

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

2019/20 ANNUAL REPORT

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

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One Vision Housing WELCOME

2019/20 has been a year of continued success and progress for One Vision Housing as we work to build thriving, inclusive communities



This year we endeavoured to improve the customer journey by investing in a new housing management system and launching a new website which allows customers to access bespoke customer support information, view available homes including Rent to Buy and Shared Ownership opportunities, and much more.

It has been a successful year with homes at Blackbird Grange and The Brook at Scarisbrick selling out, providing nearly 100 families with an opportunity to get onto the property ladder. In addition to starting on site at new developments across Merseyside we have also successfully launched our biggest Rent to Buy development to date, Church View in Birkenhead, boasting 47 two bedroom apartments.

We have again been recognised as a Great Place to Work in the UK in addition to being ranked as one of the top housing associations in the country for older people.

Our customers sit at the heart of everything we do, which is why we remain committed to providing safe and secure neighbourhoods, excellent customer service and we continually work to develop partnerships for the benefit of our customers and community.

Fiona Graham
Chair of the 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 2019/20 we invested over **£32.9m** in our current homes and over **over £39.4m** in the development of new homes as part of our ongoing commitment to developing high quality affordable housing. This will increase our financial capacity in the future, enabling us to invest more in our homes and communities.

Of the customers surveyed during 2019/20 97.4% were satisfied with our repairs service.

We work with local authority partners to fund and deliver aids and adaptations to customers' homes, helping our residents to remain in their homes and maintain a good quality of life. During 2019/20 we invested over **£1m** on these physical alterations.

Investment in aids & adaptations include:



Wet rooms
£355,033



Ramps
£84,374



Minor adaptations
£79,334



Stair lifts
£25,694

Independent Living

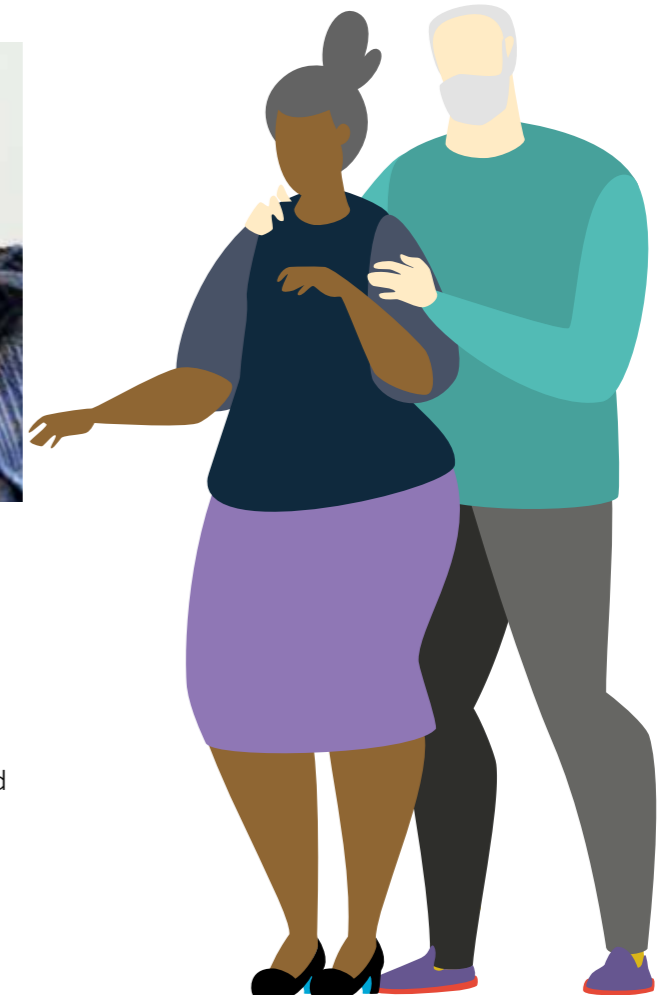
Retirement Housing scheme, Fernley Grange in Southport, has been transformed as part of our **£1m** plan to make all of our schemes more energy efficient and inclusive for people living with dementia.

