

Warrington Housing Association

Our Social Value 2017/18



Our Social Value

Warrington Housing Association



Welcome from our Chair

Warrington is a great place to live and Warrington Housing Association is a truly local, independent organisation with a long history of working in Warrington, providing local solutions to local issues.

At our heart is providing high quality, affordable homes for people. We are also committed to helping our communities to thrive through homes that meet their needs, improving health and wellbeing and offering opportunities to learn and gain skills. We invest in our neighbourhoods to have a positive and lasting impact, we want to work with partners to achieve real change for our community. This Social Value report is our first annual report on our added Social Value.

As we launch this report we are taking part in #we care campaign as part of our support for PlaceShapers network of community housing associations. This will focus on all the things we do to care for people, our communities and the positive impact we are having on people's lives. Here are some great examples of the work we are doing to show #wecare.

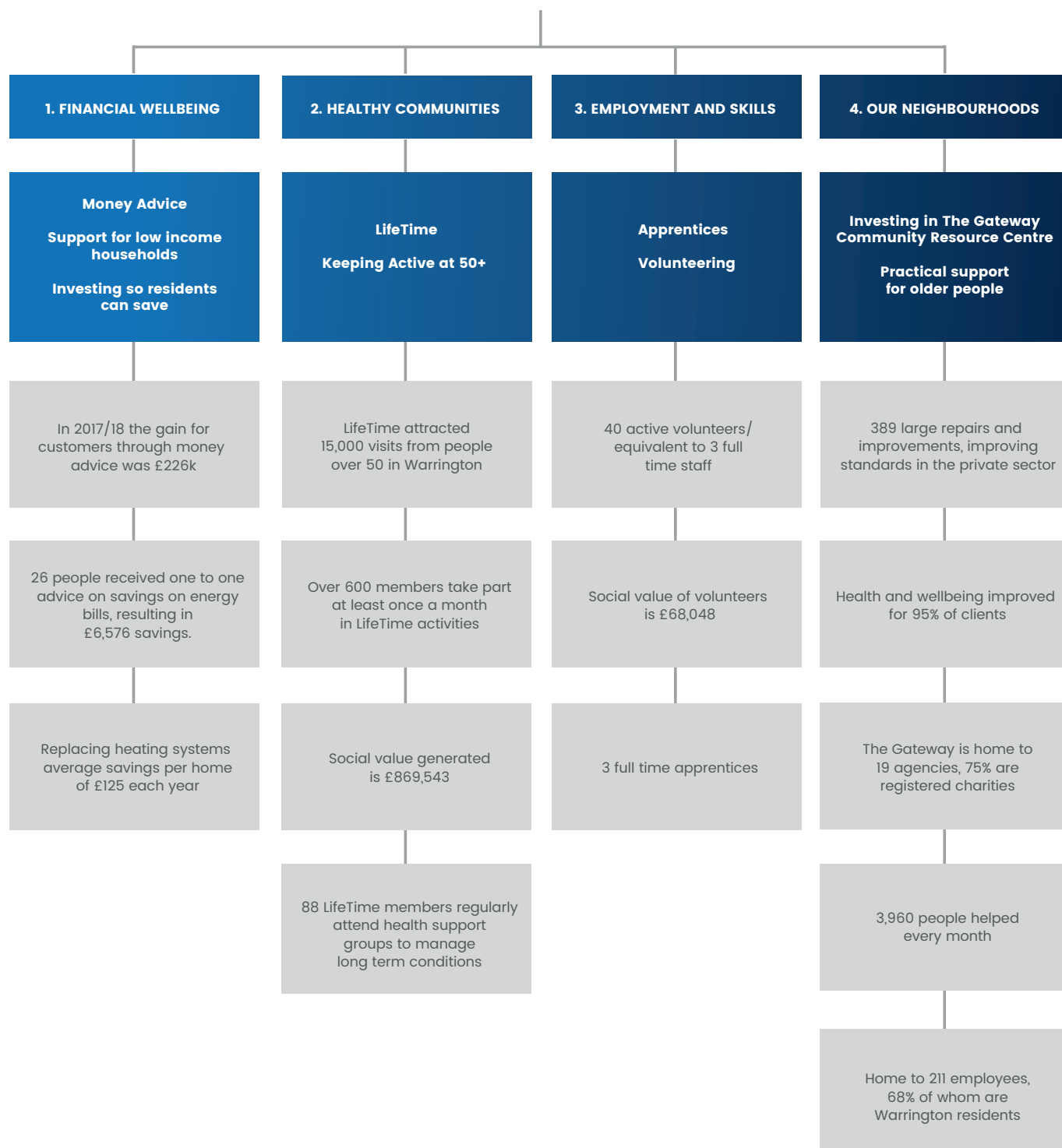
Judith Winterbourne
Chair



Summary



Our Social Value Report Warrington Housing Association 2017/18



Introduction

Warrington Housing Association has been providing high quality homes and services for over 40 years. We operate a socially responsible business which means we take account of the impact of our activities and maximise the positive benefits of our work. This includes going beyond simply maintaining homes to creating opportunities for our residents and communities.

“Our aim is to help make Warrington a **great place to live**, in which the potential of **individuals** and **communities** can be realised”

Our corporate strategy is built on five pillars which guides our work, our investments and our decisions. Our Social Value is an important part of our business and always has been.

Our Thematic Pillars:



