in our high-rise blocks. As a result of a review of our approach, we will continue to prioritise and enhance the safety of our customers, and will engage with residents and increase awareness.

We will provide excellent services in our core areas of operation, and will seek to maximise potential outcomes and achievements and ensure appropriate skills and resources are shared by continuing to work with partners, as we have in the Welfare Reform Task Force, BOOST, and Love Burnt Oak. We will support customers who continue to be affected by welfare reform. In order to address the wide range of issues that can be linked to homelessness, we must continue to find ways to address the growth in demand and deliver early intervention.

We will develop and adopt more flexible and efficient services, focusing on the priorities of our customers, and providing choices to meet their needs and aspirations. We will review and simplify our service delivery, aiming for resolution at the first point of contact. We will aim to optimise our processes with a view to increase digitisation and offer increased choices to customers who prefer to access services in this way.

We will grow and transform the services within Your Choice (Barnet) to deliver efficiencies whilst ensuring improved outcomes, increased effectiveness, high customer satisfaction, and the promotion of greater independence and choice.

The provision and management of housing, homelessness, and adult social care services are why The Barnet Group exists; however, the growth of our business over the past 3 years has had the added benefit of acting as a catalyst to achieve savings, improve services, and retain and develop quality staff. We therefore intend to achieve further growth in future years in order to sustain our core services.

We will continue to grow and potentially diversify our Registered Provider Opendoor Homes and our private lettings company Bumblebee, adopting innovative service models in order to achieve positive outcomes and deliver effective and efficient services. We will also continue our ambitious development and acquisition programmes in order to increase the housing supply within the borough and help to meet growing demand across different tenures.

We recognise that our staff are our greatest asset. We will focus on employee wellbeing and engagement to make The Barnet Group a great place to work, and to attract, develop, and retain the best staff. We will continue to find ways to deliver social value, including providing apprenticeships and training. We will also invest in technology that supports our staff to deliver effective services and provides positive outcomes for customers, and will focus on realising the benefits of this investment.

We will continue to be transparent and accountable to our customers for the decisions we make and the services we provide. We will be responsive to changes within the housing and adult social care sectors and mindful of the current economic climate, but will continue to make long-term strategic decisions for the benefit of this and future generations.

Through our ambitious growth and development of new homes, arising opportunities in Adult Social Care, and our robust approach to supporting Council initiatives and other services over recent years, we have supported the London Borough of Barnet to overcome many of its challenges. We believe we have developed a proven model for local government delivery where more is achieved with fewer resources.

By the end of the life of this strategic plan we will have outperformed our peers, our customers will experience easy-to-use services and increased positive outcomes from their engagement with us, and our staff will be proud of our accomplishments.

The Barnet Group to 2024

Having developed a successful track record of improvement and demonstrated our organisation's competence, we are confident in and excited by the prospect of continuing this growth over the next five years. Ultimately, however, success is

not just measured through figures, and we remain focused on the experience of our customers and the outcomes we achieve through working together.

If you are a customer you will be satisfied that your services are being delivered reliably to a good standard, with a concern for your wellbeing. You will feel that our staff are friendly, approachable, and have your best interests at heart. You will find services inclusive, easy to access, and appropriate to your needs, and you will feel confident that we will get things right when you contact us. You will be treated fairly and with respect.

If you are a tenant or leaseholder you will feel safe and connected in your community, and proud of your home. You will have opportunities to be meaningfully engaged to improve services and decision-making, and enhance local cohesion. You will receive services that are delivered in a manner to enable and empower you. You will have increased opportunities to access key services online so that you are able to have your needs met in a way and at a time that is convenient for you.

If you use our Care and Support services you will be satisfied that your services are provided in a way that ensures you are kept safe and your welfare is safeguarded. You will be treated with kindness, dignity, and respect, and in a caring manner that puts you, and your goals and ambitions at the centre of how your support is delivered. You will receive services that achieve good outcomes and support you to maintain a high quality of life, delivered by staff who are equipped with the skills and knowledge they need to provide positive and individualised support.

If you are an employee you will perceive The Barnet Group as a great place to work, and an organisation of which you can feel proud. We want our customers and partners to feel our passion, and for our staff to feel empowered to be their best. You will feel highly engaged and will both understand and support the objectives of the Group and how you contribute to our aims, and you will feel confident that your efforts will be supported and recognised. It will be clear that the diversity of our employees makes us stronger and better-able to help our customers.

If you are a stakeholder you will think of The Barnet Group as a trusted partner. You will feel confident that the Group is a financially robust, high-performing organisation that is able to deliver on its promises. The Group's ability to innovate and effectively bring other organisations together to achieve the best results for the borough and its residents will provide assurance to stakeholders that it can be trusted to grow and diversify.

Our customers



Award Winners at our 2019 Customer Awards

Celebrating our customers at our 2019 Customer Awards

Our customers are at the heart of everything we do. To recognise those who go the extra mile to improve their communities and support each other, we hold a Customer Awards ceremony every year.

The Customer Awards evening, held at Burnt Oak's Sangam Centre was truly a community-centred affair. The setting was perfect for an evening which is dedicated to recognising the efforts of residents, service users and local community groups who contribute to making their communities better places to work and live.

The evening was hosted by David Thomas, The Barnet Group's Head of Partnerships, who welcomed the newly formed Grahame Park Community Choir onto the stage to start the evening with three beautifully festive songs. The Barnet Group's newly appointed Chair, Eamon McGoldrick opened the event and presented the first of the awards for the evening.

The Deputy Chair of the Residents Performance Advisory Group, Aruna Bhatt, shared some of the Group's achievements from the past year and encouraged fellow residents to get involved with community efforts and groups.



Plot 52, a special project created with service users from CommunitySpace, who support adults with a wide range of learning disabilities, grow fruit and vegetables on an allotment and make seasonal produce, decorated the venue beautifully with their festive hand-made centrepieces and candle lights.

Finally, our green-fingered residents who won a Finest Flowers Award earlier this year received their trophies for making the communal gardens, patios and balconies of Barnet Homes' estates and properties bloom beautifully every spring and summer.

We would like to thank our contractors for their continued support in improving the lives of our residents and for sponsoring The Barnet Group Customer Awards 2019: AA Woods, Armstrong York, Effectable, Mears, Morgan Sindall Property Services, Procom, Raytell, Vallectric, WG Wigginton and R Benson, who won this year's Social Value Contractor of the Year award

The evening finished on a very special note with a thank-you party that all nominees, winners and community partners enjoyed.

**The Barnet Group
Customer Award
Winners 2019**

Barnet Homes

Good Neighbour Award

Dennis Manning

Young Volunteer of the Year

Michael Peters

**Over 25 volunteer of the
Year**

Christopher Smith

Group of the Year

Rainbow Money Advice

Staff Choice Award

Andrew Hosking

Your Choice Barnet

Making Progress Award

Sarah Okeke-Aru

Good Neighbour Award

Paul Barton

Creative Excellence Award

Paul Charles Payne

Carer Contribution Award

Deirdre Hannington

Volunteer of the Year Award

Christine Porter

Staff Choice Award

Shuhana Uddin



Our board

Eamon McGoldrick appointed as board Chair

In August 2019, The Barnet Group appointed Eamon McGoldrick as its new Board Chair.

Eamon has over 40 years' experience in housing management, having started at the Greater London Council as a management trainee in 1977. He has worked extensively across housing in north London, and was Chief Executive of Homes for Islington from 2004 to 2012.

Eamon is Managing Director of the National Federation of ALMOs (arms-length management organisations), of which Barnet Homes is a member.

He is also a Fellow of the Chartered Institute of Housing, the Chartered Management Institute and the Housing Finance Institute.