Communal spaces in Fernley Grange were given a complete makeover with soft colour schemes and a luxury feel. In order to make the scheme easier to navigate for those living with memory loss and visual impairments, Fernley Grange received feature walls, new carpets and different wallpaper throughout.



Top housing association for older people

We have been ranked as one of the top housing associations for older people when benchmarked against results from HouseMark with **99%** of our 'Housing for Older People' customers satisfied with the quality of their homes (STAR survey of tenants and residents).



New homes

During 2019/20 we built **219** new homes and have plans to develop a further **994** by 2024 taking our ambitious development programme total to **1,896** homes.

Church View

Through the Government backed Rent to Buy scheme prospective homeowners pay a lower rent on a new build home enabling them to save for a deposit to purchase a home in the future.

In 2019/20 we successfully launched our biggest Rent to Buy development to date, Church View in Birkenhead. Featuring 47 two bedroom apartments complete with two bathrooms, Church View supports our regeneration agenda by providing much needed housing to the area.

Ian Mitchell, Managing Director of One Vision Housing, said:

We're delighted to announce the launch of Church View in Birkenhead. This exciting new development is part of our ongoing commitment to build thriving, inclusive communities and will go a long way in helping members of the local community get on the property ladder. The development is one of several underway and planned for One Vision Housing in Wirral, supporting our growth plans across the City Region.



Looking back

Blackbird Grange in Walton and The Brook at Scarisbrick, which together boasted nearly 100 homes for Rent to Buy and Shared Ownership, sold out during 2019/20 and provided dozens of local families with an opportunity to get onto the property ladder.



Looking ahead

In 2019/20 we started on site at two new developments which will provide much needed housing to their respective areas. Hertford Gardens in St Helens will feature 43 homes for Rent to Buy and Affordable Rent whilst The Willows in Pensby boasts 35 homes available through Rent to Buy, Shared Ownership and Affordable Rent options.

Your COMMUNITY

We're committed to working with and developing partnerships with local groups and organisations for the benefit of your community. We've been developing stronger links with local partners with the aim of improving community safety, supporting older people, promoting healthy lifestyles and positively influencing the lives of young people.

Social value

Our activities generated **£26m** of social value during 2019/20, providing a **£22.25 return on every £1 we invested in our communities.**

Permanent housing

Over £4.2m was generated in social value to secure permanent homes for those in temporary accommodation or rough sleeping.



Liverpool veterans support

We continued our support of local veterans in 2019/20 by contributing to a number of events and schemes including the Veteran Buddy Support programme which provides a unique holistic support service and engagement programme for ex-armed forces personnel, reservists and their families across the Liverpool City Region.

Food bank donations

Organised in partnership with His Church, we donated pallets of food and essential supplies over Christmas to local organisations including Veterans HQ, Seaforth Family Wellbeing Centre and the South Sefton Food Bank.

Valued at **over £5,000**, the much needed food and supplies supported families who were experiencing food crisis.

A variety of goods such as cereal, soup, nappies and other basic necessities were included in our donation along with a few festive treats for Christmas.

Bob Blanchard of Veterans HQ said:

We would like to thank One Vision Housing for their generous donation. With the number of families requiring assistance increasing constantly it's vital we receive donations like this to help keep us going.



Community Development Fund

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



Baby Bank

Organised in partnership with Sefton Council for Voluntary Services (CVS) 'Material Matters' project, the Kindfulness Coffee Club's Baby Bank initiative operates similarly to a food bank and provides starter packs for expectant parents in need.

Our donation has enabled the Baby Bank to purchase essential items in bulk at a discounted rate, giving them the opportunity to increase their service offer. Families can access the service from referrals by Health Visitors and local family centres.



Brunswick Youth and Community Centre

In 2019/20 we continued to build on our strong relationship with the Brunswick Youth and Community Centre who work with persons under 25 to develop their physical and spiritual capabilities through leisure time activities. As part of our contribution we were able to assist them with securing a vehicle to transport local young people to and from a variety of engaging activities.



Your ENVIRONMENT

We value our customers and the communities in which we serve, which is why we are committed to operating in a socially responsible way. Our approach to improving the environment extends not only to factors which affect our ecosystem, but also on a more local scale with issues that impact our customers and the neighbourhoods in which they live.



During 2019/20 we recycled 100% of our office waste.

As part of The Sovini Group we have reduced our Carbon Footprint by 54% since 2010/11.

Coral Drive Digital Access Suite

The Coral Drive Digital Access Suite generated over £1m in social value.

The Digital Access Suite located at our Coral Drive Customer Access Centre, was specifically designed to support customers who do not have access to the internet at home. This service allows customers to access our services online and also bid for properties.



Community garden

Our continued support of the volunteer led Ford Lane Community Garden has enabled them to provide learning resources in food growing, horticulture, beekeeping and woodwork.



Anti Scrambler Bike Activity Project

In an effort to tackle anti-social behaviour, our staff have been leading the 'Anti Scrambler Bike Activity Project' in partnership with Merseyside Police and Sefton Council.

The project involves children from five primary schools in Bootle and Litherland taking part in a range of fun activities while learning about the dangers of scrambler bikes.



Together with classroom presentations the children took part in a range of team building activities at Crosby Lakeside and also attended a realistic scrambler bike re-enactment involving the emergency services.

Former Liverpool and England footballer Jamie Carragher spoke to children about the dangers of scrambler bikes. Since the project was launched five years ago there has been a recorded decrease in the number of scrambler bike incidents in Sefton.

Value for MONEY

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



We continue to strive to be one of the best registered providers in the country, offering excellent VFM in the services we offer to our customers.

Our strategic approach to VFM is ingrained in all of our service planning and delivery, and we have developed a robust and challenging approach to accomplish our VFM objectives. Since our inception in 2006 we have made **over £110m of efficiency savings**.

During 2019/20 we achieved efficiency savings of **£12.4m** as well as delivering high quality services that meet and exceed customer expectations.



Financial Inclusion service

Our Financial Inclusion service generated **£10.5m** of social value, helping our customers access benefits which they may otherwise have missed out on.

That's a return of **£184.50** for every **£1** spent.

Procurement efficiencies

Procurement efficiencies resulted in savings of **over £348k** during 2019/20.



Scrap metal recycling

In 2019/20 The Sovini Group, of which we are a member, generated **£15,500** by recycling 77 tonnes of scrap metal generated by our construction activities.



2019/20 we achieved efficiency savings of **£12.4m**



Our 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 2019/20.

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	9.88	7	↓	⊖
% satisfied with the repairs service	97.4%	99%	↓	✓
% satisfied with the gas service	100%	98%	↔	✓
% properties with a valid gas safety certificate	99.97%	100%	↓	✓

Rents	Our performance	Our target	Our trend	Top performers
% of rent collected	100.56%	100%	↑	✓
% of current tenant rent arrears	3.67%	4.76%	↑	⊖

Your neighbourhood	Our performance	Our target	Our trend	Top performers
Average number of days to re-let empty property	9.6	14	↑	✓
% of rent lost due to empty properties	0.33%	0.40%	↑	✓
% satisfied with neighbourhood*	90%	95%	↓	✓

Anti-social behaviour	Our performance	Our target	Our trend	Top performers
% satisfied with ASB case handling	85.1%	92.6%	↓	⊖

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	98%	95%	↑	✓
% of complaints resolved within 10 working days	100%	100%	↑	✓
% satisfied with how their complaint was dealt with	63%	75%	↓	⊖
% satisfied that OVH listens to and acts on customer views*	88%	95%	↓	✓

Source (for performance tables): Internal Key Performance Indicators

* STAR survey of tenants and residents 2019/20

Dealing with Complaints

Complaints – number of closed cases	Closed complaints	Annual target	% upheld	% partially upheld	% not upheld
Stage 1	427	N/A	45%	18%	37%
Stage 2	65	36	29%	17%	54%
Ombudsman Cases	8	N/A	0%	0%	100%

✓ 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

Service improvements

Our Performance and Customer Insight team meet regularly with Managers from each service area to discuss complaints received and lessons learnt. Improvements are then made to help prevent complaints from reoccurring.

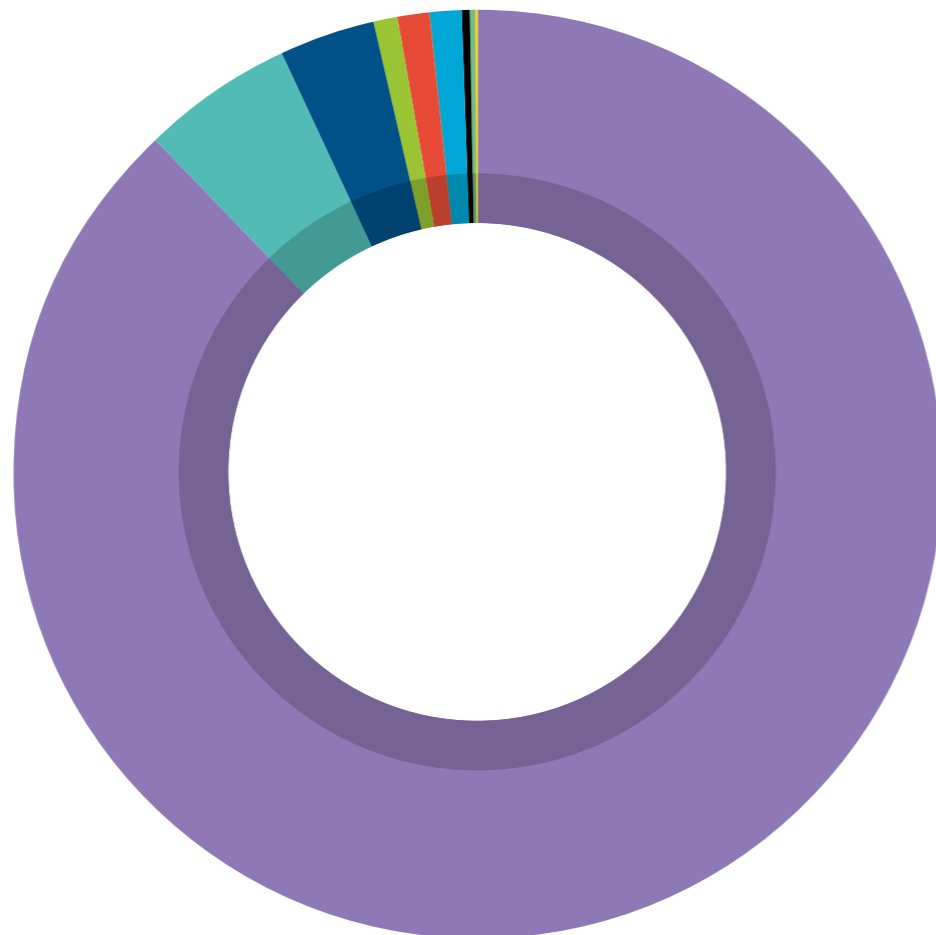
In 2019/20 we made significant improvements to how we communicate with our customers and worked to streamline services. A full list of improvement actions and achievements can be found on the OVH website.

Our FINANCES

Income

Our annual income for 2019/20 was just over **£63m**

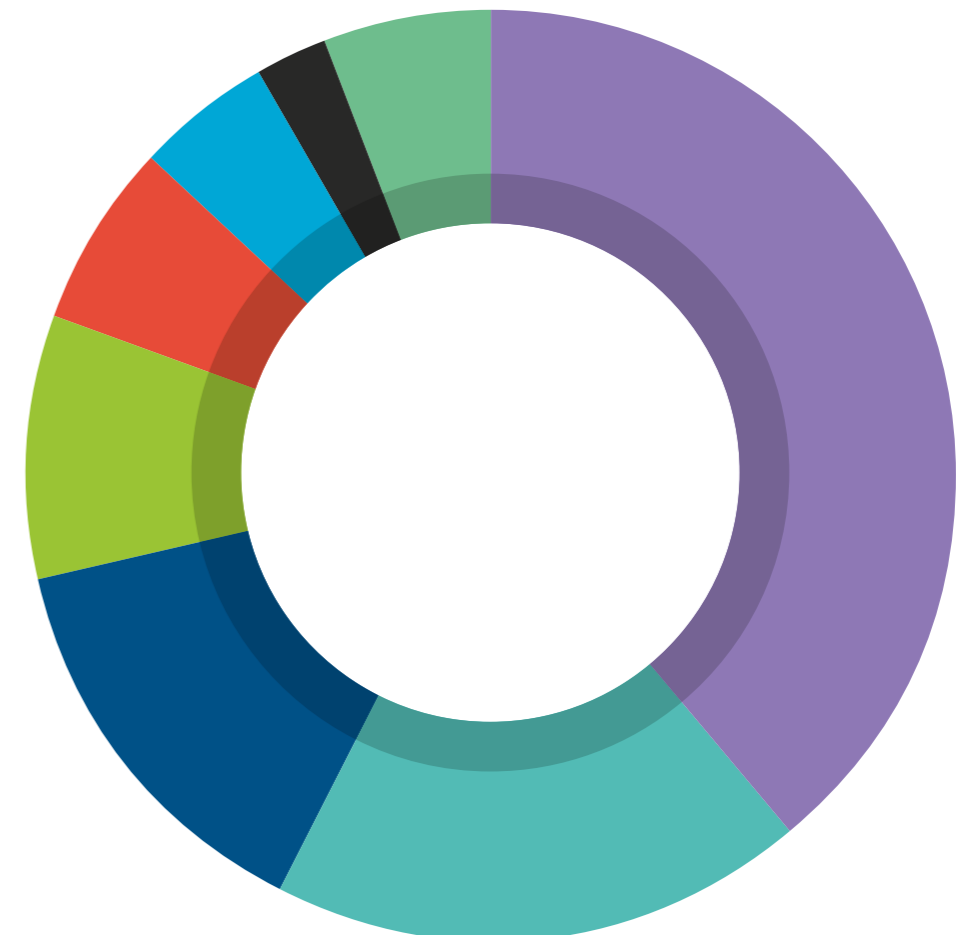
- Dwelling Rental Income **87.91%**
- Service Charge Income **5.25%**
- Sale of Assets **3.34%**
- Other Misc Income **0.80%**
- Investment Property Income **1.06%**
- Rechargeable Repairs **0.03%**
- Commercial Income **1.30%**
- Grant Income **0.21%**
- Group Service Agreement **0.11%**



Expenditure

Our expenditure during 2019/20 was just over **£101m**

- Development **39.01%**
- Investment in Homes **18.67%**
- Routine and Planned Maintenance **13.90%**
- Servicing of Finance and Loans **9.03%**
- Employee Costs **6.35%**
- Corporate Service Agreements **4.77%**
- Building Costs **2.65%**
- Central Overheads **5.63%**



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.



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 or online at ovh.org.uk.**

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 Complaint 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

Scrutiny Team

In 2019/20 our Scrutiny Team carried out a review of our Grounds Maintenance service offer. After evaluating the communal spaces of 675 properties, a total of 8 recommendations for service improvements were made, all of which were accepted and will be implemented.





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

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 2020 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 Graham	Non-executive (Chair)
Joe Connell	Non-executive
Alan Marshall	Non-executive
Dawn Murray	Non-executive
Richard Carmichael	Non-executive
Andrew Armstrong	Non-executive
Peter Crosby	Non-executive
Tracey Liggett	Executive
Dr Roy Williams	Executive

Further DETAILS

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 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

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@ovhousing



one vision housing

