

ANNUAL REPORT

2018-2019



If you need help understanding the information in this document, please contact us on **0300 365 1111**.

CONTENTS

4	WELCOME
6	YOUR HOMES
10	YOUR COMMUNITY
12	YOUR ENVIRONMENT
16	VALUE FOR MONEY
22	GET INVOLVED
24	HOW WE WORK



WELCOME

2018/19 has been another year of sustained growth and success for One Vision Housing, as we continue to invest in our homes and communities.

Our strong financial position has enabled us to develop nearly 200 new homes against a forecast of 139 and invest over £30m in our current homes.

This year we let our first Rent to Buy home at the 66-property Blackbird Grange development in Walton, Liverpool. Other developments, such as The Brook at Scarisbrick, West Lancashire, have also come on to market. The Brook provides homes for Affordable Rent, Shared Ownership and Rent to Buy.

Since we were established in 2006 we have made over £100m of efficiency savings as well as delivering high quality services that meet our customers' expectations.

The work we do has once again been recognised on a national level. We were named Best Place to Work in the UK and won Gold for Best Use of Customer Insight and Feedback at the UK Complaint Handling Awards.

With greater financial capacity being created every year by the development of new homes the future is bright for One Vision Housing and our customers.

Fiona Portlock
Chair of One Vision Housing Board

Dr Roy Williams
Group CEO



YOUR HOMES

We conduct ongoing surveys of all our properties and maintain 100% compliance with the Government's Decent Homes Standard, as we continue to build, maintain and enhance high quality homes for our customers.

Investing in your homes

In 2018/19 we invested over £30m in our current homes and over £39m in the development of new homes. This will increase our financial capacity in the future, enabling us to invest more in our homes and communities.



Of the customers surveyed during 2018/19 **98.4%** were satisfied with our repairs service, against a target of 95%.

We work with local authority partners to fund and deliver aids and adaptations to customers' homes. During 2018/19 we invested over £1m on these physical alterations.

Investment in aids & adaptations include:



Wet rooms
£664k



Ramps
£68k



Minor adaptations
£126k



Stair Lifts
£61k

Independent living

Three of our Independent Living schemes have been transformed as part of our £1m plan to make all our schemes more dementia friendly, energy efficient and provide contemporary communal living spaces for our customers and visitors to enjoy.

Communal spaces in Kenyons Lodge in Maghull, Bishops Court in West Derby and Brooks Court in Wirral were given a complete makeover with soft colour schemes and a luxury feel. Modern furnishings have been used to create welcoming, comfortable and relaxing areas for our customers. Each area was designed to utilise the space more effectively, whilst meeting the aspirations of our customers.



Customers at Bishops Court, West Derby



Brooks Court, Wirral



Kenyons Lodge, Maghull

Rent to Buy

We reached a new milestone during 2018/19 as we let our first Rent to Buy property. The home was let at Blackbird Grange, our new 66-property development in Walton, Liverpool. The collection of two, three and four bed homes were built on the site of the former Walton Hospital, the birthplace of Sir Paul McCartney. Rent to Buy enables budding homeowners to rent at a reduced rate while saving for a sufficient deposit to purchase in the future.



Blackbird Grange, Walton



Blackbird Grange, Walton



THE BROOK at Scarisbrick

The Brook

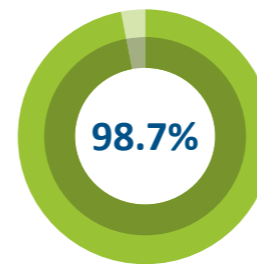
During 2018/19 we developed 194 new homes across the region, 129 of which were developed for Social Rent, Affordable Rent and Shared Ownership.

The first homes at The Brook at Scarisbrick, our new build development in West Lancashire, were completed during 2018/19. The development will provide Affordable Rent, Shared Ownership and Rent to Buy properties.

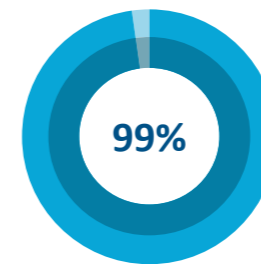


CGI visual of the development

Satisfaction figures



Customer satisfaction with the aids and adaptations service
(Transactional survey of customers receiving the service in 2018/19)



Customer satisfaction with the improvement works
(Transactional survey of customers receiving the service in 2018/19)



Compliments received from customers during 2018/19



YOUR COMMUNITY

We're committed to developing partnerships with local groups and organisations for the benefit of your community.