OUR PEOPLE

Warrington Housing Association



OUR ASSETS

Warrington Housing Association



OUR NEIGHBOURHOOD SERVICE

Warrington Housing Association



OUR SOCIAL VALUE

Warrington Housing Association

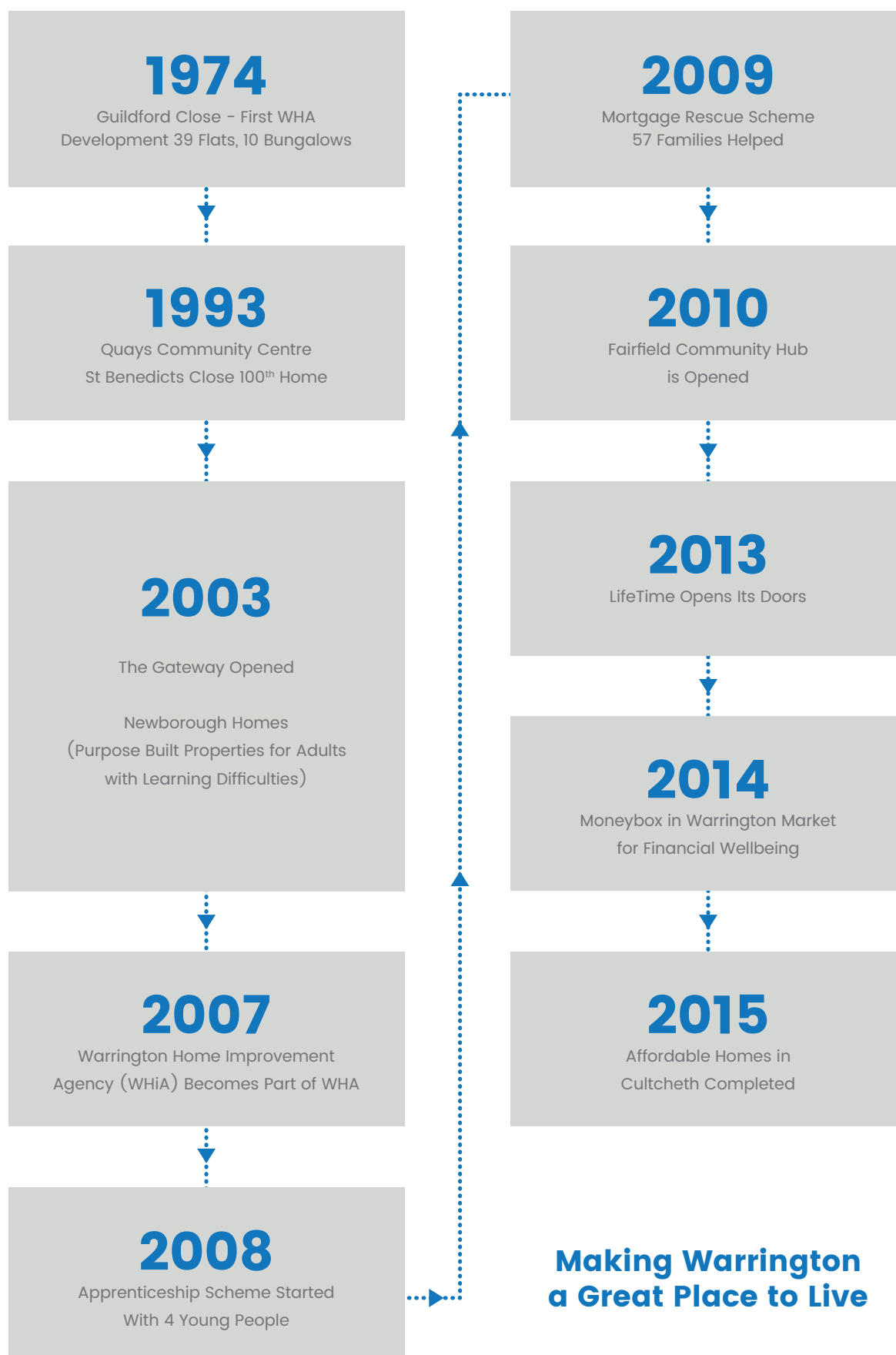


OUR VIABILITY

Warrington Housing Association



Introduction – Our Social Value for 40 Years



Introduction – Our Values



As a successful Housing Association we have been able to invest in services to support our vision of making Warrington a great place to live including

- The Gateway which opened in 2003 and is an award winning resource centre that is home to 25 voluntary and statutory organisations who offer services to a wide range of people in our community.
- Warrington Home Improvement Agency which has been part of our business since 2007.
- LifeTime, launched in 2013, and is our response to the needs of our ageing population, a social investment which offers a range of activities and services for older people to meet our objectives of making Warrington a better place to live.

We have a committed staff team and volunteers who deliver services to tenants, leaseholders, members and clients. Over 70% of our staff team are Warrington residents themselves

We continually plan our business so that we find a balance between core activities and growth so that we can invest in our social value activities. Our commitment to Social Value activities in 2017/18 represented 4.27% of our surplus.



Introduction

Our approach to measurement