Eamon said: "I am absolutely delighted to have been appointed Chair of The Barnet Group. As a long-standing Barnet resident and having been educated and worked in the Borough, it is a fantastic opportunity.

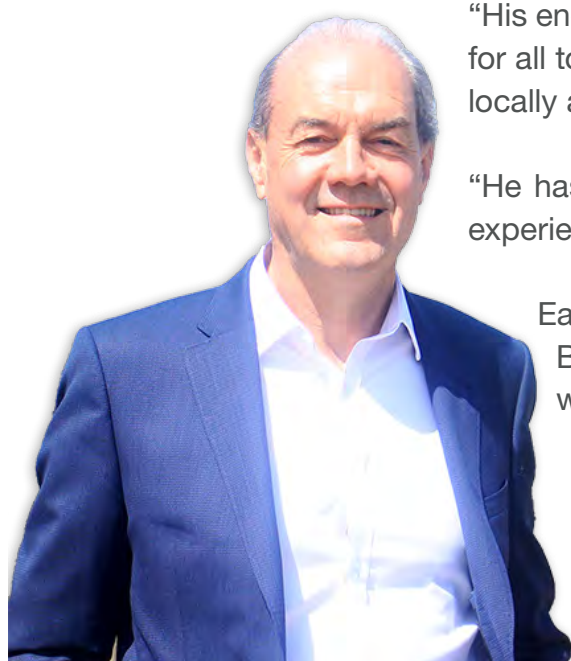
"I am looking forward to helping the Council and The Barnet Group with their ambitions to deliver high-quality adult social care and housing services and build much-needed homes"

The Barnet Group's Chief Executive Tim Mulvenna added: "We are delighted that Eamon is joining The Barnet Group. He has been a Barnet resident all his life and will put the interests and needs of our customers first.

"His energy and enthusiasm to make Barnet a better place is obvious for all to see. Eamon has a lifetime of experience working in housing, locally and nationally, having shaped and influenced policy.

"He has also worked in and with local authorities, so his skills and experience will help us grow and improve the organisation further."

Eamon's appointment was agreed by The London Borough of Barnet's Annual Council on 21 May. He replaces Terry Rogers, who steps down after many years as The Barnet Group's Chair.



Barnet Homes' year





Performance - Service Areas

These indicators help us monitor our performance as we strive to make our services better for all of our customers.

	2018-19	2019-20	Year on year progress
Overall resident satisfaction			
% of Barnet Homes customers who rate Customer Service as 'good'	90.3%	90.7%	▲
Overall customer satisfaction with estate services (Tenants)	87.1%	87.1%	▶
Customer Contact Centre			
Call answering performance – volume and answered within target	89%	86.3%	▼
Complaints			
Number of Stage 1 complaints	1,011	1,218	▲
% of complaints escalated to Stage 2	8.5%	7.1%	▼
% of Stage 1 and Stage 2 complaints answered within 10 working days	92%	94%	▲
% of Stage 1 and Stage 2 complaints fully or partially upheld	69%	62%	▼
Residents' homes			
Satisfaction with repairs	95.1%	84.3%	▼
New homes built	51	19	▼
New homes started	28	14	▼
New homes pipeline	35	137	▲
Gas compliant homes	99.99%	99.99%	▶
Repairs			
Number of repairs	12,603	15,676	▲
Right first time repairs	92.1%	87.3%	▼
Average number of days to complete a repair	15.1	8.4	▼
Stock condition surveys completed	25	26	▲
Fire Safety			
FRAs completed	100%	78%	▼
Spend on fire safety works	£6m	£10m	▲
Tenancy			
% of average rent arrears	3.20%	3.72%	▲
Number of evictions due to rent arrears	15	7	▼
People supported by WRTF / benefits advice	2,300	1,226	▼
People supported into work / training	350	246	▼
Neighbourhood and Community			
Number of ASB reports (per 1,000 properties)	1.4	3.3	▲
Number of apprenticeships	7	9	▲

Our Performance Advisory Group

Barnet Homes' Performance Advisory Group (PAG) represents residents to ensure they receive the best standard of service from Barnet Homes. In 2019-20, they worked closely with Barnet Homes staff on the Customer Experience Project.

The Customer Experience Project ensures that planned improvements to Barnet Homes' services are delivered.

In 2019, residents discussed and shared ideas of what a dream repairs service should look like. Feedback included staff making clear assessments of residents' needs, providing convenient appointment times, being transparent about next steps and keeping residents informed if the repair cannot be fixed right away.

The Performance Advisory Group also fed back to Barnet Homes staff the following issues, that they wanted to see as a focus for the Customer Experience Project:

Changes in service

Where we cannot deliver requests right first time you would like to have better communication from us where there is a change of a service we have committed to delivering to you. This could be regarding an outstanding repair or rearranging a missed appointment.

Getting it 'right first time'

You would like us to improve the speed and reliability of our repairs and maintenance services.

Major Works

You would like us to improve the value for money of our major works programme.

All these points were taken on board by Barnet Homes, and were put into an action plan to be delivered throughout 2019-20 to improve the service delivered to customers.

The main part of the project was to bring the repairs service in-house, and in December 2019, John Davies, Chair of PAG said "PAG has been involved in ensuring the changes have no direct impact on residents and we will continue to work with Barnet Homes on behalf of residents for the service to go live on 1 April 2020.

"Ryan Bolton, Head of Repairs and Estates for Barnet Homes, attended our PAG meeting in October to explain to residents how the transition and new service would work. The group raised many questions on behalf of residents to make sure all the views you have on the new service are taken into account.

"Ryan is keeping PAG involved and informed every step of the way so that we, as a group representing all residents, will be part of designing a repairs service that works effectively for our customers.

"I am confident that all the work done within the Customer Experience Team, a special project team set up within Barnet Homes, will improve customer services."

Rental income



Working together to keep residents in their homes

Our Rental Income Team do not just collect rent. They work with residents to sustain tenancies and help people overcome financial difficulties.

By working with our BOOST and Welfare Reform Taskforce teams, the Rental Income Team can help people stay in their homes, and get back into work and training.

Following the launch of Universal Credit (UC), the team has been focusing on helping residents get to grip with receiving benefits in a new way. One example of this, is when the team helped Mr P, a private tenant with issues regarding a previous housing benefit claim. He suffered significant difficulties making his UC application due to having a condition which has left him with mobility issues. His health condition meant he was unable to use a keyboard and had general problems communicating. Mr P was going into significant rent arrears (potentially affecting his tenancy) and he was also building up unpaid council tax debts.

Upon finding out about the issue, the Rental Income Team quickly booked Mr P in for an Assisted Digital Support (ADS) session. They were then able to talk to the Housing Benefit Team about his case.

The team's quick action helped get Mr P's Housing Benefit claim back dated and awarded to him quickly. The team also assisted Mr P with a Council Tax exemption application due to his health issues.

This is just one example of the incredible work the Rental Income Team do every day to help support Barnet's residents.

Fire safety



Keeping our residents safe

Barnet Council has invested £52m in fire safety improvement works across council housing stock, including installing sprinklers and alarm systems in tower blocks, sheltered housing schemes and hostels. £19.5m of this has already been spent, with a total of £34.5m due to be spent by the end of 2020-21.

In the immediate aftermath of the tragic Grenfell Tower fire, aluminum composite material (ACM) cladding was removed from three tower blocks at Granville Road and replaced with an A1 rated system, ahead of time and under budget. Work to install sprinkler systems at Granville Road began soon after.

