



Annual Report 2019 - 2020

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Chair's Welcome

It has been another year of change for everyone at LHP, as we look to adapt our systems and processes to continue delivering the best possible service to our customers.

Throughout this period, the leadership at all levels, professionalism and commitment to deliver for our customers has been nothing short of outstanding. These are uncertain times for us all and the support we give to our customers is critical.

Our aim remains to provide great homes in strong communities across Lincolnshire. We can do that by working together; together with our customers, together with our stakeholders and together with each other.

We continue to put the customer first and pride ourselves on strong governance with a keen eye on value for money. This ensures that we remain a sustainable business with aspirations to grow.

I am sure there will be many challenges ahead, but I am certain that we will get through these because of the way our staff and customers respond to those challenges.



Anthony Read
Chair of the Board

CEO Introduction

The last 12 months have been about togetherness for us. From the launch of our 2019-2023 Corporate Plan, vision, values and strategic priorities at our Staff Conference, to our daily service delivery for customers, our partnership work and the way we have adapted from February, in the wake of the Coronavirus outbreak – *we have truly been together.*

Launching our Corporate Plan was the culmination of 12 months of hard work that saw us involve staff, customers and stakeholders in the creation of a document that steers our direction over the course of an important four-year period.

To be in a position where we were able to unveil our vision, values and strategic priorities at the same time really gave us a sense of purpose and belonging amongst local communities.

We continue to work with partners to deliver the Lincolnshire Telecare Service and make enhancements to our homes. We couldn't provide the standard of service that we pride ourselves in without working together.

One of the key focuses for us during the year was our In-Depth Assessment by the Regulator of Social Housing. This was a tremendous team effort and we were delighted to retain our G2/V2 status. We are working on an improvement plan with an aim to achieve a G1/V1 status.

It's impossible to ignore the impact that the Coronavirus outbreak has had on all our lives. Lockdown may have only come towards the end of the financial year, but our response started back in February. It was paramount to us that we kept our staff and customers safe.

The response to COVID-19 has been the very embodiment of 'together'. We have had to adapt our services to be able to continue delivering for our customers. We could not do that without the flexibility and drive shown by our teams and their desire to ensure that we remain a customer first organisation, regardless of what obstacles lie in our way.



Murray Macdonald
LHP Chief Executive

Corporate Plan 2019-2023

The launch of our Corporate Plan 2019-2023 at our Staff Conference in July 2019 was the culmination of 12 months of hard work that included vital input from colleagues and customers alike.

These thorough consultations with tenants, partners and staff gave us the platform to agree what we stand for as an organisation and the way we will go about our work.

Our Vision and Values

LHP Great Homes, Strong Communities



Customer first

We will put customers at the heart of our decision-making process and develop services that are built around their needs. This emphasis will be felt by customers in every interaction with us, driving up our customer satisfaction and ensuring we invest our money where it has the greatest impact.



Together

We will proactively seek out new partnerships and work to build on the many successful joint working projects already underway. We can achieve more by working together with our key stakeholders and by working together as one team.



Listen, act and learn

We will create a structured opportunity for stakeholders, staff and customers to provide feedback. We will value this time and insight and use it to act and learn from it. Before investing in new and existing projects, we will seek the views of those set to benefit.



Our Strategic Priorities

The feedback received from customers and colleagues gave us the opportunity to decide upon six strategic priorities, allowing us to focus our teams' energy and efforts, as well as our resources in the right directions.



Deliver quality services



Invest in existing homes & estates



Build new & regenerate homes



Listen to & empower tenants



Support & develop colleagues



Ensure strong governance & finance

Complaints Process Review

As part of our complaints process, LHP strives to identify learning outcomes that will help drive positive change for our customers.

These outcomes may identify where we may need to review our policies and procedures, any additional training that may be required or a change to the delivery of a service. Below are some of the learning outcomes identified since April 2019 and the action taken by LHP to address them.

You Said... We Did.



Appointments



YOU SAID

"Appointment dates and work details are not always communicated from our contractors"



WE DID

We expect a high level of customer service from our contractors and this has been reiterated through contract management meetings.