This report looks at social value across a small number of our services. It is not possible to include everything we do, but here we showcase some of our key projects from 2017/18. We will continue to work on this and improve what and how we measure. There is a balance between the time and resources needed to carry out a full and detailed study of outcomes and an approach that helps us to understand change.

We have used the HACT Wellbeing Valuation approach to measure the benefits to local residents of our services. The model is designed to help housing providers understand and value the impact of their activities on residents and is aimed at assessing the difference that a service makes to peoples' lives.

We have used both quantitative and qualitative research, measuring the outputs from our activities and also listening to the people we are working with and collaborating with.

We have built a theory of change model for some of our services which describes how our projects work in theory, from the aim, the activities we undertake and the short and long term outcomes. This is a useful model to summarise our work, to help those involved understand how it links to our strategic objectives and test the desired outcomes against what actually happens.

Contents

- 1 Financial Wellbeing** – Money Advice, Support for Low Income Households, Investing so Residents Can Save
- 2 Healthy Communities** – LifeTime, Keeping Active at 50+
- 3 Employment and Skills** – Apprentices, Volunteering
- 4 Our Neighbourhoods** – Investing in The Gateway Community Resource Centre, Practical Support for Older People



1. Financial Wellbeing

Aim: To improve the financial situation for the lowest income households and improve resilience and wellbeing.