Gold for supporting Armed Forces

As part of The Sovini Group, we were awarded the Defence Employer Recognition Scheme's Gold Award for our outstanding support of the Armed Forces community.

The award recognises employers who actively support reservists, service leavers, wounded, injured and sick servicemen and women, the Cadet organisations and

service families, as well as inspire other organisations to follow their lead.

We support local organisations such as Veterans in Sefton and Liverpool's Veterans HQ, by providing ex-service personnel with housing, training and employment opportunities.



HRH Prince Edward presents the Gold Award

Celebrate the Good Times

We were delighted to win a national award for our Celebrate the Good Times series of community events during 2018/19.

We received the Richard Crossley Excellence in Community Action Award at the prestigious TPAS (Tenant Participation Advisory Service) Awards.

The series of events helped tackle loneliness and social isolation and included our suffragette-themed Older Person's Day celebration.

The events were supported by The Big Lottery Fund. Judges called the events "a fantastic achievement" and commended their "clear impact in improving the mental and emotional wellbeing of residents."



Older Person's Day



Customers enjoyed the suffragette-themed event

Social value

Our activities generated **£24m** of social value during 2018/19, providing a £9.34 return on every £1 we invested in our communities.



The Next Steps project

Our Next Steps project, which offers employment and skills support and advice to our customers generated over £169K in social value during 2018/19.



Next Steps project generated **£169K** in social value



92% customer satisfaction with neighbourhood as a place to live

YOUR ENVIRONMENT

We are committed to operating in a socially responsible way. We continually strive to reduce our impact on the environment and make a positive difference to our communities.

During 2018/19 we recycled **100%** of our office waste



As part of The Sovini Group we have reduced our carbon footprint by **57%** since 2010/11



Community Development Fund

Our Community Development Fund supports local groups and projects which improve the quality of life of our customers and their neighbourhoods.

Our Space

Woodlands Hospice was among the organisations to benefit from our Community Development Fund during 2018/19.

Woodlands provide hospice care in North Liverpool, South Sefton and Kirkby for people with life-limiting illness.

We were able to support the construction of a new space for children and young people visiting loved ones at the North Liverpool hospice, named Our Space.

Our Space provides a safe, comforting, creative environment for young visitors to relax, talk and express themselves.



Our Space at Woodlands Hospice



Our Community Development Fund helped support the new space

100 years

Decorated war hero and veteran of Dunkirk John Shankland was the guest of honour at our 'Time to Say Thank You' event, marking 100 years since the end of World War I.

Mr Shankland, who was awarded the Legion d'Honneur for his role in the liberation of France during World War II, was among 250 guests, including current servicemen, ex-military personnel and customers.

Guests were treated to champagne afternoon tea and entertainment, including live music from Liverpool Mezzo Soprano Danielle Louise Thomas.

'Time to Say Thank You' was part of a series of community events aimed at bringing people together and tackling social isolation.



Mezzo Soprano Danielle Louise Thomas with Mr Shankland



Customers enjoy the 'Time to Say Thank You' event



Around 250 guests were in attendance



'Time to Say Thank You' was part of a series of events



Entertainment from local veterans

Help Hub

The OVH Help Hub was recognised as 'Best Practice' by the Housing Quality Network. The online portal, which launched in October 2017, was praised for preparing One Vision Housing customers for the roll out of Universal Credit.

The Help Hub offers practical support for those migrating to Universal Credit with step-by-step advice on making a claim and a comprehensive directory of local services.

VALUE FOR MONEY

Value for Money (VFM) sits at the heart of everything we do. We undertake an annual VFM assessment to compare costs and performance locally and nationally.

Since our inception in 2006 we have strived to be the best registered provider in the country, offering excellent VFM in the services we offer to our customers.

To date we have developed and deployed a robust and challenging approach to the pursuit of VFM. Since 2006 we have made over £100m of efficiency savings.