In addition to the range of fire safety works already completed, Barnet Homes' dedicated Fire Safety Team is working through a five-year programme of works, which includes:

- High priority fire safety works at some of Barnet Homes' largest estates. These works include new electrical rising mains, sprinkler systems, new heating systems and new fire doors and have been progressing well.
- Sprinkler and alarm installation at Longford Court in Hendon. This work began in January 2020 and is progressing well. Work also began in March 2020 at Prospect Ring and Norfolk Close in East Finchley and at Whitefields in Brent Cross, with Upper Fosters in

Hendon starting in May 2020.

- Replacing 5,000 non-compliant front doors to homes.
- Working in partnership with the London Fire Brigade to ensure resident safety, and communicating regularly with our residents to ensure they are aware of what they can do to keep their homes fire safe, and what they should do in case of a fire. We produced fire safety videos for our residents in collaboration with the London Fire Brigade. We are also working closely with residents through a continuous process of fire safety checks in tower blocks and responding to any concerns raised about fire safety. Barnet Homes' resident satisfaction surveys include questions about building safety to make sure residents feel safe and secure in their homes.
- In-depth fire risk assessments (Type 4) carried out by expert consultants. Any urgent works resulting from these assessments are treated as priorities.

Major works



Before and after the works at Hanshaw Drive



Refurbishment at Hanshaw Drive

Major refurbishment has taken place this year at Hanshaw Drive, one of Barnet Homes' sheltered housing sites, following feedback from residents. As part of their Corporate Social Responsibility initiative, Effectable Construction installed an accessible toilet as requested and upgraded the wider communal kitchen/lounge area as a whole.

The Sheltered Housing Officer at Hanshaw Drive has been instrumental in facilitating access for and liaison with surveyors, contractors, and tenants and as a result, the kitchens now have new cupboards, worktops, flooring and appliances as part of a significantly improved layout, making it easier for tenants as well as their friends and families.

Our Barnet Community



Urban Gamez 2019

Urban Gamez 2019

Our annual community sports event in Grahame Park always goes down a treat with the children and their families – and this year was no exception. More than 100 children and young people registered to race. There was a whole lot of racing going on!

The Deputy Mayor of Barnet, Cllr Lachhya Gurung, attended a Barnet Homes' event for the first time and was very positive about the benefits of Urban Gamez for the community.

“Events like Urban Gamez bring people together and just seeing all the children and young people here participating in sports is wonderful,” said the Deputy Mayor.

One local mum talked about how her sports-mad daughter was so looking forward to Urban Gamez 2019, that she started training for it a month ago.

Stella said: “My family looks forward to the Urban Gamez every year, it brings the whole community together and gives the children something active to do. My kids have been watching previous Urban Gamez on YouTube to get in the mood for it. I even took the day off to see them run.”

But as with every year, there were other activities everyone could participate in – the mobile rock climbing wall, a rodeo bull, games and the popular smoothie-making bike.

Local partners that attended to support the event included the new Youth Zone facility Unitas, Colindale Communities Trust (for work and training opportunities), Saracens, Barnet Library Services and NW9 Nails, part of the Art Against Knives charity, had a pop-up nail bar at the event.

Barnet Homes' contractors have always been strong supporters of the Urban Gamez and this year we would like to thank Morgan Sindall and Lift Specialists for sponsoring the event. Funding of this kind ensures that events like Urban Gamez can carry on well into the future.



Urban Gamez 2019



One of our 2019 Finest Flowers entrants

Our very finest flowers

Recently, we all got the chance to celebrate the contribution of the efforts of our residents to make our estates vibrant, connected places to work and live.

At the Customer Awards 2019 held at the Sangam Centre in Burnt Oak, we handed out 12 awards to some of our hardest working, most engaged customers. But we also made sure we recognised our Finest Flowers Awards entries and winners. These green-fingered residents put so much hard work into turning communal gardens, patios and balconies to blooming beautiful displays every spring and summer.

But joining a gardening club is about more than just hanging baskets and bedding flowers, says Bittacy Court resident Debbie Docherty. “I’ve been a council tenant for 40 years and never knew anything about the Bittacy Court Gardening Club until my neighbours moved in. Not only do the gardening clubs make such a difference to the environment, with all the lovely plants – it gets neighbours talking and working on something together. I really enjoy it and I also find ways of asking other residents to get involved and eventually they do, bit-by-bit...”

Debbie was thrilled to receive a certificate on behalf of the Bittacy Court Gardening Club, who won a Finest Flowers 2019 Best New Gardeners Award!

Finest Flowers Winners 2019

Geoff Bedingfield Award for Most Outstanding Garden:

John Barrett

Best Sheltered Scheme Garden: Hanshaw Drive Garden Club

Best Communal Garden: Brownswell Road Garden Club

Best New Gardeners: Bittacy Court Garden Club

(Pictured clockwise from top left)





An Art Against
Knives music session

Our partnership with Arts Against Knives helps local youngsters

Barnet Homes' partnership with Art Against Knives (AAK) went from strength to strength. In 2019-20, we continued to work with the charity to provide 190 young people with the opportunity to access support and opportunity via their creative community spaces including, a music studio, nail bar and fitness hub.

Highlights from the year included the release of two new mix-tapes featuring tracks written and produced in The LAB music studio, a collaboration with Converse shoes who sponsored a week of exciting activity across the spaces during February half-term and a programme of pop-up nail bars designed and delivered by young technicians.

When asked why they come to the spaces AAK provides, one young person said: "The LAB is pretty much the main thing that gets me out to do something, there might be times where I might not want to go out anywhere as most of the time I just stay in. I feel refreshed every time that I come here."

AAK have made a huge impact over the past two years and continue to exceed our expectations in achieving positive outcomes for young people in Barnet. We're excited to see the young talent that comes out

their creative spaces this year as we continue to work in partnership to keep young people safe.

Art Against Knives is a charity that supports young people at risk of violent crime and although they are locally based, the positive work they do with young people has spread across London and beyond. For more information about this project and the work Arts Against Knives to work with young people at risk, visit their website: artagainstknaves.com

Hammerson help out

Staff volunteers from Hammerson PLC used their annual corporate community day to join Barnet Homes and residents from Hanshaw Drive sheltered scheme to do some gardening, painting and cleaning of communal areas.

Hammerson PLC are one of the main developers of the Brent Cross/ Cricklewood Regeneration project, and the main developer of Brent Cross Shopping centre.

Hammerson's staff volunteers all said they felt really good to be able to give something back and see the value of the community where they are currently developing.

It's not the first time Hammerson have chosen Barnet Homes' schemes for their Community Day; in 2017 they helped re-decorate communal areas at Barnet Homes' Domestic Violence Refuge. Previously, they also got stuck in with re-landscaping the gardens at our Your Choice Barnet day service, Flower Lane.



Sheltered Housing



Drummond House's
Easter Party

A big-thank you to our contractors! Drummond House's Easter was a cracker...

As well as providing a responsive repairs service and major works at our Sheltered Housing Schemes, our contractors provide another important connection for many of our residents.

Vallectric, Mears and WG Wigginton (and the local pub Gertie Brown and Universal Laundry) have collectively made a generous donation of £500, which went towards the annual Sheltered Housing Easter Tea Dance on 16th April.

To show the kind contractors their appreciation, our Sheltered Housing staff and residents held a thank you lunch at the Drummond Court sheltered scheme in Font Hill.

Danielle Richardson, W G Wigginton's Resident Liaison Officer, said: "We've worked on Barnet Homes' Sheltered Housing sites for many years. We're happy to support events that provide a positive environment for older people to get out and about and socialise.

"It's so important because most of the time they don't have family around. From my experience, when we start jobs we find out no one talks to each other. But sheltered housing jobs tend to be my favourite, as you want to go the extra mile to make sure they are comfortable."

One of our sheltered housing residents, Iris, agreed these types of events really help older people in the schemes benefit from that all-important social interaction.