Theory of Change for Money Advice



WHA is committed to

“Support anti-poverty across the borough through continuing to invest in our money advice service and provide support for those affected by welfare reform”.

Some of our customers are on low incomes with around 50% claiming benefits to support their income.

Through the HACT model it is estimated that the social return on investment per client is on average

£1,561. This information is gained from the HACT financial inclusion survey and we can apply this to 6 out of 10 clients. Therefore the return based on the total clients of 110 is estimated at £68,674.

(Note – use rate of 0.7% based on survey return of 4 out of 6 making a gain)



1. Financial Wellbeing



In 2017/18 the income gain for customers was £226k



Rent arrears agreements in place for 44 tenants

**Rent gain 2017/18
£9,344**



110 Households supported through the service

Steven our Money Advice worker

Steven works with people to improve their financial situation and in many cases this makes a real difference to their quality of life especially where people have issues around health and disability. Recently he assisted a tenant who suffers from ill health by doing a review of her benefits. It resulted in the award of additional weekly income and she was able to afford new glasses to help with her very poor eyesight. Another couple Steven is proud to have made a difference to is a married couple where the gentleman has quite severe dementia and his wife is caring for him which was a huge strain on her and she felt that she could no longer cope. Through working with them Steven has improved their income and they have been able to afford some practical support that is really improving their wellbeing.



“It’s not just about financial matters, the work I do really makes a difference to people’s day-to-day lives and that’s very worthwhile”

Investing in homes so that residents can save

WHA is investing in the quality of homes for residents with affordability in mind. We have an improvement programme for homes which takes into account how affordable it is, and that’s not just about the rent, it’s also about the bills that residents pay.

So we have:

- Replaced old, inefficient boilers with new ‘A’ rated boilers for 30 families.
- Replaced electric storage heaters with high heat retention storage heaters for a scheme of 41 flats and bungalows for older people. The new heaters are better insulated and more controllable with fans that heat rooms up faster making homes more comfortable whilst reducing bills.
- Photovoltaic panels have been installed on our sheltered schemes which made savings of £17k in the service charge for residents by recycling the electricity back into the grid.



1. Financial Wellbeing

Replacing old boilers with A rated condensing boilers saves on average £125 for a terraced house, £145 for a semi-detached.

26 members received one to one advice on saving on energy bills resulting in £6,576 savings.

Customer Feedback

Mr and Mrs James have lived in their home in Warrington for many years and as an engineer Mr James enjoyed doing all the maintenance. These days things are much harder as Mr James has developed Parkinson's Disease and has dementia. His wife cares for him but is finding it a real strain now that they are both in their 80s. They have always been very independent and managed to cope with all the changes but since Mr James now finds his bathroom totally inaccessible even with help, and has had some falls at home, they contacted WHiA for advice on where to go for some support. They are feeling increasingly isolated due to the loss of the car when Mr James could no longer drive.

The WHiA caseworker Georgina visited them at home to talk through the issues they are facing and was able to offer some practical support for them.

WHiA have

- Helped with benefit applications and now the couple receive attendance allowance and are able to pay for support and transport
- Fitted grab rails to help with safety around the home.
- Organised to attend an exercise class for socialising and support with mobility

- Bathroom design changes to improve accessibility have been drawn up and trusted contractors appointed to carry out the work.

In addition Georgina was able to take the couple to LifeTime to an exercise class for people with long term conditions. This has made a huge difference to both of them as it gives them a chance to socialise and feel physically better. Mrs James says "it has been wonderful to get the help from Georgina. It's made a real difference. In the evenings he used to be really tired, but now he is a bit more like his old self".



2. Healthy Communities

The Project

LifeTime was opened in 2013 and is an important part of Warrington Housing Association's long history of community investment and responds at a local level to concerns about the effects of loneliness and isolation on our older people.

Resilience can come from interacting with others, having a balanced life, believing in ones skills and competencies and generally ageing well. Research confirms that changes in life including bereavement, ill health and living alone can contribute to loneliness and isolation. Connecting with people can help to build resilience which is a central aim of what LifeTime seeks to achieve.