Contractors



YOU SAID

"Works completed by contractors are not always completed on time and it can be difficult to contact them to get further information."



WE DID

In April 2019 we launched an In-House Repairs Service (IHRS) in Boston mirroring the function already running in Grimsby. The IHRS allows LHP to take greater ownership and control of all repairs in our homes. This service enables our repairs staff to contact customers directly to arrange flexible appointments and enables staff to plan their time effectively.

59

Formal complaints received. (compared to 54 in the previous year)

13

Upheld complaints (compared to 27 in the previous year)

Consisting of:
Responsive repairs (4),
Void repairs (2),
Investment works (2),
CSC (2),
ASB (1),
Warden Service (1),
New build/
Shared Ownership (1).

138

Complaints received (compared to 416 in the previous year)

23

Lessons learned and implemented



Communication



YOU SAID

"Communication with employees is not always helpful and sometimes staff do not deliver a good level of customer care"



WE DID

We recognise that excellent customer service should always be delivered by all our employees. As a result, our staff are being trained and supported to use the Mary Gobar Customer Services principles. Our approach to handling your concerns and complaints is based on the best practice methodology recommended by the Housing Ombudsman.

Our Governance Structure

LHP's Board Membership is made up entirely of independent members chosen for their individual skills and enterprise.

The Board is supported by its committees, which are tasked with dealing with specific areas of governance on the Board's behalf.

Lincolnshire Housing Partnership Board

Anthony Read (Chair)
Rob Jones
Rob Griffiths

Jiggy Lloyd
Yvonne Lowe
Paul Casey

Carl Dewey
Simon Parkes (Senior Ind Dir)
John Crowther (Co-Optee)

Customer Scrutiny Panel

Remuneration & Nominations Committee

Yvonne Lowe (Chair)
Rob Jones
Rob Griffiths

Audit & Risk Committee

Rob Griffiths (Chair)
Yvonne Lowe
Simon Parkes
John Crowther
Stephen Cousins
(Independent Committee Member)

Assets & Investments Committee

Rob Jones (Chair)
Jiggy Lloyd
Carl Dewey
Paul Casey

A full description of the roles of our Committees can be found on our website at www.lincolnshirehp.com/us/our-board

In February 2020, we appointed our existing board member, Simon Parkes as our Senior Independent Director.

A Chartered Management Accountant, Simon spent the early part of his career in the Armed Forces, before joining the Civil Service where he served on the boards of the Government Legal

Department, Department for Education, Education Funding Agency and Skills Funding Agency. He then joined the University of Lincoln as Deputy Vice Chancellor in 2017.

Anthony Read, Chair of the Board at LHP said: "I am delighted to advise that Simon Parkes has been offered and has accepted the role of Senior Independent Director for LHP."

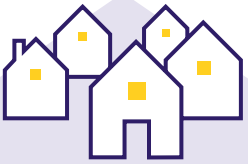
"Simon brings a wealth of experience to the role and is very committed to helping LHP achieve its objectives."

Simon takes on the role of Senior Independent Director for a period of three years, subject to him remaining a Non-Executive Director of the Board at LHP.



Find out more about Simon's role on our website, www.lincolnshirehp.com

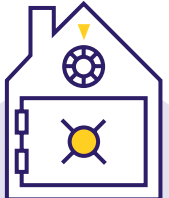
Financial Performance Overview



We own and manage
12,574 homes
across Lincolnshire



£53.14m
Our turnover for 2019/20 were in line with our 2018/19 figures



£296.8m
is the total value of our fixed assets - an increase of £11.2m on last year

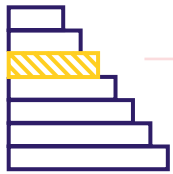
We continue to exceed our clear savings target with an on-going revenue saving of
£626k p.a.

We reduced our social cost per unit to
£3,147
from £3,340 in 2019.

This is also significantly lower than the 2019 sector median of £3,690. That means we can spend more money on the things that are important to our customers.