During 2018/19 we achieved efficiency savings of over £15.2m, as well as delivering high quality services that meet and exceed our customers' expectations.

£15.2m of efficiency savings were made in 2018/19



Procurement efficiencies resulted in savings of over **£169,000** during 2018/19



Our Financial Inclusion service generated nearly **£5m** worth of social value, helping our customers access benefits which they may otherwise have missed out on.

That's a return of **£71** for every **£1** spent.



Across The Sovini Group, of which we are a member, we generated

£17,000

by recycling scrap metal generated by our construction activities.



PERFORMANCE

We are committed to being transparent about our services, so that customers know how well we are performing. The following tables detail our performance for 2018/19.

We compare our performance against agreed targets as well as against 'top performing' organisations.

Repairs and maintenance	Our performance	Our target	Our trend	Top performers
Average number of days to complete a repair	7.9	7	↓	✓
% satisfied with the repairs service	98%	95%	↑	✓
% satisfied with the gas service	100%	98%	↑	✓
% properties with a valid gas safety certificate	100%	100%	↔	✓

Rents	Our performance	Our target	Our trend	Top performers
% of rent collected	99.60%	98%	↑	—
% of current tenant rent arrears	4.76%	4.00%	↓	—

Your neighbourhood	Our performance	Our target	Our trend	Top performers
Average number of days to re-let empty property	24.2	25	↑	✓
% of rent lost due to empty properties	0.55%	0.80%	↓	✓
% satisfied with neighbourhood*	92%	No target	↔	✓

Anti-social behaviour	Our performance	Our target	Our trend	Top performers
% satisfied with ASB case handling	93%	88%	↑	✓

Quality of accommodation	Our performance	Our target	Our trend	Top performers
% of dwellings that meet the Decent Homes Standard	100%	100%	↔	✓

Customer service and complaints	Our performance	Our target	Our trend	Top performers
% satisfied with our customer service centre	99%	95%	↑	✓
% of complaints resolved within 10 working days	99%	100%	↑	✓
% satisfied with how their complaint was dealt with	72%	80%	↑	✓
% satisfied that OVH listens to and acts on customer views*	93%	No Target	↔	✓

Source (for performance tables):
Internal Key Performance Indicators

* STAR survey of tenants and residents 2017/18

Dealing with Complaints

Complaints – number of closed cases	Closed complaints	Annual target	% upheld	% partially upheld	% not upheld
Stage 1	369	N/A	52%	13%	35%
Stage 2	47	36	38%	17%	45%
Ombudsman Cases	3	No Target	0%	33%	67%

✓ Top performing organisation
 — Average performance
 ✗ Below average compared to organisations in our benchmarking club
 Trends based on the previous years performance