The heart of our LifeTime network is the LifeTime Centre next to the Gateway in Warrington town centre. This warm and welcoming space provides LifeTime participants a place to visit for a quick cuppa, to use a computer, have a chat or attend one of up to 50 educational or support groups per week. LifeTime seeks to build capacity in the community to deliver opportunities for people and develop social cohesion.

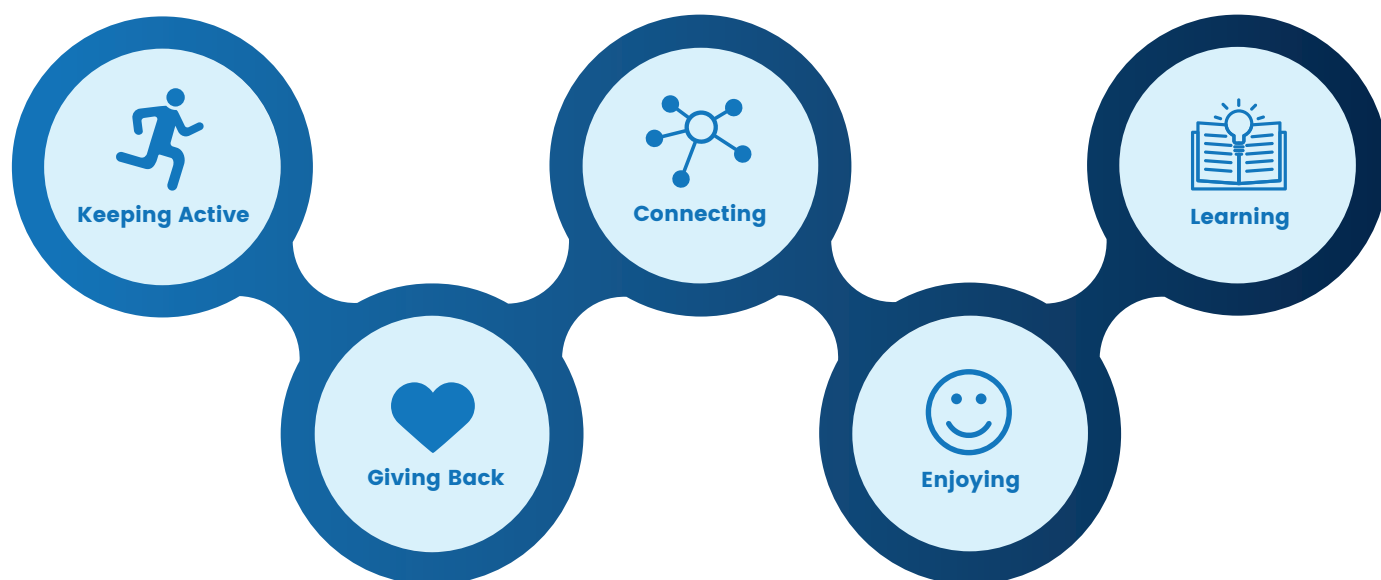
During 2017/18 LifeTime achievements included:

LifeTime attracted 15,000 visits from people over 50 in Warrington

Over 600 members take part at least once a month in LifeTime activities

9 isolated members benefited from regular telephone friendships

88 members regularly attend health support groups



2. Healthy Communities

Our members have given us feedback on what being involved in LifeTime has meant for them:

"Using computers has improved my confidence and learning new skills."

"It's taking me a long time to take this journey in my life, making new friends, old ones gone or too far away. With help I'm slowly getting there, with a few setbacks now and again."

"Having a hearing loss the "Hear to Meet" group is a very important part of my life."

"Helped a great deal with IT. Excellent place for people who are on their own and can drop in any day."

"Mixing with people same age is good. Xmas parties are a very good thing, it can be a lonely time."

