



Stepping up a gear

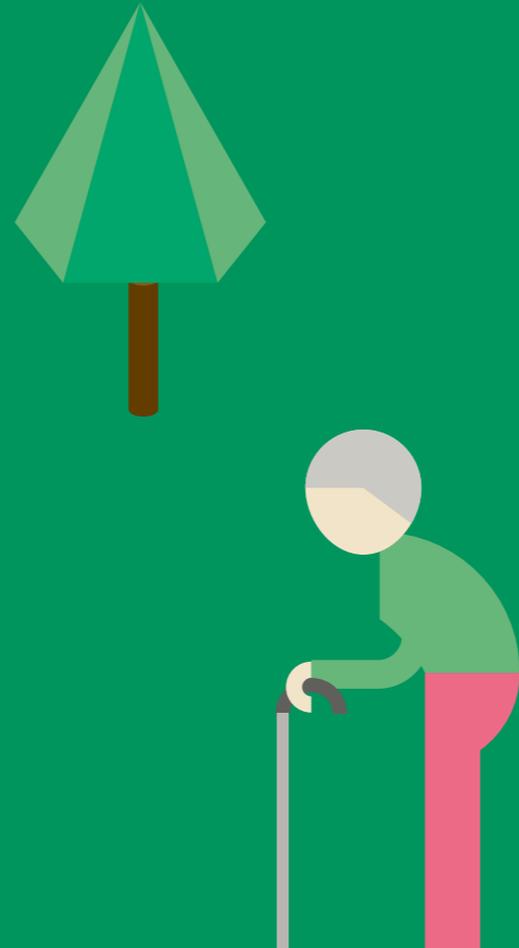
Customer annual report 2016

www.yourhousinggroup.co.uk

Welcome to your new-look customer annual report!

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For 2016-17 we are stepping up a gear for the 21st century and providing more of our customer annual report content digitally.

This is in the form of video and animations which you can find here: [link](#)

They combine real-life stories with facts and statistics on your housing group's performance.

If you cannot access this, don't worry: this document summarises all the key points for 2016-17.



Welcome



Watch our film at: bit.ly/2z7UpkU

**Our vision is:
Creating more places to thrive**



“Through our innovative approach we will finance, build and manage more homes to increase choice and drive value for our customers.”

The vision will be achieved by:

- Investing in our communities
- Investing in our staff
- Investing in new homes





Message from the chairman

I was very privileged to take on my new role as Chair of the group this year, and I'm very much looking forward to my time ahead. We will see more change but it promises to be an exciting year for us, and one which will see Your Housing Group go from strength to strength.

We have committed to some ambitious plans, driven by our passion to streamline the way we work with faster, more efficient and increasingly reliable services. We want to remove red tape, simplify processes and become more pro-active and flexible in our approach to you, our customers.

As we go through a number of transformations in our business, you will see positive changes in our ways of working, including changes to who delivers your services and how you can access them. You can rest assured that all our plans will lead to a better end service for you as our customers and one which we can be proud of.

I can already see the positive impact of some of the changes we've made and I'm proud of the hard work that is going into building the future of the Group. As a provider of affordable housing, we need to ensure we are leading the way in building the much needed homes that this country requires, and I am confident the Group is in a stronger position than ever to do this.

Finally, it's really important that you continue to have your say and be involved in helping us shape the services that we provide to you. For more information about how you can do this, see the pages on Customer Involvement in this report.

**Mark Tattersall,
Chairman**



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A year in numbers

Annual turnover
£185m

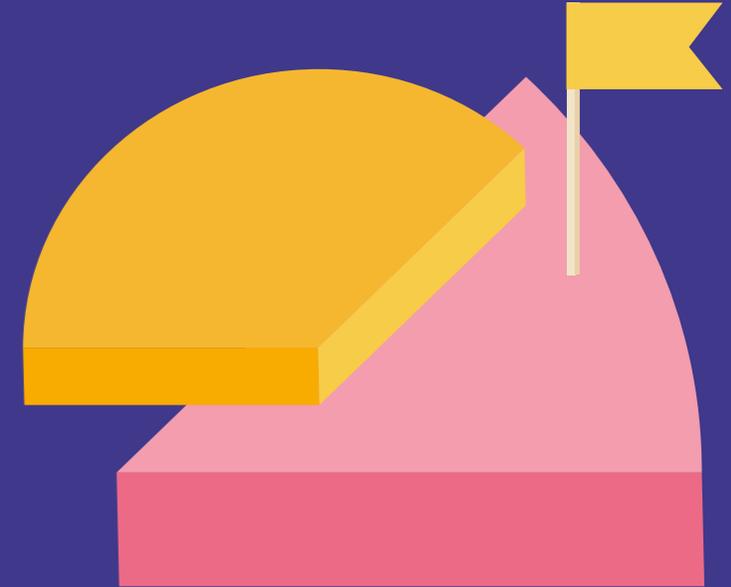
Surplus
£36.5m

Reduced expenditure during the year
£12.0m

New homes built
134

Social homes let
4,072

Money invested in home improvements
£19.1 million



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A year in numbers

Investments made on:

1,600
kitchens

7,000
bathrooms

3,100
boiler & heating
systems

650
door & window
replacements

Amount saved
by standardising
our repairs service
£1.5m

Money spent on
minor & major
adapions
£429,000



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A year in numbers

Repairs reported
58,300

Repairs completed
93.10%

Repairs Satisfaction
88.10%

Gas safety inspections completed
23,400

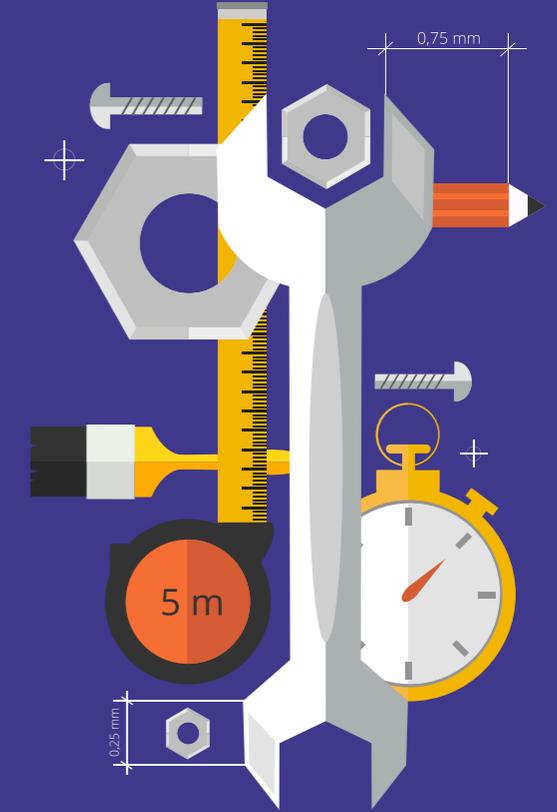
Reduced void loss
£400,000

Average no of days to re-let property
22

Social value generated
£7.8 million

ASB incidents resolved
1,975

Customers helped with access to benefits/grants worth
£73,615.00



A year in numbers

Customers supported in their communities
1,012

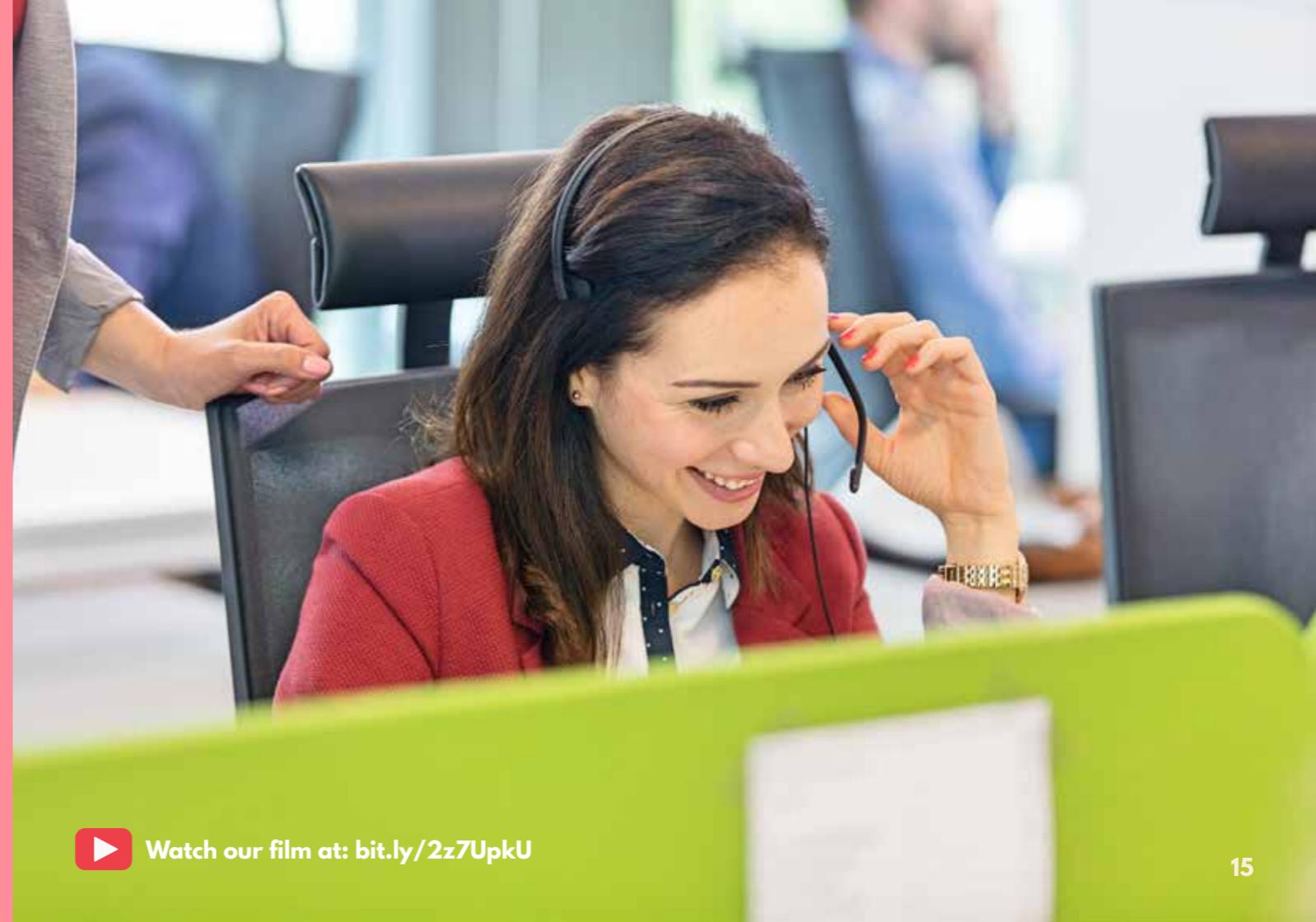
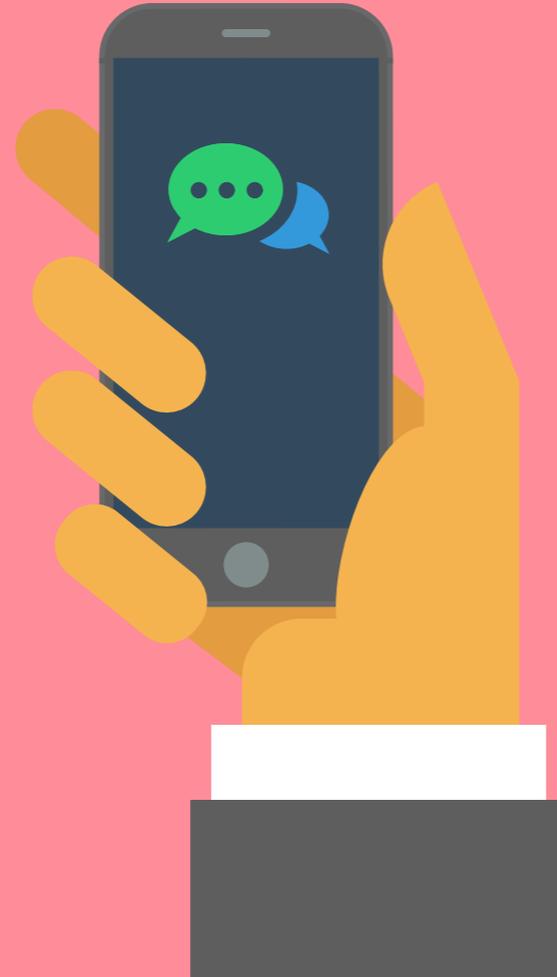
Customer service calls answered
263,757

Complaints reported to customer services
1,291

Complaints resolved in given timescale
69%

Average time to answer customer service calls
132 seconds

Average handling time on customer services calls
411 seconds



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Homes: Creating more places to thrive

Anfield



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The Anfield project started in 2013 and has involved Your Housing Group, Liverpool Football Club and Liverpool City Council. More than bricks and mortar, the project presents opportunities for customers and builds a strong and vibrant community. Work already completed includes the restoration of historic terraced homes and innovative refurbishment projects, which have seen smaller traditional terraced houses combined to create larger quality family homes.