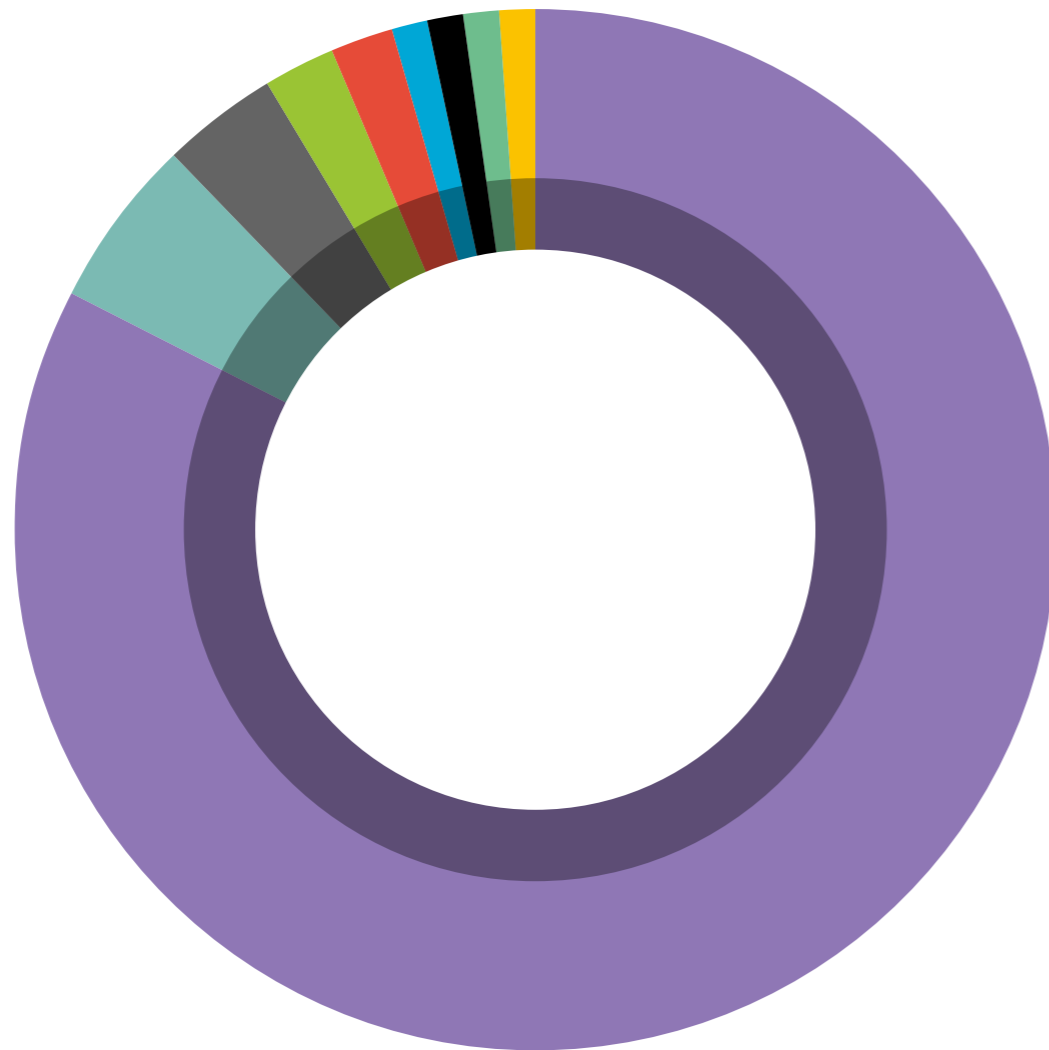
Source: Internal Complaints Management Software

FINANCES

Income

Our annual income for 2018/19 was just over **£60m**. The majority of this is derived from rental income.

Dwelling Rental Income	89.14%
Service Charge Income	4.78%
Sale of Assets	2.76%
Other Misc income	1.45%
Investment Property Income	1.07%
Rechargeable Repairs	0.27%
Commercial Income	0.23%
Grant income	0.16%
Group Service Agreement	0.14%



Expenditure

Our expenditure during 2018/19 was just over **£92m**, over **70%** of which was invested in new or existing homes. Increasing our housing stock will create greater financial capacity in the future.

Development	40.55%
Investment in Homes	17.08%
Routine and Planned Maintenance	15.85%
Servicing of Finance and Loans	8.75%
Employee Costs	6.71%
Corporate Service Agreements	5.84%
Building Costs	2.93%
Central Overheads	2.29%



GET INVOLVED

We empower and involve our customers to ensure we continue to maintain and improve the high standard of services we provide.

We are committed to providing our customers with opportunities to get involved and help to shape, influence and improve the services we deliver.

Our Customer Empowerment and Stakeholder Engagement Framework sets out the different levels of involvement and the resources available to empower customers and promote effective engagement.

Customer Insight

During 2018/19 we won Best Use of Customer Insight and Feedback at the UK Complaint Handling Awards, beating multi national companies such as HSBC and lastminute.com.

The judges praised our Customer Complaint Auditors initiative, where tenants are trained and empowered to improve the complaint handling process. Awarding judge Lee Mostari said:

“I was blown away by One Vision Housing’s unique and innovative use of customer feedback.”



How to get involved

There are a number of ways customers can get involved depending on their interests and the amount of time they have available. To find out more, contact our Customer Empowerment Team on 0300 365 1111.