"I joined LifeTime after I fractured my spine which left me feeling quite depressed. I enjoy going to Zumba which helped me to get back into exercising helping me to feel more confident."

"Once a week (music group) on Wednesday, is just right, Mark, our conductor is magnificent. Making allowances for ages. I am 81. Bless the centre, and the good that you all do."

"As a carer it's great because I can bring my husband here and he loved it. Alzheimer's is a very isolating disease for the sufferer and their carer."

Outcomes

455 people regularly attend a social group	>	HACT value £681,676
597 people regularly take part in hobbies	>	HACT value £1,172,139
464 people regularly take part in exercise/ dance/yoga	>	HACT value £1,330,430
The total Social Value using the HACT wellbeing approach	>	HACT value £3,192,245



2. Healthy Communities

Focus on keeping active at LifeTime

Exercise is a proven way to maintain physical and emotional health. At LifeTime there is a wide range of exercise opportunities from Zumba, dance, yoga to chair based exercise which are offered in the centre and in community venues. Our members tell us that it is a great way to keep fit and healthy in classes that cater for people over 50.

The classes are affordable and flexible. 12 of the members have long term conditions and 21 live alone, both are risk factors for loneliness and isolation.

In December 2017 we asked everyone who took part in an “active” session (Zumba, dancing, yoga, fit and fun) to tell us what it meant for them. We had 59 Responses.

- **57 (92%)** took part weekly.
- **57** said they felt this improved their health and wellbeing.
- **42** said that it helps to maintain their independence.
- **54** said that it helps them to look after their health.
- **36** felt that it helped them to cope with changes they had experienced in their personal life such as bereavement, retirement or illness.



3. Employment and Skills

Aim: WHA supports learning and skills opportunities to improve resilience in our community.

Apprenticeships

WHA has offered apprenticeships for young people in our community since 2011. Of 18 apprentices 78% have been successful in achieving their qualifications and in securing full time paid employment.

In 2017/18 two apprentices completed their two year training including formal qualifications up to NVQ Level 3 and were successful in securing a job in their chosen field. During the year three full time apprenticeships have been supported. The investment is £41,141.

Story: Abi from apprentice to full time career.

After completing a hairdressing qualification at 18 Abi decided that she wanted to seek a role which gave the opportunity to continue learning and working at the same time. As a WHA tenant she found out about the apprentice opportunity with the Association and during her two years' apprenticeship she was able to complete her NVQ Level 2 and 3 in Business Administration. Abi then secured a full-time job in the Association in a community support role. Abi says that the apprenticeship really helped her to

make the difficult transition from school through to a full time career in the community.

"I really love meeting people and volunteers from all walks of life in my role and it's nice to make a difference in the community I live in. I have been able to learn to drive and get a car so I feel totally independent. I am saving up for a deposit for a house now. I think my dad is really proud that I am doing so well."



3. Employment and Skills

103 weeks delivered by apprentices that are directly employed

Investment £41,141

HACT value for apprenticeships £5,583

Moving from Apprenticeships to full time employment £40,338

Volunteering

Our customers are a real asset to our organisation and their work as regular volunteers giving time, expertise and care make the community a better place to live and extend the services our organisation is able to provide. Volunteers contribute to the work of LifeTime as well as core housing roles and all make a real difference, helping our organisation to deliver on our objectives. Volunteering is also an opportunity for people to gain experience, to give back to the community and has health benefits for the volunteer.

- 70% involved in delivering front line services, 20% in support roles and 10% involved at committee and advisory panel level.
- 40 active volunteers supporting the achievement of our objectives
- Equivalent to 3 full-time members of staff
- Value to the business (using ONS weekly earnings £13.82 per hour) is £74,000.

This year we have worked with partner organisation Warrington Voluntary Action to benchmark our work with volunteers with an external standard, the Volunteer Pledge. Through this Pledge we have engaged with our volunteers to ensure that we are meeting best practice in support, training, induction and roles so that volunteer and the organisation get the most from the experience.