Our average SAP value is
73.45
A 2.67% increase on 2018/19 and 2.85 points above the national average



79%
of our homes have an EPC rating of C or above. That's a 9% increase from 2018/19!



We employ an average of
359 staff
(Full time equivalent)
This is an increase of 46 from 2018/19



How we spent each pound 2019/20 (2018/19 comparison in brackets)

	(2018/19)	(2019/20)
Major Improvements	£0.18	£0.18
Repairs	£0.18	£0.17
Loan Interest	£0.11	£0.13
Management and Running	£0.29	£0.33
New Homes	£0.24	£0.19

Our 2019/20 repairs spend is slightly lower than 2018/19. The 2018/19 figures include a £1million spend committed to an electrical safety testing project. The 2018/19 figures also showcased the money invested in to the roll-out of the in-house repairs team in Boston.

Customer Service Excellence Award

In late-February, we welcomed Neil Potentier from Customer Services Excellence to our organisation as part of our application for the Customer Service Excellence (CSE) Standard.

This is the first year that we have applied for the standard, which is a national quality mark recognised across all sectors from Banking to Higher Education and is awarded to organisations who have customer service at the heart of everything they do.

As an organisation, we were measured against the CSE Standard which is based on an assessment of 57 different criteria under five key elements:

- Customer Insight,
- The Culture of the Organisation
- Information and Access
- Delivery of Services
- Timeliness and Quality of Service.

Neil's feedback was very positive, and it was great to hear just how much our staff talked about The LHP Way, our Values; Customer First; Listen, Act and Learn; Together. These came through loud and clear during the employee focus group sessions, together with our customers talking about the difference LHP are making and the journey that we are on.

Following completion of the assessment, we were awarded the Customer Service Excellence Standard!

Neil said: "It's been a real pleasure working with LHP and meeting their staff and customers. It is very clear that there is a corporate commitment to the Customer First programme, and this is echoed by their staff."

"It's also very clear that as an organisation, LHP are on a journey and have the foundations in place to deliver. It is on that basis I have awarded LHP a Compliance Plus Score for their Customer First approach."



It is very clear that there is a corporate commitment to the Customer First programme, and this is echoed by your staff.



124,975

Customer calls answered an increase of 637 from the same period last year



< 20 secs

80,335 answered in under 20 secs



75 secs

Average waiting time for customer calls - a reduction of 56.45% on our 2018/19 performance



290,379

Calls supported by Lifeline



Skip It Events

The second annual event to help 'clear-up' the streets and public spaces of North East Lincolnshire was a great success.

With a total tonnage collected of 27,880kg, in addition to the white goods and general waste, the haul included cardboard, scrap metal, green and general waste, furniture, scrap metal and wood – with more than 10 tonnes being recycled.

LHP Executive Director of Customers Bridget Lloyd, said: "This is the first time LHP has been involved with Skip It and what a great thing to do, with so much waste taken away. We once again extend our thanks to North East Lincolnshire Council and hope that we can continue this relationship into the future."



27,880kg

of waste collected from public spaces



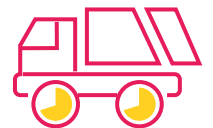
Purple Bins Partnership

We partnered with Boston Borough Council and Lincolnshire County Council as part of their card and paper recycling trial in late-2019.

We have always enjoyed an excellent working partnership with the environmental services team at Boston Borough Council, being significantly involved in the annual 'Big Clean Up' and the FlySwat initiative, so we were asked to utilise our customer knowledge and participate in the program.

Our Housing Services team carried out extensive joint working with the environmental enforcement team to ensure that our tenants were given full assistance in playing their part in this important recycling development.

The team also attended and supported with joint strategy meetings at local and county level, leaflet drops, estate walkabouts during bin collection days, attendance at public meetings and a bin amnesty.



3.5 tonnes

of rubbish collected in two hours from 52 homes

Our Housing Team accompanied bin collection operatives and collected over 3.5 tons of rubbish in two hours from 52 households.

The bin amnesty event made certain that our tenants were encouraged to responsibly recycle in future.