High Level Involvement

- **Scrutiny Team** – Carry out detailed assessments of priority service areas
- **Service Review Group** – Review performance related issues in housing support services and repairs/maintenance services
- **Tenant Inspectors** – Working with OVH officers or independently to check service delivery
- **Brand Group** – Review content and style of customer communications including InVision and the Annual Report before publication

Medium Level Involvement

- **Residents Group** – A formal group representing and promoting local interest
- **Tenant Policy Review Group** – Reviewing OVH policies and their accessibility to customers
- **Independent Tenants Panel** – Independently review selected customer complaints

Low Level Involvement

- **Customer Events** – Attending informal local events
- **Customer Feedback (Surveys)** – Taking part in surveys on specific services and the wider Survey of Tenants and Residents (STAR)
- **Focus Groups** – Ad-hoc meetings on specific topics affecting customers
- **High-rise Group** – Regular meetings to address high-rise related issues
- **Community Development Fund Panel** – Assessing applications for OVH Community Development Fund

Have your say

It isn't just involved customers who can have their say and shape our services. We welcome compliments, complaints and suggestions from all our customers, as they play a vital role in improving our services.

Get in touch with your suggestions and any that are implemented will be rewarded with a £30 shopping voucher.

You can get in touch via:

- ☎ 0300 365 1111
- ✉ enquiries@ovh.org.uk
- 💻 Online form on ovh.org.uk
- 👤 In person at Customer Contact Centre on Coral Drive, Bootle L20 3UG



HOW WE WORK

We are committed to setting rents that offer value for money and are affordable to existing and prospective customers.

Rents

Social rents

For social rents, rent is set in accordance with a Government formula which considers the location, condition, property size and local earnings.

Affordable rents

For affordable rents, which considers the location and property size, rent is set at 80% of the gross market rent.

Other types of rent

We also offer a number of other rental options which include Market, Intermediate, Fair, Shared Ownership Rents and Rent to Buy.

The basis of setting these rents is detailed in the customer's tenancy agreement or lease. More details of how these rents are set can be found on our website.

Governance

We are compliant with the National Housing Federation's (NHF) Excellence in Governance 2015 Code, which ensures our activities are transparent and promote confidence in the communities we serve.

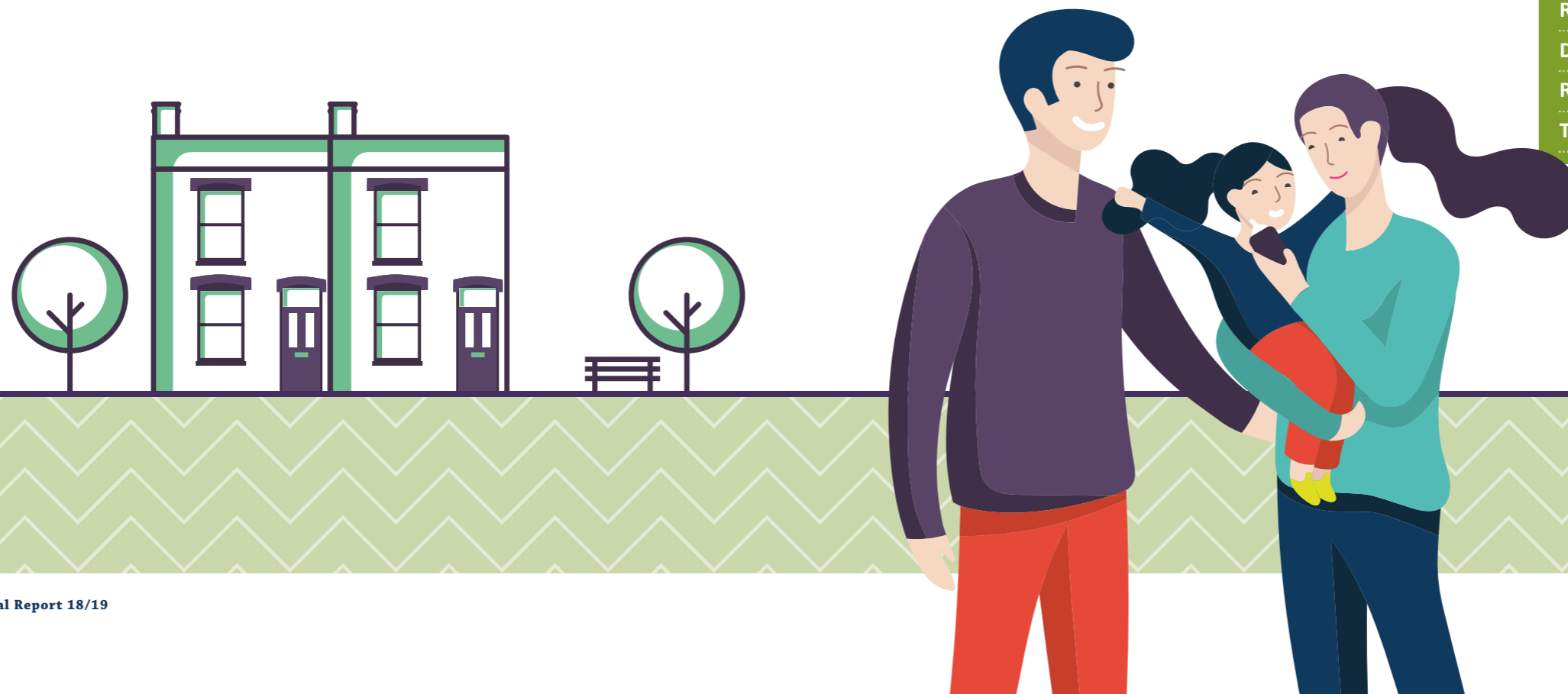
We continually assess our compliance with the NHF Code as well as with the Regulator of Social Housing Standards. Full details of our compliance with the Regulator of Social Housing Standards can be accessed on our website.