Iris said: “I enjoy coming out and mixing with people – as well as having a good gossip. We all had a great time at the annual Easter Tea Dance.”

So, thanks to our generous contractors, the annual Sheltered Housing Easter tea dance was a cracker!

Floating support

Barnet Homes takes over Outreach Barnet service

In August 2019, The Barnet Group took over the contract for delivering the Outreach Barnet service which offers general housing support and specialist mental health floating support in the borough.

This service will run on an initial three-year period and it follows the work already carried out by The Barnet Group, to Barnet Homes tenants.

This Service provides much needed housing-related support for some of the most vulnerable people in the borough and works closely with the Housing Options Team to assess and sustain appropriate accommodation of all tenures helping to alleviate pressure on the NHS for people ready to be discharged but needing accommodation, and in reducing the homelessness figures.

Tackling homelessness and rough sleeping



Barnet Homes' Rough Sleeper Team gets funding for a further year

The Barnet Homes' Rough Sleeper Team secured funding to be able to continue with their work to reduce the numbers of people having to sleep on the streets of Barnet.

Barnet Council successfully bid for more than £600,000 from a Central Government fund set aside to tackle rough sleeping in London.

The cash boost from the Ministry of Housing, Communities and Local Government (MHCLG) was good news for the Rough Sleeper Team, who were able to carry on their targeted prevention for another year.

Housing Secretary Robert Jenrick had, as of 28 January, announced an extra £112 million of funding to councils, charities and other housing organisations. It's a 30% increase on the funding given to cutting rough sleeping last year.

In 2018, Barnet's Rough Sleepers' project received £220,000 from the Rough Sleepers Initiative Fund. The £636,845 will go towards setting up a somewhere safe to stay hub and will maintain the current outreach work and placements into emergency accommodation that the Rough Sleeper Team has proven to be successful in the past year.

Barnet Homes' Group Director of Operations and Property, Elliott Sweetman said: "We are delighted to have received more funds from the Ministry of Housing, Communities and Local Government to

maintain the strong start our Rough Sleeper Team delivered last year. No one should have to resort to sleeping rough and this additional funding will help us achieve our aim of at least halving the number of rough sleepers in Barnet.”

The Rough Sleeper Team is part of the Housing Option’s service that Barnet Homes offers. The team’s specialist work has included working more closely with other important services that support rough sleepers with accessing a settled life off the streets. In particular, the Rough Sleeper Team have increased coordination with the Police, Barnet’s Community Safety Team, Green Spaces and Neighbourhood Management. This year, Barnet’s first Homelessness Forum was launched – consisting of many of these partners and other local organisations who are working together to tackle homelessness in the borough.

The Rough Sleeper Team engages with people who are sleeping rough around Barnet through a persistent and assertive outreach approach. A high percentage of these rough sleepers are single men, often with alcohol/substance abuse, mental health and physical health issues.

Barnet Homes is now further demonstrating its commitment to tackling homelessness by launching a new partnership Homelessness Forum, with partnership working to address homelessness/Rough Sleeping more important than ever.

A Partnership event in January 2020 involved local agencies whose main mission is to reduce homelessness/rough sleepers in Barnet. Shelter’s Head of Consultancy Harinder Birring, Homeless Link’s Innovation and Good Practice Manager Julie Cook and Joe Lee, Homeless Action in Barnet’s (HAB) Chief Executive were all in attendance.

The aims of the forum are aligned with those of Barnet Council’s Homelessness and Rough Sleeping Strategy:

1. Preventing homelessness
2. Reducing the use of temporary accommodation and securing accommodation for people who are, or may become homeless
3. Establishing effective partnerships, working arrangements and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them from becoming homeless again
4. Supporting rough sleepers to address their housing and other needs.



Barnet Homes' Domestic Violence support services win bid to stay open for fourth year

The Barnet Homes' Domestic Violence Refuge and One-Stop-Shop initiatives had extra cause to celebrate their fourth anniversary in spring 2020 - Barnet Homes received the news that they will be able to carry on delivering their vital domestic violence support services for another year.

The Housing Secretary, Robert Jenrick MP, announced £16.6 million for 75 projects across the country to help fund domestic refuge services.

Barnet Homes led the bid in collaboration with Barnet Council to maintain the Domestic Violence Refuge and One-Stop-Shop for another year. The Ministry of Housing, Communities and Local Government (MHCLG) awarded £100k to Barnet.

Barnet Homes was also part of another successful bid, totaling £749,312, for the Women in Safe Engagement and Recovery (WiSER) Plus+ Project with seven other boroughs (Camden, Enfield, Hackney, Haringey, Islington, Tower Hamlets and Waltham Forest).

The WiSER project works with women experiencing domestic abuse with severe and multiple disadvantage (SMD), mental health problems and substance abuse which are too complex for mainstream support services to address. The WiSER project targets women who have not engaged with support services for an extended period of time.

This is part of a wider government drive to bolster protection for survivors of domestic abuse, including the landmark Domestic Abuse Bill which is due to be reintroduced.

Robert Jenrick MP, said:

“Domestic abuse destroys lives and leaves victims living in fear in their own homes – the place where they should feel most safe and secure.

“No victim of domestic abuse should have to struggle to get the right support, or wait months for help that they need. This new funding of £16.6 million will help local areas better protect victims and their children and provide essential life-saving services, delivering the urgent support that they need to rebuild their lives.

“Domestic abuse is a devastating crime which shatters the lives of over two million survivors and their families every year.”

BOOST and the Welfare Reform Taskforce



BOOST's awards

On Thursday 22nd November at the International Gospel Church in Burnt Oak, the first ever BOOST (Burnt Oak Opportunity Support Team) awards were held.

The evening was a celebration of the contribution that partners and supporters have made to BOOST, and was also an opportunity to reflect on achievements of the project which launched in 2015.

As well as our winners, other attendees at the event also live and work in the heart of the community in Burnt Oak. Some of them, such as Michelle Tye, who featured in the Autumn issue of atHome magazine, were former clients of BOOST. Michelle now works at the BOOST project herself, helping others.

BOOST Award 2019 Winners

Partner of the Year – Hasan Cakmak, Citizens Advice Barnet: “Hasan has been wonderful with all of our clients, he spends quality time with individuals listening and making plans to resolve the issues promptly and concisely.”

Volunteer of the Year – Trevor Fenton, The Real Junk Food Project: “A special person who doesn’t just look at the monetary value in working, but what difference it makes to the local people in the community.”

JobcentrePlus Partner of the Year – Stuart Downie, Disability Employment Adviser: “The unflappable Mr Downie is a disability adviser and helps with some of our most challenging clients.”

Employer of the Year – Savers: “As an employer they are very supportive in giving people a chance and help many BOOST clients back into employment.”

Extraordinary Person (a BOOST client who has made great progress this year) – Marie Kohan: “Marie is a real asset to the team both personally and professionally. We are lucky to have found her via BOOST!”

Rising Star – Charlie Stacey: “Charlie has evolved into a confident young man, at first he was shy and held back. Now after getting work experience as an apprentice, he has gone back to college as part of his goal to become a psychologist.”

Special mentions of appreciation were given to our contractors Morgan Sindall, Blue 9 Security and Barnet Council.

Congratulations to all the winners of a BOOST award and supporters of the project.

BOOST started out at a Burnt Oak targeted project and then extended to Childs Hill in the form of BOOST@184. Even better news came this year - BOOST can now help any resident in Barnet who approaches them for help, not just Barnet Homes’ tenants.

A happy 6th birthday Welfare Reform Task Force!

Six years ago in July, a special project was launched to support local people who were affected by the benefit cap or needed help applying for Universal Credit online.

The Welfare Reform Task Force have helped thousands of people with Universal Credit applications and benefits advice, and helped hundreds into work.