The trial is currently ongoing and we are working with the Local Authority to help them gather information to make a decision about how this will progress in the future.



10+ tonnes

recycled in total





Working Together!



Health & Wellbeing Partnership

Our Health & Wellbeing team were part of a Healthy Eating event, held in the Pilgrim Lounge at Boston United Football Club.

Several local agencies were on hand with information stands, and to listen to talks on the benefits of healthy eating. There was also a live cooking demonstration from the team at Boston College.



Tenant Panel Recruitment

At LHP we are committed to making sure that our customers receive an excellent service, but it is a two-way process.

That's why, in the summer of 2019, we underwent an extensive recruitment campaign for our tenant panels.

Our new Scrutiny Panel members met for the first time in October. The panel is responsible for scrutinising both performance and services, and is responsible for ensuring we do exactly what we say we're doing.

We are dedicated to one vision...Great Homes, Strong Communities and have ensured that meetings are held at hours to suit carers, parents and guardians.



Through our summer 2019 campaign, we recruited 27 customers to our involvement panels

Lincolnshire Telecare Service Launch



We officially launched the Lincolnshire Telecare Service with a special event at our Mayfields Extra Scheme in Boston.

The launch event, held in conjunction with our partners at Age UK Lincoln & South Lincolnshire, took place in November, and we invited several key stakeholders and customers.



**We saved the NHS
£186k through timely
hospital discharges**

Staff were on hand to showcase the latest Telecare equipment and we had introductions from our CEO, Murray Macdonald, and his counterpart at Age UK Lincoln & South Lincolnshire, Michele Jolly. The event was capped off by video case studies from customers and staff and a special play by students from Bishop Grosseteste University in Lincoln.

Lincolnshire Telecare Service combines the latest technology with our highly trained and friendly teams, to enable people to live independently in their own homes. Services are available to anyone of any age or ability who wants to live independently in their own home but would like to know they can ask for help when they need it.

Bev Chapman, Business Development Manager at Lincolnshire Housing Partnership said: "Our teams often go above and beyond to ensure that our customers are kept safe and get the help and support they need."

Telecare equipment includes smoke detectors, fall detectors, touch pendants and key safes. More information on Lincolnshire Telecare Service is available on our website:

lincolnshirehp.com/support-advice/extra-help/telecare



Telecare and Customer Service Centre, TSA accreditation achievement

We have been awarded the TEC Services Association (TSA) accreditation for our Telecare services, following an extensive two-day audit in August 2019.

Our team was assessed under the requirements of the new TEC Services Association Quality Standards Framework (QSF).

The audit was conducted using document sampling, observations and face-to-face interviews with key staff from the relevant service areas across the following 12 modules of assessment:

- User & Carer Experience
- User Safety
- Effectiveness of Care
- Information Governance
- Partnership Working & Integrated Care
- Workforce
- Business Continuity
- Ethics
- Performance & Contract Management
- Continuous Improvement & Innovation Telecare Monitoring
- Assessment of Installation of TEC

The Auditor found our Telecare Service to be person centred, resilient and positive in its approach to the future. This is a real achievement for us and is a great acknowledgement of the work that the Telecare and Customer Services Centre teams carry out every day in putting our Customers First.

Alyson Scurfield, Chief Executive at TSA said: "Big congratulations to LHP for achieving a successful QSF audit and raising the standards of technology enabled care in the UK – we are delighted to have you on board."



LHP's award-winning team steps back in time to help others

An arty trip down memory lane has seen delighted members of our Dementia Team scoop an award for their positive and pro-active partnership working.

Working with local community funder Boston Big Local, (BBL), the team has delivered regular 'Memory Lane' Arts and Crafts sessions for those living with dementia and their carers.



Alongside the practical work, reports have also been produced detailing the activities. Meanwhile the team has helped with the Dementia Action Alliance and in co-ordinating activities for Dementia Action Week while supporting other BBL projects including quarterly Tea Dances, which attract more than 80 people.

This work has now been recognised as we won the Partner of the Year Award at Boston Big Local's Annual General Meeting, in Boston on Thursday May 9. BBL had funded the sessions over the last two years and the other great news is that an increased amount has now been secured to continue the work for another two years.