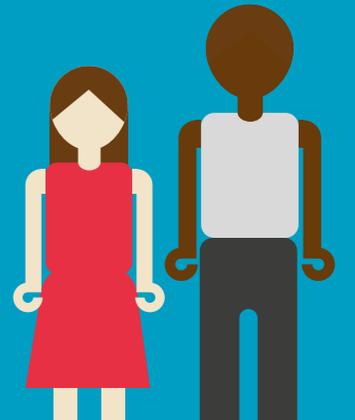
This year has seen 31 homes starting on-site with a total investment of £2.6m. To deliver more social value we have:

1. Competitively tendered contracts
2. Insisted that for every £1m invested by the Group, the contractors are required to provide one apprenticeship place
3. Ensured materials are sourced within a ten mile radius of the project, supporting the local economy

A number of owner occupiers are now investing in their own homes, making Anfield a destination of choice. For the first time ever we hold a waiting list for homes in the area, proof that we have helped create a desirable neighbourhood.



Watch our film at: bit.ly/2z7UpkU



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Homes: Creating more places to thrive

Partington Regeneration

The success of Anfield encourages us to continue investing in our communities and Partington, in Manchester, is the next key area that will benefit from our regeneration programme. Partington has a stable community and provides an excellent opportunity for regeneration and development. The Group has extensive plans to create a more sustainable, thriving community and will work closely with customers and key stakeholders to ensure its success.

Our Customer First team have been engaging with customers and local organisations and we have appointed architects to work with us to develop ideas and plans. An initial consultation phase involving the community, local authority and stakeholders will take place later this year.



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Homes: Creating more places to thrive

Sapphire Extra Care PFI



The Group has completed its £60m Sapphire Extra Care villages during the year. Built in partnership with Stoke-on-Trent City Council, Sapphire is a consortium of Your Housing Group, Eric Wright Group Limited and Kajima Partnerships Limited.

The developments consist of 390 retirement living apartments across three sites in Stoke-on-Trent.

All three developments – Willow Barns in Blurton, Oak Priory in Abbey Hulton and Maple West in Chell – are aimed at people predominantly aged 55 and over and offer spacious open-plan apartments within a community setting. Communal facilities include gym, catering, hairdressers and beauty salons. They offer customers the opportunity to live an active life independently for longer, in a safe and secure environment

As with Anfield, construction work included 13 apprentices learning skills on-site and brought a range of job opportunities to the area. More than 65% of materials were sourced locally.

In the pipeline: £88m investment to start delivery of 564 new homes by March 2018

New homes built:
134

Social homes let:
4,072

Money invested in home improvements:
£19.1m

Money spent on minor and major adaptations:
£429,000



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Value for money

The Group's Value for Money (VFM) plan defines what VFM is and how it is delivered, monitored and reported. VFM is not thought of as something special or different. Instead it is embedded in the way we do business and is an integral part of the Group's business plan.

Throughout the year, and imminently, we will achieve key milestones that help us deliver VFM:

- The Group launched a comprehensive change programme to ensure we become a progressive housing provider. As a result we have reduced expenditure in the year by £12m
- We are designing, building and testing a bespoke digital platform for customers. This will give customers the option to interact with us fully via a secure, personal online account

- The Group agreed to partner with Live Verde LLP. Live Verde has a national strategy to deliver 25,000 low carbon modular homes per year within five years. Modular homes will take two thirds of the time to build compared to traditional homes, at a cost of between 20-30% less than local market rates
- The Group restructured its legal entities, creating a simpler legal structure that will reduce operational costs
- The Group refinanced its external debt which helped create an extra £170m of funds for investment
- The Group agreed and completed demergers with Leasowe Community Homes and Derwent and Solway Housing Association Limited which did not share our long-term vision
- The Group agreed the creation of an in-house contractor which will provide a reliable, consistent, cost-effective service for customers

Amount saved by standardising our repairs service:
£1.5m

Reduced expenditure during the year:
£12m



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Communities

New sports facility for Warrington

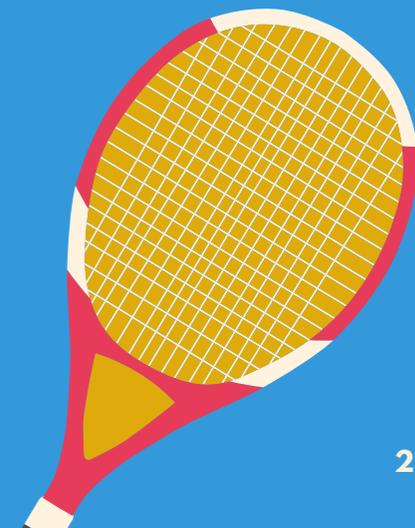


While all eyes were on London for the World Athletics Championships, youngsters in Birchwood got to grips with a new £65,000 sports facility that transformed an unloved bit of wasteland into a vibrant centre for community activities.