3. Employment and Skills



**Hours given in
volunteering at
LifeTime - 4,676**



**The value of volunteers
based on HACT model is
£68,048**

From volunteer to employment

Michelle was looking for a volunteering opportunity that would help her build confidence and gain new skills. At that time Michelle was very shy and quiet and would openly speak about how she was reluctant to leave the house.

Michelle pushed herself to take on a volunteering role in the busy LifeTime hub and was tasked with welcoming guests into the centre through reception. After her first week of volunteering, Michelle was enjoying it so much that she asked to increase her volunteering hours to two days a week.

Michelle quickly became a part of the LifeTime community through her volunteering and it gave her the confidence to apply for jobs and she now works in a local pharmacy.

"I absolutely loved my time volunteering, without it I would never have had the confidence to make it into full time work".

Michelle has made lasting friendships and is keen to stay involved with LifeTime on her days off.



4. Our Neighbourhoods

Aim: To prioritise the needs of people and put the creation of sustainable communities at the heart of our work.

WHiA Theory of change



Activity

The Association works in partnership with Warrington Borough Council to deliver the Home Improvement Agency work which is complementary to our more traditional housing role in that it supports older and disabled home owners and those in the private rented sector. The Housing Strategy 2018 to 2028 priority is “to help people live at home, improve their independence, health and quality of life”.

WHiA supports these clients through grants and funded projects and also through supporting people who have their own means to maintain and improve their home so that they can remain independent as they age.

Outcomes

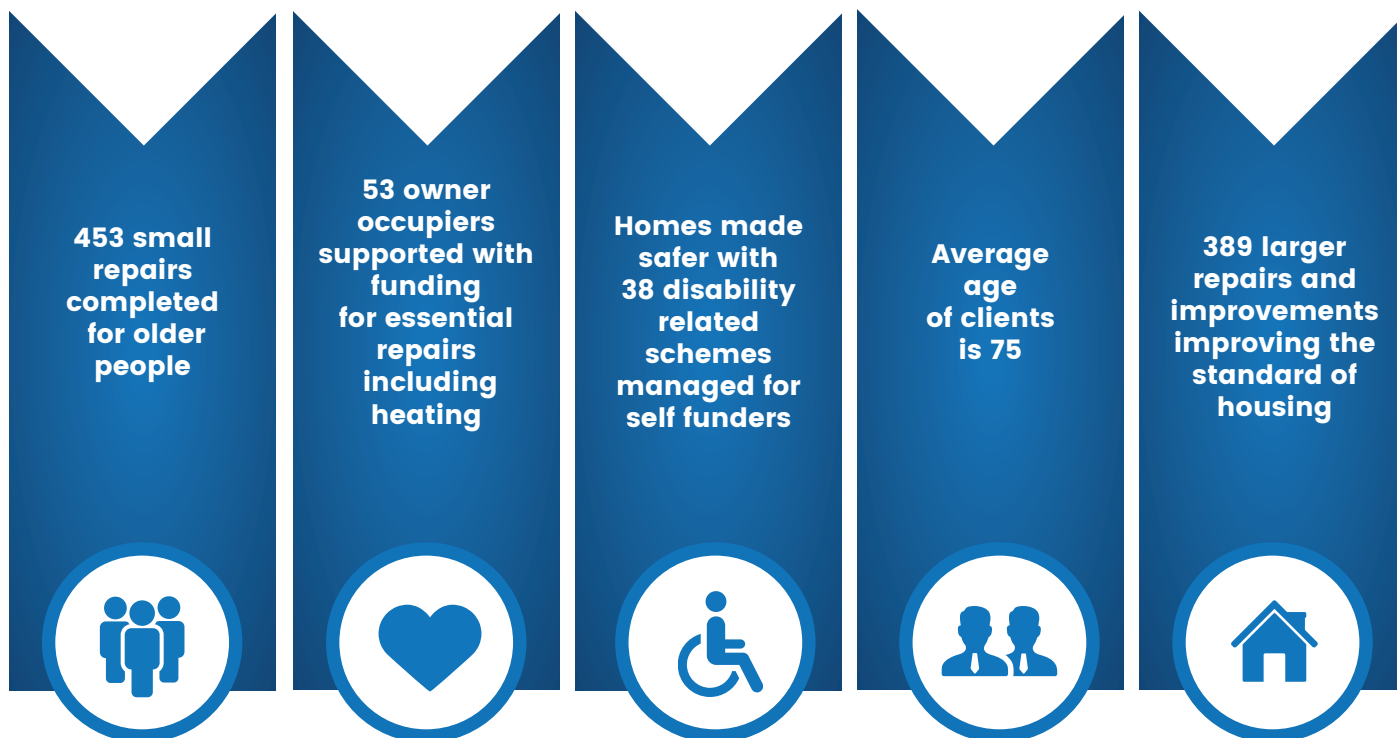
In 2017/18 WHiA supported customers on a low income to improve their housing conditions through charitable grants. 53 owner occupiers were supported with funding for essential repairs including repairs to heating. The average age of clients was 75. Over £6000 was raised to support customers.