We are governed by a Board consisting of nine members. Members are recruited and appointed on the basis of their skills, knowledge and experience, in line with Board-defined categories. As of 31st March 2019, the Board includes seven non-executive and two executive members.

In addition to the Board there is a Group Business Assurance Committee which has representation from One Vision Housing and is responsible for assisting the Board in matters relating to risk and audit.

Our Board

Board Member	Category
Fiona Portlock	Non-executive (Chair)
Joe Connell	Non-executive
John Kelly	Non-executive
Alan Marshall	Non-executive
Fiona Graham	Non-executive
Richard Carmichael	Non-executive
Dawn Murray	Non-executive
Roy Williams	Executive
Tracey Liggett	Executive



Registration details

Registered Office

One Vision Housing Limited
Atlantic House
Dunnings Bridge Road
Bootle, Merseyside
L30 4TH

One Vision Housing Limited is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014: 7072

Regulated by Regulator of Social Housing
VAT Reg No: 997330871

Advisors

Internal Auditors

Beever and Struthers
St George's House, 215-219 Chester Road
Manchester M15 4JE

External Auditors

BDO LLP
5 Temple Square, Temple Street
Liverpool L2 5RH

Bankers

Royal Bank of Scotland
10th Floor, The Plaza
100 Old Hall Street
Liverpool L3 9QJ

Solicitors

Weightmans Solicitors
100 Old Hall Street
Liverpool
L3 9QJ

Get in touch

OVH Head Office

Atlantic House
Dunnings Bridge Road
Bootle, Merseyside
L30 4TH
Open: Monday to Friday 8.30am to 5pm

Customer Access Centre

Coral Drive
Bootle
Merseyside L20 3UG
Open: Monday to Friday 9am to 5pm



0300 365 1111



ENQUIRIES@OVH.ORG.UK



OVH.ORG.UK



FACEBOOK.COM/OVHOUSING



@OVHOUSING



One Vision Housing



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**

Chinese – 如果您需要幫助了解本文檔中的信息，請致電 0300 365 1111 與我們聯繫。

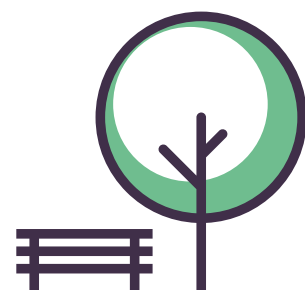
Lithuanian – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel 0300 365 1111.

Polish – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem 0300 365 1111.

Portuguese – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do 0300 365 1111.

Russian – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону 0300 365 1111.

Turkish – Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın 0300 365 1111.



One Vision Housing is part of The Sovini Group



DEVELOPED IN PARTNERSHIP
WITH OUR CUSTOMERS