Customer Voice



OneVision HOUSING

Beat the Breathlessness

Supporting Tenant Health and Wellbeing Through Partnership Working

Customer Voice Case Study

Quarter Two 2026-27



About One Vision Housing (OVH)

We are an award-winning housing provider offering high quality, affordable housing across the Liverpool City Region, Cheshire, Lancashire and Greater Manchester. We currently manage over 14,400 properties across the region.

We provide a range of rental options from Social Housing and Private Rent, to Rent to Buy and commercial lettings of shops, creating equal opportunities for all. We were formed in October 2006, following a successful stock transfer from Sefton Council, and operate as a not-for-profit organisation, regulated by the Regulator of Social Housing.

As a member of The Sovini Group, One Vision Housing believes in providing good quality, affordable homes for rent and to buy, helping to create thriving and inclusive communities. We work closely with partner organisations to build a better future for our customers, supporting thousands of beneficiaries each year.

The Challenge

Many health conditions associated with breathlessness, including high blood pressure and heart rhythm abnormalities, can go unnoticed without regular monitoring.

For some residents, barriers such as confidence, accessibility and awareness can make it difficult to engage with preventative health services.

One Vision Housing recognises the important role housing providers can play in supporting wider health and wellbeing and helping customers access services that can improve their quality of life. Through our commitment to creating thriving communities, we sought to provide tenants with an opportunity to access free health checks within a familiar and welcoming local setting.



What We Did

Working alongside Everton in the Community, One Vision Housing promoted and supported the delivery of the Beat the Breathlessness campaign at the Brunswick Youth and Community Centre. The event offered tenants free blood pressure and heart rhythm checks, helping customers gain a better understanding of their health and wellbeing.

The initiative encouraged residents to take a proactive approach to their health by providing accessible community-based support and information. Customers were able to discuss their results with trained professionals and understand whether further advice or assessment may be beneficial.

Partnership Working

The success of the event demonstrates the value of collaborative working between housing, health and community organisations.

By partnering with Everton in the Community, OVH was able to connect tenants with a well-established health programme delivered by a trusted community organisation. Combining OVH's knowledge of local communities with Everton in the Community's expertise in health improvement enabled us to provide a preventative health intervention directly within the neighbourhood.

This partnership approach helped remove barriers to access by bringing services closer to residents and creating opportunities for customers to engage with health and wellbeing support in a familiar community environment. It also strengthened links between local services and highlighted how organisations can work together to improve outcomes for people and communities.

The Impact

The event was attended by 21 One Vision Housing customers, who received free health checks and wellbeing advice. The initiative provided residents with valuable information about their health while promoting awareness of conditions that can contribute to breathlessness and other related symptoms.

By making health checks available locally and free of charge, the campaign helped encourage positive engagement with preventative healthcare and supported customers to take informed steps towards improving their wellbeing.

Looking Ahead

At One Vision Housing, we remain committed to working with organisations such as Everton in the Community to deliver initiatives that improve health, wellbeing and quality of life for our customers.

The Beat the Breathlessness campaign demonstrates how effective partnership working can support residents to access valuable services, strengthen community connections and contribute to healthier, more resilient communities.