whia
Warrington Home Information and
Improvement Agency

 Part of
Warrington
Housing Association



4. Our Neighbourhoods



WHiA customers reported outcomes include:

whia

Warrington Home Information and Improvement Agency

Has having the work done improved your health and wellbeing?

- **73% a lot, 22% a little, 5% not at all.**

Do you feel that the work you have had done will keep you safer?

- **91% yes, 9% no.**

Part of
Warrington
Housing Association



4. Our Neighbourhoods

The Gateway

In 2003 Warrington Housing Association developed a community resource building which is home to 25 organisations all of whom are committed to providing services to the people of Warrington.

We have worked with our Gateway partners to develop a set of metrics this year which help to express the collective social value from the Gateway, our common home. The partners are varied in character, third sector, charitable and some part of much larger statutory organisations including Warrington Borough Council and health. In common we have the aim of working together, forging closer working relationships to have a bigger and more positive impact on our Warrington community.

Organisations – the make-up of the Gateway

- The Gateway has 15 registered charities which is 75% of the overall occupancy
- 90% work in partnership with other tenants
- 90 external organisations used the Gateway meeting rooms and exhibition space during 2017 (48 were community, voluntary, faith sector)
- 5 external organisations utilise virtual office space

Creating Careers, Opportunities and Skills

- 211 employees are based in the Gateway
- 68% of employees based in the Gateway are residents of Warrington
- 3 organisations have an apprenticeships scheme and there are currently 8 apprentice's
- 84% of tenants are Real Living Wage employers

Promoting Participation and Improving Wellbeing

- Interventions- 3960 individual people are seen per month (organisations will be seeing some of the same clients, this can't be broken down)
- 69% of tenants involve volunteers, with 230 volunteers supporting services each week. This equates to 920 hours given by volunteers each week, the economic value of this is £374,587 per annum
- 48% of volunteers deliver front line services, 40% admin/governance and support and 12% marketing and fundraising

Positive Contribution to the Environment

- 63% of employees travel to work by car, 13% use public transport and 24% walk or cycle to work

Sources of information

HACT wellbeing approach to measure the benefits of our services. The model is designed to help housing providers understand and value the impact of their activities on people and is aimed at assessing the difference that a housing provider makes to their residents' lives by investing in the community. We have used proxy values where relevant from version 4 of the Value Calculator for 'people living outside London' and have any deadweight deducted.

HACT UK Housing Data Standard, Powered by OSCRE. Authors HACT and OSCRE, Source www.hact.org.uk. License: Creative Commons Attribution-No Derivatives license (<https://creativecommons.org/licenses/by-nd/4.0/legalcode>)



Making Warrington a **great place to live**

Warrington Housing Association

The Gateway, 89 Sankey Street,
Warrington, Cheshire, WA1 1SR

Tel: 01925 246810

www.wha.org.uk

Follow us on:

