

# HACT Social Value Results

2018/19



## How do we measure social value?

In March 2014 HACT (Housing Associations Charitable Trust) released the Social Value Bank. Along with the accompanying approach to measuring impact, and the Social Value Calculator tool, the model they created is a straightforward way of attaching cash values to social activities that are traditionally more difficult to quantify financially. This tool was released with a Creative Commons license, allowing many organisations to use it freely. As with our previous submissions, to validate our application of the Social Value Bank we undertook a certification process with HACT. The certification process critiqued our approach, validated some activities, and gave us lessons for future years with activities that were not accepted. To date few organisations have been certified.

## Social Value Generated in 2018/19

The certification process has shown that we have generated just under 24 million pounds of social value for the 2018/19 year, which gives a return of over £9 on every £1 spent. Details of each specific activity, and the methodology we used for activities which require survey data, can be found in the table below:

Team / Description of activity	Budget for this activity	Activity generating the social value	Number of beneficiaries	Social value generated	Social value return	Comment
<b>One Vision Housing: Clear Rent Accounts</b>	£831,530	Able to pay for housing	803	£4,805,533	1 : 5.78	<p>These are tenants who achieved a clear rent account as a result of the work undertaken by the team. A HACT recommended question is in place on our STAR Survey; 'In the last 12 months have you had any difficulties paying for your accommodation?'</p> <p>Of the 5,736 tenants who achieved a free rent account in 2018/19, 14% of tenants surveyed have stated that they have had difficulties, and would therefore require financial help/advice from the team. This would give us 803 customers who would value the assistance of Neighbourhood Services Officers, in order to sustain their tenancy.</p>
<b>One Vision Housing: Home Contents Insurance Scheme</b>	£3,000	Able to insure home contents	409	£1,407,680	1 : 469.23	<p>The organisation doesn't directly fund this, as the premium is paid by the tenants. However, a budget is provided as staff time goes into marketing the scheme, and administering it. Overall, though, tenants value this service more than the actual cost to them as it offers peace of mind, and ensures they can protect their belongings.</p> <p>A deadweight of 38% has been applied to the initial figure of 659 beneficiaries, in line with HACT guidance, as the initial impact this activity would have had will lessen over time.</p>

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<b>One Vision Housing: Financial Inclusion Officers</b>	£70,000	Relief from being heavily burdened with debt	829	£4,961,130	1 : 70.87	<p>This team works closely with tenants to help them access benefits, and offers support and advice with the financial pressures they are under. A Financial Inclusion Survey in place, and we ask a HACT recommended question; 'In the last 12 months have you had any difficulties paying for your accommodation?'</p> <p>64% of respondents in 2018/19 said 'Yes' to this question, showing that the work of the team is needed, to help them overcome the financial difficulties they are having. Of the 1,296 individual customers who accessed the service during 2018/19, 64% would give us 829 tenants.</p>
<b>OVH Neighbourhood Services: Decoration Allowance</b>	£56,000	Afford to keep house well-decorated	81	£393,004	1 : 7.02	<p>The decoration allowance benefited 811 new tenants during 2018/19. The money is given to tenants for the sole purpose of ensuring that their homes are well decorated. A HACT recommended question was introduced to our New Tenant Survey from 2016/17 onwards to evidence this.</p> <p>10% of respondents said that they did not have enough money to keep their house well decorated, showing that the allowance is important to them. This would equate to 81 tenants in total.</p>
<b>One Vision Housing: Next Steps</b>	£50,000	Secure job	16	£169,284	1 : 3.39	<p>A budget of £50,000 was provided for this project, to enable individuals to gain employment, or provide training which would enable them to find work in the future. Our records show there were 25 beneficiaries in total, 16 of which moved to a secure job, and a further 9 received training to increase their prospects.</p>
		Employment training	9			
<b>Jubilee Debt Advice</b>	£13,200	Regular attendance at voluntary or local organisation	29	£44,048	1 : 3.34	<p>This is for individuals who have regularly attended the Jubilee Debt Advice Service, to obtain help and support. This is part of the Big Help Project, which OVH contribute towards.</p>
<b>Sovini Customer Empowerment Team: OVH Involved Tenants</b>	£36,000	Active in tenants group	80	£333,719	1 : 9.27	<p>OVH have a total of 80 residents involved across all our groups. The Customer Empowerment Team ensures compliance with the HCA's Consumer Standard of involving tenants in the decision making structures within OVH. Some tenants are active in more than one group, but have not been counted twice.</p>

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<b>One Vision Housing: Employee Training</b>	£80,000	General training for job	173	£222,774	1 : 2.78	These are training sessions that OVH have used in relation to staff, and covers a range of courses that support people to be more productive in their current roles, or gain skills for future roles. These are unique values, not duplicated due to some staff attending more than one session.
<b>OVH Customer Access Team: Digital Access Suite in Coral Drive</b>	£11,055	Access to internet	1,609	£2,200,086	1 : 199.01	<p>The Digital Access Suite was set up in the OVH Customer Access Centre, specifically for tenants to have access the internet when they wouldn't have been able to otherwise. This facility is situated in the public office, and allows customers to access OVH services online, and also bid for properties. Records show 3,036 customers used this service during 2018/19, and the ongoing cost of the facility is for licenses only.</p> <p>A question was added to the OVH STAR Survey; 'Do you have regular access to the internet?' 53% of customers said 'No', showing that this service is of value to OVH tenants. 53% of these customers is 1,609.</p>
<b>One Vision Housing Neighbourhood Services: Providing Housing for Homeless Tenants</b>	£9,000	Rough sleeping to secure housing (no dependent children)	32	£1,352,268	1 : 150.25	These figures are taken from our organisational records, of individuals who have been identified as homeless, and will be rough sleeping prior to letting a One Vision Housing property. This information has been broken down by age ranges, and whether they have dependent children or not.
		Rough sleeping to secure housing (with dependent children)	22			The budget is an estimated cost provided by the OVH Neighbourhood Services Manager. This figure was arrived at by taking the salary of one of our Neighbourhood Services Officers, and then working out the percentage of their salary which these 53 lettings would be. They were satisfied that this was as close to the actual cost as we could arrive at.
<b>One Vision Housing - ProVision (Providing Housing to Ex-Offenders)</b>	£2,109	Temporary accommodation to secure housing	9	£72,171	1 : 34.22	<p>This project, called ProVision, was put in place to provide housing to those who have recently come out of prison, and in need of permanent accommodation in order to have an opportunity to turn their lives around, and contribute positively to the local community.</p> <p>A process is in place to ensure that the individuals will be able to sustain their tenancy, and the OVH Neighbourhood Housing Officer will have regular meetings to ensure that the right support is in place. A partnership arrangement is in place with Probation Services, and the team work with an Accommodation Case Manager who will help with housing suitable individuals.</p>

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<b>OVH Community Development Fund: Linacre Hub Great Get Together</b>	£2,000	Member of social group	400	£599,275	1 : 299.64	This is a yearly project to reduce isolation. Benefits include the following: <ul style="list-style-type: none"> <li>• Improving the community.</li> <li>• Reducing social isolation.</li> <li>• Provision for youths in the community.</li> <li>• Support for older and vulnerable people.</li> <li>• Links to other projects the Linacre Hub offers.</li> </ul>
<b>OVH Community Development Fund: Liverpool Veterans HQ Naafi Breaks</b>	£2,000	Regular attendance at voluntary or local organisation	100	£137,324	1 : 68.66	This is an ongoing project, which includes family days out, refreshments, access to advice and support, and support with integration of veterans back into society. <p>Benefits of this project include the following:</p> <ul style="list-style-type: none"> <li>• Reduced Social isolation.</li> <li>• Provision for veterans.</li> <li>• Support for older and vulnerable people.</li> <li>• Links to other veteran organisations and the Armed Forces events.</li> </ul>
<b>OVH Community Development Fund: Bootle Cricket Club - Football Initiative</b>	£300	Football	180	£579,287	1 : 1930.96	180 regularly attended this activity over the 8 weeks it was run.
<b>OVH Community Development Fund: Brunswick Youth and Community Centre Kids Summer Camp</b>	£2,549	Improvements in confidence (youth)	70	£483,142	1 : 189.54	This project took place over 7 days, with 70 participants attending in total. The purpose was to provide young people with activities during the school holidays, helping them to develop skills and improve their confidence.
<b>OVH Community Development Fund: Brunswick Youth and Community Centre Gardening Project</b>	£250	Gardening	40	£47,405	1 : 189.62	Benefits to this project include the following... <ul style="list-style-type: none"> <li>• Promote healthy lifestyles.</li> <li>• Empowering volunteers.</li> <li>• Promotion of health and wellbeing.</li> <li>• Engaging young people.</li> <li>• Reducing Anti-Social behaviour.</li> </ul>

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<b>OVH Community Development Fund: Bootle Action Group - Restoration of Bootle Gardens</b>	£250	Gardening	100	£118,512	1 : 474.05	Benefits to this project include the following... <ul style="list-style-type: none"> <li>• Community Cohesion.</li> <li>• Reduction of social isolation.</li> <li>• Empowering volunteers.</li> <li>• Creation of safe places.</li> <li>• Promotion of healthy lifestyles.</li> </ul>
<b>OVH Community Development Fund: Smithy Green Residents Group</b>	£250	Active in tenants group	30	£118,335	1 : 473.34	Benefits of this residents group are listed below: <ul style="list-style-type: none"> <li>• Improving Community.</li> <li>• Reduce Social Isolation.</li> <li>• Support for older and vulnerable people.</li> <li>• Links to other projects.</li> </ul>
<b>OVH Community Development Fund: Sefton Opera Winter Warmer Packs</b>	£500	Regular attendance at voluntary or local organisation	50	£73,873	1 : 147.75	This activity provided long-life food and fresh veg for older people over the winter months. It also provided attendees with falls prevention information. <p>Benefits include...</p> <ul style="list-style-type: none"> <li>• Support for vulnerable older people.</li> <li>• Support of healthy lifestyles.</li> <li>• Promotional information about other activities for older people.</li> </ul>
<b>OVH Community Development Fund: Kindfulness Café - January Blues Events</b>	£500	Member of social group	200	£299,638	1 : 599.28	Benefits of this project include the following: <ul style="list-style-type: none"> <li>• Community Cohesion</li> <li>• Reduction of social isolation</li> <li>• Empowering volunteers</li> <li>• Creation of safe places</li> <li>• Promotion of healthy lifestyles</li> </ul>
<b>OVH Community Development Fund: Kindfulness Café Painting Project</b>	£250	Hobbies	50	£59,256	1 : 237.02	Benefits of this project include the following: <ul style="list-style-type: none"> <li>• Confidence building</li> <li>• New friendships.</li> <li>• Reduction of social isolation.</li> </ul>
<b>OVH Reactive Repairs - Damp Proofing</b>	£30,857	Rectification of penetrating (higher level) damp	54	£36,396	1 : 1.18	These are repairs which have been carried out to OVH properties, to rectify problems with damp. <p>All of the works are intended to take the property from either a major or moderate problem, and return them to a good state of repair for the customer.</p> <p>It should be noted that customer satisfaction with repairs was 98.4% in 2018/19, demonstrating the customer perception of the quality of the work.</p>

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<b>OVH Reactive Repairs - Rectification of Problems with Brickwork</b>	£205,369	Resolution of problems with condition of dwellings	1,616	£542,976	1 : 2.64	These are repairs which have been carried out to OVH properties, to rectify problems with brickwork.
<b>OVH Reactive Repairs - Rectification of Problems with Roofing</b>	£385,015	Resolution of problems with condition of dwellings	3,976	£ 1,335,936	1 : 3.47	These are repairs which have been carried out to OVH properties, to rectify problems with roofing.
<b>OVH Reactive Repairs - Cleaning and Clearance</b>	£112,354	Resolution of problems with litter, rubbish or dumping	2,219	£996,331	1 : 8.87	This is for cleaning and clearance, which has been carried out to rectify problems with unsightly or overcrowded properties.
<b>OVH Reactive Repairs - Plastering</b>	£227,138	Rectification of wall fault	2,131	£831,090	1 : 3.66	These are repairs which have been carried out to OVH properties, to rectify problems with the plastering in affected properties.
<b>OVH Reactive Repairs - Flooring Repairs</b>	£111,978	Rectification of floor fault	814	£613,756	1 : 5.48	These are repairs which have been carried out, to rectify problems with the flooring in affected properties.
<b>OVH Reactive Repairs - Rectification to Problems with Fencing</b>	£162,962	Resolution of problems with scruffy gardens/ landscaping	1,339	£507,481	1 : 3.11	These are repairs which have been carried out, to rectify problems with the fencing on the exterior of properties, ensuring the exterior condition remains at a high standard.
<b>OVH Reactive Repairs - Glazing</b>	£129,903	Resolution of problems with condition of dwellings	1,046	£351,456	1 : 2.71	These are repairs which have been carried out, to rectify problems with the glazing of OVH properties.
<b>Total</b>	<b>£2,536,318</b>	<b>All activities</b>	<b>18,516</b>	<b>£23,693,166</b>	<b>1 : 9.34</b>	