The Welfare Reform Task Force brings together specialist advisers from Barnet Homes, the London Borough of Barnet and the Department for Work and Pensions.

Happy 6th Birthday to the Welfare Reform Task Force!

Growth & Development



Opendoor Homes' development site at Westbrook Crescent

New chair for Opendoor Homes



Ursula Bennion joins as board Chair

Hugely experienced Ursula Bennion became the new Chair of Opendoor Homes.

Ursula replaces Sharon Slotnik who was the previous Chair of Opendoor Homes. Ursula said: “It is a great opportunity for me to apply my knowledge and share best practice. I am looking forward to working with such a sound organisation, with an excellent Board and team. I am also excited for the new challenges ahead. Opendoor is very different to Trent & Dove. But I am confident that my development background and leadership can make a difference to its future strategy.”

Derek Rust, Opendoor’s Director of Growth and Development, said: “We are delighted to welcome Ursula Bennion as Chair of the Opendoor Homes Board, particularly at such an exciting period of growth for the organisation. Ursula brings a wealth housing experience from her previous roles and we look forward to benefiting from her valuable contribution to Opendoor.”

Ursula joined Trent & Dove in 2015 and has over 25 years’ worth of experience from across the housing sector, from her first job as a trainee Housing Officer to Director of Business Development and currently as Chief Executive.

Development - New homes



Our achievements

2019-20 was another crucial year in the growth and development of Opendoor Homes, laying the foundations for over 500 new homes to be built in the forthcoming years.

To date, Opendoor Homes has:

- Created an effective and well regarded new build function, starting from scratch
- Moulded a team based on experience and home-grown talent that share both our ambition and ethos
- Built on our strengths in resident and stakeholder engagement to deliver quality consultation and create support for our developments
- Created strong networks, partnerships and wider professional teams to deliver quality, viable developments
- Delivered quality new build schemes on challenging brown field infill sites ranging from a pair of bungalows to an infill tower block
- Established our credentials to deliver complex extra care schemes including a wrap-around care service offer through Your Choice Barnet
- Delivering a large complex programme across many sites in a wide geographic area with multiple contractors
- Developed innovative funding approaches and secured external grants to deliver more affordable housing in the borough
- Developed a “top hatting” solution to maximise the use of existing assets by putting additional stories on existing blocks
- Undertaken complex feasibility studies on difficult to develop land and identified innovative options to deliver more housing
- Completed 150 new homes with a further 230 homes currently on site and 460 in active development



Our ambitions

Opendoor Homes is not ready to rest on its laurels, and has massive ambitions:

- To be the Council's preferred development partner delivering quality new homes across a range of tenure types
- To create the capacity and expertise to deliver significant estate redesign and regeneration schemes
- To develop further innovative more commercial models to create revenue benefits for LBB
- To receive industry recognition for quality and innovation in our approach to development
- Delivery of 3,000 new build or acquired homes by 2030 within Opendoor Homes



Micro-sites programme continues

The viability of small sites in pure finance terms can be difficult to sustain and yet the value of housing in a pressurised city like London cannot be underestimated. Even the smallest and most difficult site can be justified if you take the time to work on options that support the business case. Opendoor Homes' micro-sites programme does just that.

Phase One concentrates on schemes that were not viable for the main Opendoor Homes tranche three programme. We have sought to leverage in more subsidy and create a business case founded on delivering wheelchair accessible homes that meet a specific Barnet Council Adults and Communities need. As a result, 10 more homes for affordable rent will be built across four sites in Barnet and were due for completion by early 2020.

Phase two includes a neglected former garage site in Burnt Oak that has attracted long term significant fly-tipping and anti-social behaviour. Under normal circumstances the proposed scheme at Back Lane HA8 would not stack up financially, but the opportunity to place four new homes at this location will make a big difference to a current problem of fly-tipping.

No site is too small to add value with the right approach.

Bumblebee



Bumblebee continues to buzz

Set up in 2018, The Barnet Group's private lettings agency continues to go from strength to strength, offering a range of different services and not just the traditional landlord/tenant model.

Bumblebee is providing a service for a new generation of renters who use online and social media and who have exacting demands about the type of property they want. Encouragingly, we are seeing a lot of referrals coming in via word of mouth which explains the excellent figures for its first full year:

Bumblebee in 2019/20

Tenancies agreed: 123 (more than doubled last year - 48)

Yearly average: 1,664 (more than doubled last year – 672.9)

Profit: £19,966 (more than doubled last year - £6729)

Your Choice Barnet







Your Choice Barnet shortlisted for 24 Housing Award

Your Choice Barnet (YCB) continued to defy all expectations in 2019-20, delivering exceptional service for the people of Barnet. Every day, it supports over 500 people living with profound and multiple learning disabilities, autism, dementia and older people living in care homes across numerous services. YCB's Supported Living service is the only CQC-rated service in the entire borough with an **“exceptional”** rating. Assist, YCB's telecare service saves lives every day, and is often on the scene of emergencies well before emergency service. But it is not just saving lives where YCB excels. Its PA service, PA Choices, helps people live more independently, providing over 100 hours of one-on-one support every week.

The YCB Enablement service delivers invaluable home-from-hospital care, and it is perhaps the words of one of their customers that sums up best why YCB is so deserving of recognition: “This team is a committed team that strives to be the best. They provide an invaluable service to people who may be vulnerable or not in the best of moods, either through pain or a long journey home from hospital. This really inspires them.”

YCB was shortlisted in the Care & Support Provider of the Year category at the 2019 24Housing Awards. It's rare to find a care and support provider which excels in so many areas, and YCB was proud to share its achievements on the big stage.

Your Choice Enablement

P E R S O N C E N T R E D

Your Choice Enablement rated 'good' by Care Quality Commission

Your Choice Barnet's Enablement Service received a **"good"** rating in an inspection by the Care Quality Commission (CQC).

YCB Enablement provides a service to adults with a wide range of needs, often following extended stays in a hospital. Carers visit up to four times a day for up to six weeks to support people to regain skills that may have been lost.

The CQC inspection reported noted that upon their interviews with clients, people said they felt safe. Enablement staff were aware of how to spot different types of abuse and how to report them to help ensure clients were protected.

Julie Riley, Group Director of Care and Support said: "This is a fantastic result for the YCB Enablement Service to achieve on its first regulatory visit from the CQC. One of the things that the team who work in Enablement should be very proud of is that the CQC report stated 'people received care from staff who were caring, kind and compassionate.'"



A CommunitySpace Christmas!

We were delighted that a group of service users from YCB's CommunitySpace service put their skills toward making Christmas decorations for a tree Barnet Homes sponsored at the Christmas Tree Festival (held All Saints Church) on the 14th December.

At CommunitySpace, staff support service users to take part in activities that meet their needs and interests. At the same time as developing skills, service users gain confidence and independence in taking full part in the community.

So, a project involving making Christmas decorations isn't just for the festive season, but had a huge impact on service users' quality of life.

This isn't the only project CommunitySpace is involved in – The Your Choice Barnet Employment Project is dedicated to supporting adults with learning disabilities with work and training opportunities.

**CommunitySpace staff
and service users
growing food produce
at allotment**

Plot 52 is a cross service collaboration between Sweet Tree Farm and YCB, providing gardening and enterprise opportunities to people with support needs on a community allotment.

At the heart of it is the opportunity to grow together and feel a sense of belonging and achievement. They had a successful Christmas selling their hand-made wreaths and herb and fruit-infused oils.

Staff and service users from CommunitySpace have been working together to help users lead more independent lives, growing plants, fruits and vegetables at an allotment in Barnet.