In August the Mayor of Warrington Les Morgan cut the ribbon and officially opened The Cage, a new multi-use games area. Your Housing Group led a pool of key stakeholders over a two-year period to make the project a success.

Throughout July and August local community interest company Live Wire delivered multi-sports activities for local children and young people such as football, basketball, netball and tennis.

The games area was made possible thanks to a £50,000 FCC Community Action Fund grant from funding body WREN with further financial support from New Balance, Birchwood Town Council, Friends of the Local Oakwood Park, Live Wire and Birchwood High School.



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Leek Food co-op

Leek Food Co-op is supported by the Group and Staffordshire County Council, among other organisations. The Co-op supplies bags of fresh fruit and veg to families which works with local retailers and wholesalers. Families pay £3 per bag and can take part in cooking lessons and learn recipes from the local shop to help encourage healthy eating. The items are delivered by a team of local volunteers.

As well as helping local families' access regular fresh fruit and vegetables, the project has also resulted in many other opportunities for the area including increasing volunteering, helping people back into work and boosting the local economy.

Since the project started in December 2016, more than 400 families have become members with around 100 bags of food supplied each week.



100 bags of food supplied each week.



Customer First Results



The Group's Customer First Programme aims to deliver social value by working to invest in our customers and communities. It has successfully secured more than £271,000 in external investment to deliver a range of projects and services for our customers. These include:

- Helping 414 customers access employment and skills support. 89 customers struggling to find employment entered into full or part-time work, via our support
- The Hestia Project in Merseyside helped 13 young people enter into training and apprenticeships in the catering and hospitality industry
- The Trolley Angels project operated by volunteers addressed environmental issues including abandoned trolleys, fly tipping and litter
- A computer drop-in service guided 94 customers to access employment, education and online government services

- The Tenancy Support service meant 144 vulnerable customers felt more empowered and independent, reporting improved confidence and the ability to seek advice locally
- 162 customers reported successful outcomes following support from the Money Advice Team

**Social value generated:
£7.8m**

**Customers helped
with access to benefits/
grants worth:
£73,615.00**

**Customers supported
in their communities:
1,012**



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Customer Involvement

The Customer Assurance Panel (CAP) is made up of 16 Your Housing Group (YHG) customers, which include Customer Inspectors. Each of its members has received comprehensive training from the Chartered Institute of Housing, skills they use to hold YHG to account from a customer perspective with an informed determination.

Typically, CAP reviews are reported on through an in-depth 30 page document, complete with conclusions and recommendations about a chosen YHG service area. On completion, reviews are shared with YHG after comment and approval by Services Committee. Recommendations are then adopted by YHG to improve customer services. Since 2015, CAP has written more than 50,000 words to YHG about five separate service areas. We have engaged with approximately 20,000 YHG customers for views and had 47 recommendations accepted by YHG to improve services.

We'd like to pass on a big thank you to all customers who have provided views to us in the past 18 months. Without contributions from customers we would be unable to influence changes within YHG.

Over the last two years there have been CAP reviews into:

- Your Response
- Communal Cleaning
- Grounds Maintenance
- YHG's Digital Customer Services
- Customer Involvement and Assurance

Customer Involvement and Assurance

Customer Involvement and Assurance is the latest CAP review. We sought views on the processes we use to hold YHG to account.

We will share a summary of the findings and recommendations with you on this review and all future reviews soon.

If you would like to get involved and provide your views and opinions, or request a full version of any of CAP's previous reports, please contact YHG at getinvolved@yourhousinggroup.co.uk or call Your Response on 0345 345 0272.



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There are lots of ways of getting in touch with us here at Your Housing Group:

0345 345 0272

response@yourhousinggroup.co.uk

www.yourhousinggroup.co.uk

You can also keep up to date with all our news and views by following us on social media

f www.facebook.com/yourhousing

🐦 [@your_housing](https://twitter.com/your_housing)

If you have any comments or compliments:

We promise to always take your comments into consideration. If you would like to make a comment or compliment, you can contact us in a number of ways, either contact

Your Response on **0345 345 0272**

or email response@yourhousinggroup.co.uk