While the goal has been to allow users to interact more with the local community around the site at Cat Hill, the quality of the produce has been excellent – so much so that the team plan to sell the fruits of their labours at a local market.

For example, one of the CommunitySpace service users, who is from Greece, makes a delicious pesto from olives, other vegetables and plants. As well as pesto, the CommunitySpace gardeners have made other sauces and have experimented with a cordial. They plan to make enough produce to sell at the Teenage Market in Chipping Barnet, which itself was funded by local crowdfunding organisation Spacehive.

It's a wonderful example of the work staff do at CommunitySpace with service users helping them become more self-reliant, as well as them becoming involved with another social enterprise.



R Benson and Rosa Morison staff at the hydrotherapy pool

Repairs to hydrotherapy pool at Rosa Morison

Barnet Homes' contractors R. Benson stepped in to provide the knowhow and the manpower to carry out repairs to Rosa Morison's hydrotherapy pool.

With water gathering on the steps and the boards rotting, the bespoke steps were in a poor state of repair having originally been donated and installed over 13 years ago. The specialist team at R Benson got to work and completed the overhaul inside two days.

Richard Buckman, Manager at Rosa Morison said: "The hydro-pool here at Rosa Morison is a central focus of the therapy we offer our service users, so it was a concern that the steps to the Hydrotherapy pool had rotted away so badly. This meant the stairs were unsafe to use and that staff and service users would potentially not be able to access the pool for some time. So it was amazing that Barnet Homes' contractors Benson were able to do such a quick turnaround and repair the steps for us. In the end, the pool was only out of action for two days so brilliant job done by Benson."

Flower Lane



Flower Lane celebrates World Autism Awareness Week

Staff, parents and carers at Flower Lane made a wonderful contribution to raising awareness about autism by organising several events and activities as part of World Autism Awareness Week in May 2019.

One of the events included a ‘wear your favourite top’ afternoon. Many people with autistic traits find routine and regularity very comforting, so this was a very positive event for all.

Flower Lane staff and service users also pulled together their skills and made a round of very special cup-cakes – everyone enjoyed the outcome of this event no end!

Flower Lane is a specialist autism day centre and its staff are committed to raising awareness about the positive input that people living with autism (and those who support them) can make in the community.



Extra care provision comes to Ansell Court

Change to our services is an essential part of ensuring we flexibly and efficiently provide the services that our customers want. One big change we've brought in, over recent months is the provision of extra care places at Ansell Court, Mill Hill which was officially opened in May 2019.

These self-contained one and two-bedroom apartments help lay the foundations for adults who need support to live independently, to be able to do just that. At the heart of Ansell Court's design is the ability to allow social interaction between residents and the local community. While that is unlikely to be easy during the pandemic, the facility will have long-term benefits for both.

These were just some of the comments from new residents:

Judy: "It's a big change to where I was living before. It's great to be here, have my own flat, but still be part of the community here if I need it. I am looking forward to the social events that the staff here organise so I can get to know the other residents."

The facility is receiving a wider recognition too, being highly commended at the Inside Housing Development Awards and being shortlisted for a Housing Design Award.

Ansell Court is also a dementia-friendly scheme and the interior has been designed with this in mind, with colour-coded walls to help

residents find their way and a shelf outside each front door, so that residents can personalise their space to help them find their way home.

Two similar facilities will follow in the near future; the first at Stag House in Burnt Oak while there will be a larger offering at Cheshir House in Hendon.

**Ansell Court highly
commended in Inside
Housing Development
Awards**

Our flagship extra-care scheme Ansell Court has had a very busy 2019; being officially opened by the Mayor of Barnet, residents moving in, and then shortlisted for a prestigious national award at the Inside Housing Development Awards 2019 (IHDA 2019).

Ansell Court was shortlisted in the Best Older People's Housing Development (over 50 units). On this occasion, Ansell Court did not win outright, but was highly commended, showing what a fantastic scheme has been delivered by all those involved.

Special appreciation must go to the architects on the Ansell Court project, PRP and the contractors Rydon construction.



Your Choice Barnet doubles in size

From the 8th July, three residential care homes and two day service centres for older people transferred from the Fremantle Trust to Your Choice Barnet.

The services that have transferred to Your Choice Barnet are at Dell Field Court (N3) (pictured above), Meadowside Residential and Day Care (N12) and Apthorp Residential and Day Care Centre (N11).

The transferring services support around 250 older people in Barnet, who in turn, are supported by around 300 staff. We are delighted to be welcoming all them into The Barnet Group, meaning the size of the Your Choice Barnet service has doubled and staff will become part of the Group and share its vision and values.



Outdoor gym makes a life-changing difference to Valley Way service users

Valley Way is Your Choice Barnet's respite service for adults with complex learning disabilities, physical disabilities, autism and challenging behaviour.

The service gives families and carers a chance to take a break from their caring responsibilities overnight, for several days or weeks.

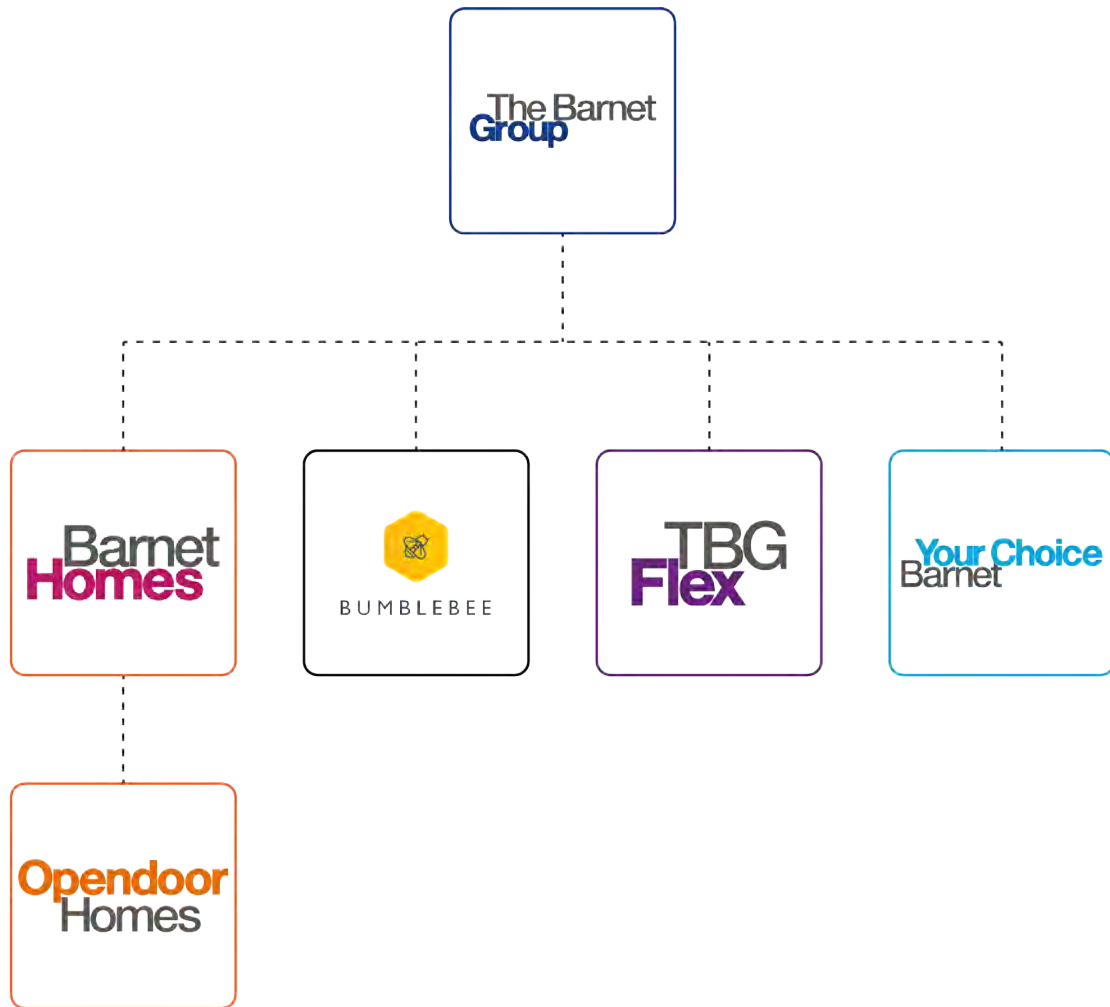
Part of the work Valley Way does it to keep its service users fit and active, in the knowledge that it can be beneficial to their health.

This year, Valley Way service manager Sara White secured funding from The Barnet Group's Innovation Fund to contribute towards an outdoor gym at the service.

The service users that attend Valley Way love using the garden, and the staff there have made many improvements to the outdoor space over the past year, so this equipment is the icing on the cake. It will also help service users achieve the healthy eating and exercise goals that the staff at Valley Way are supporting them to work towards.

The gym, and other initiatives the staff carry out all go towards helping Valley Way achieve a **“good”** rating from the Care Quality Commission.

About The Barnet Group



The Barnet Group

A parent company, wholly owned by the London Borough of Barnet.

Barnet Homes

An Arms-Length Management Organisation with a ten-year management agreement from 1 April 2016 to deliver housing management and homelessness services within Barnet. Also includes the sub-brands: Assist, BOOST, Let2Barnet and Welfare Reform Taskforce.

Bumblebee

An online-only estate agent set up in 2018, operating in the private lettings market. It uses the experience and expertise of Barnet Homes' Let2Barnet service.

Opendoor Homes

Opendoor Homes is a subsidiary of Barnet Homes and was created in order to gain Registered Provider Status from the Homes and Communities Agency. It has an ambitious house-building programme in the borough and strengthens the groups housing management foundations.

TBG Flex

An employment arm within the Group, offering flexible benefits and supplying new employees to other companies within the Group.

Your Choice Barnet

An adult social care company delivering services across a number of schemes and services, with a renewed five-year management agreement from 1 February 2017. Took on the running of three care homes in 2019, almost-doubling its size.

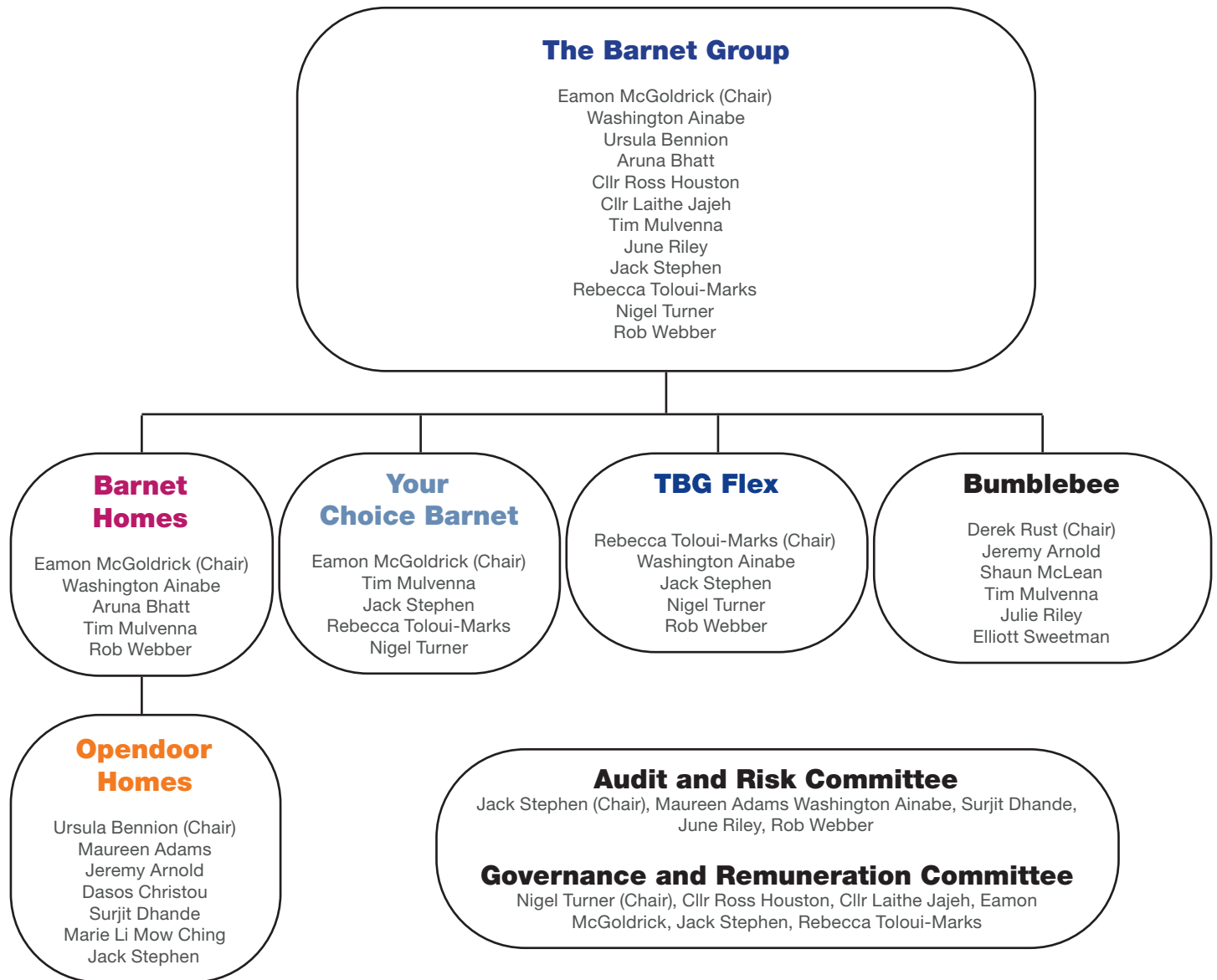
In 2004 Barnet Homes was established as an Arm's Length Management Organisation (ALMO) for the London Borough of Barnet (LBB) to manage approximately 15,000 council-owned properties within Barnet. In 2012 Your Choice (Barnet) was created to receive the transfer of Adult Social Care services from LBB, and The Barnet Group, a Local Authority Trading Company (LATC) was created as the parent company to both Barnet Homes and Your Choice (Barnet). Later in 2012 the Council's Homelessness service transferred to Barnet Homes.

In 2013 The Barnet Group began the development of the first council housing to be built in the borough for 20 years. The first 3 properties were completed in early 2014, with another 40 in 2016 including 10% wheelchair-accessible accommodation, and 90 in 2018/19 including 53 Extra Care units. We have committed to fulfilling a development and acquisitions programme that will deliver 1,000 homes by 2024.

In 2015 TBG Flex was created to employ and supply new employees within the Group, offering more flexible terms and conditions of employment. We also created a new subsidiary to Barnet Homes, TBG Open Door ("Opendoor Homes"), which went on to become a Registered Provider with the Homes and Communities Agency in April 2017 and which supports the Group's ambitions for growth whilst providing much-needed Affordable rented housing within the borough. In May 2018, Bumblebee was launched to provide an online private lettings service in Barnet, drawing upon the success of the Group's Let2Barnet service.

Across the Group we employ over 800 staff, providing a range of services to people who live in Council-owned homes, people who are homeless or facing homelessness, Care and Support clients from Barnet and other local authorities, and private customers.

Board structure



The Barnet Group Board

Eamon McGoldrick (Chair)

Eamon has over 40 years' experience in housing management, having started at the Greater London Council as a management trainee in 1977. He has worked extensively across housing in north London, and was Chief Executive of Homes for Islington from 2004 to 2012.

Eamon is Managing Director of the National Federation of ALMOs (arms-length management

organisations), of which Barnet Homes is a member.

He is also a Fellow of the Chartered Institute of Housing, the Chartered Management Institute and the Housing Finance Institute.

Washington Ainabe

Washington Ainabe is the board's leaseholder representative. He has had a long career in the

financial service industry in various capacities; as a management accountant (CIMA), management consultant and most recently in risk. He has lived in Barnet for 15 years (five years as a leaseholder) and is passionate about making a difference in the community. He believes providing quality conditions and good engagement is key to achieving proper standards and sustainability.

Ursula Bennion

Ursula has been Chief Executive at Trent & Drove Housing since 2015.

Prior to joining Trent & Drove, Ursula worked at Housing Plus for nine years, leading on development and new business across Staffordshire.

Over a 25 year career in housing, Ursula has worked across the sector in a wide variety of roles ranging from her first job as a trainee housing officer to Director of Business Development and now as Chief Executive.

During this time, she has worked with both traditional housing associations and Large Scale Voluntary Transfer housing organisations, providing her with a wealth of experience in dealing with the challenges and opportunities facing the affordable housing sector. She has a track record of successfully working with key local stakeholders to ensure housing needs are met and projects are delivered.

Aruna Bhatt

Aruna has been a resident Leaseholder in Barnet for more than 28 years. She has a management and training background and has been a volunteer advisor. Aruna has been involved as a volunteer member/Vice Chair of Barnet Homes' Performance Advisory Group.

Her involvement has a big impact on decision making on how to improve the service performance and surroundings of Barnet residents to increase overall customer satisfaction.

Aruna wants to see change in customer engagement of all residents services to be improved. She is passionate about making a difference in the community, providing quality conditions to achieve good standards and

sustainability and safer surroundings to live in, she believes it's a crucial part of shaping the future of Barnet.

Cllr Ross Houston

Councillor Ross Houston is the Deputy Leader of the Labour Group and Spokesperson on Housing on Barnet Council. Ross is Operations Manager for a housing association. He is vice chair of a regeneration partnership and a trustee of the Third Age Project in Camden. Ross is chair of governors at Northside School in Barnet. He was appointed by London Councils to be a member of the Lee Valley Regional Park Authority, where he chairs the Scrutiny Committee. His priorities are to ensure that Barnet Homes successfully manages its tenancies on the regeneration estates working with its partners; that Barnet Group oversees continued improvement in its service to tenants, leaseholders, users of its care services and to Barnet residents; and that Barnet Group successfully delivers its programme to build much needed new council homes.

Cllr Laithe Jajeh

Laithe is the Conservative Party representative on the board, and is a local councillor for the Hale ward. He is Vice-Chair of the Council's Constitution and General Purposes Committee, and is also a part of the Council's Audit Committee and Environment for Community. He represents Barnet Council on the London Councils Transport and Environment Committee.

Tim Mulvenna

Tim joined the Group as CEO in February 2018 from London & Quadrant Housing Trust, where he was Group Director, Customer Services. Tim has also held senior customer service roles in the charity and telecoms sectors.

Tim has identified four priority areas for The Barnet Group: People, Customers, Growth and Technology. In the short term, his focus will be on two areas: Organisational Development – getting the best for the Group's people and getting the best out of them; and Digitisation – in order to see big improvements in the customer service offer. Resources will be prioritised to deliver better outcomes for our people and our customers.

June Riley

June is a CIMA qualified accountant with an MBA from Manchester business school. She has worked in housing at a senior level for over 18 years and is currently a finance director at One Housing Group. June was the finance director of a national homeless charity, following a career in the NHS as a senior directorate accountant where she started her accounting career as a graduate trainee.

June has been a non-executive board member on a number of public sector and charity boards, and was the vice chair of the audit committee of Newham Homes ALMO.

She is passionate about supporting vulnerable people and will continue to use her experience and professional skills, in a voluntary capacity, to add value to organisations providing care and support to this customer base.

Jack Stephen

Jack has worked for the past 35 years as an executive and non executive board member of commercial, banking and social housing organisations. He is also one of three people responsible for setting up the Fizzy Living private rental group and sourcing overseas capital investment. Jack worked at Thames Valley Housing Association as their Finance Director for 21 years up until retiring in June 2015. In his private life he has been committed to helping his community, having chaired the governors of a secondary school for 10 years, in the process taking it through the rebuild of the entire school, and chairing a homelessness charity for the past six years.

Rebecca Toloui-Marks

Rebecca Toloui-Marks runs her own Human Resources Consultancy Firm. She brings to the Board more than 25 years experience of working within the HR function for both private and public sector organisations, nationally and internationally. In addition to her role as Chair of TBG Flex, Rebecca sits on the Group Board and Your Choice Board and is a member of the Governance & Remuneration Committee. Rebecca is also Chairperson for the Flower Lane Action Group (FLAG), a charity set up and run by

the families and carers of the adults that attend Your Choice (Barnet) run Flower Lane Autism Centre. Money raised by FLAG is used to fund extra resources required by Flower Lane. Rebecca and her husband Simon care for their 30 year old son who has Autism and attended Flower Lane for many years.

Nigel Turner

Nigel Turner became vice chair of Your Choice Barnet and a non-executive director of The Barnet Group in early 2012. He holds a Diploma in Company Direction from the Institute of Directors. He is Social Care Director for a national charitable social care organisation, and previously led a large London-based not-for-profit enterprise which supports people with learning disabilities. He has chaired a medium-sized housing association, and is currently a trustee of a grant-making charity which tackles health inequalities. Nigel is keen to see Your Choice Barnet innovate and grow, building upon its acknowledged areas of expertise.

Rob Webber

Rob is an experienced Executive and Non-Executive Director with a track record of improving profitability and a focus on customer service and all things IT and digital.

Rob's career has spanned public, private and not-for-profit sectors in UK, Europe, USA and Far East. Latterly, he was Operations Director for a Housing Association, managing 17,000 homes across the south of England. In this role he was responsible for all aspects of the delivery of high quality customer services and maintenance of the properties.

As well as his role at Barnet Homes, Rob's current Non-Executive roles include membership of the Boards at Crown Simmons Housing and Loddon Homes and membership of the Board and Chair of the Audit Committee at Bournemouth Primary MAT.

Our Vision

What we want to achieve

For customers to be our biggest advocates.

Our Mission

Why we are here

To make a real difference to every customer

We will achieve this and support our vision through our strategic aims of:

Providing customer-focused services

- We will put our customers at the heart of what we do, and provide person-centred services that support their aspirations and achieve positive outcomes.
- We will meaningfully engage and listen to our customers to improve services and decision-making, and empower individuals and communities.
- We will deliver services in ways that are cost-effective, accessible, easy to use, inclusive, and offer choice to our customers, with a focus on digital and self-service where customers prefer this.

Developing and empowering our people

- We will support, involve, and develop our employees, and empower and enable them to deliver great services to our customers.
- We will foster a culture of passion and pride in what we do, and make The Barnet Group a great place to work.
- We will develop a solutions-focused culture of joint-working and collaboration that is strengthened by the diversity of our people.

Sustaining our business through growth

- We will sustain our business through seeking new opportunities that build on our existing strengths and capabilities and support us to achieve our vision.
- We will improve our financial strength in order to sustain our core services and increase our opportunities for growth.
- We will combine our expertise and ethos with insight, innovation, and technology to deliver efficient, effective, and consistent services individually and with our partners.

The Barnet Group

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