A spokesperson from BBL stated that "The award was presented for the amazing work and outcomes that Debbie Broadley and the team have helped nurture at the Memory Lane group for people who are living with dementia."



**Over 80 people attend
our quarterly tea dances**

Allpay Alignment

As part of our commitment to aligning our payment methods, we undertook some work that ensures Callpay (the facility that allows us to take card payments) is mirrored in both our Grimsby and Boston offices.

allpay

What changes did we make?

- We replaced the card machine in our Boston reception and removed the existing payment option on our CRM system
- We updated our telephone system to reflect these changes and make it easier for customers when they call us to talk about their rent payments
- We updated our website and aligned our payment methods to make it more customer friendly
- We expanded our payment options to include the use of the Allpay app, text messaging and recurring card payments

Just 1.8% of our customers were in arrears at the year-end



474

ASB Cases received during the year - an increase of 33.76% on cases received during 2018/19



81.5%

customer satisfaction with the case outcome. This is 7% above the national average



84.2%

customer satisfaction with the case handling. This is 4.2% above the national average

ASB Case Study: Making a difference

We supported one of our residents in Boston, who had previous addiction issues, with a managed move into a different area.

This resident had been in the Town area for over 30 years and had a reputation due to past behaviour. With support she had managed to beat her substance addiction and was getting help and support with her children.

Sadly, the resident was a victim of abuse from her own family and this resulted in hospitalisation due to ill health.

Susan Sendall, LHP's ASB Manager had worked with the resident for several years, Susan worked with other partner agencies and our own departments to get the right support for the resident.

"I recognised that there was a significant risk to the family due to the threats being made, the possibility of the resident using drugs again and other domestic related incidents," said Susan.

Our teams worked together with partner agencies and the resident's family members to clear the debt on the rent account and submitted a management transfer request to a village out of town, away from the people that were putting her family and tenancy at risk.

A property became available out of the town and the resident happily moved to her family's new home. Since moving there have been no ASB issues and the property is in good condition. Talking to her Housing Officer, the customer said, *"I feel like I've won the lottery!"*

Our COVID-19 response

For Customers

The last few weeks of the year were tough for everyone, but we adapted quickly and were able to still deliver great services.



Customer communications **start**



Our social media comms include our own updates and **the latest updates from Public Health England**

We created a **dedicated web-page** to house information on **Coronavirus**



Over **14,000 emails** were issued to customers with detailed information of **our services and what to do if self-isolating/ shielding**



We issued **guidance posters** for all **sheltered schemes and communal areas**

"Thank you for the letters and communication you've all done through this situation and the help you've all offered if I come into any financial and any other struggle. I just wanted to say how much I appreciate this."

- Customer feedback

For Staff



Staff communications **start**

We sent over **8,400 emails** to staff with information involving COVID-19



We utilised our **SMS service** to send **text messages** to staff, keeping them updated

We displayed **posters** around our offices with **guidance on COVID-19** and moved quickly to make our offices COVID secure



Targeted emails have allowed us to send **key communications** to **specific areas of the organisation**, i.e. Line Managers and Trade Engineers



We have uploaded regular articles to our intranet to keep staff **engaged and informed**

We created a **dedicated email inbox** to receive questions from staff that are **fed into an FAQ document**, circulated via email, posters and intranet



We supplied staff with the **correct PPE** where appropriate

The LHP Way Launch

In February 2020, we launched our Culture Change Programme - The LHP Way.

The programme is designed to provide a more well-rounded working experience for our staff. This includes health and well-being events, extra training and opportunities to influence our digital direction of travel.

We want staff to feel engaged in our values and enjoy coming to work.



Integrated Housing Management System

One of the first steps of our Digital Transformation Journey was to begin planning our Integrated Housing Management System.

The project, which has been called the 1 Lincs Project, will migrate our existing housing systems into one main system that covers the entire LHP area.

Digital Transformation Journey

We recognise the need to evolve as the world around us evolves. That means making efficiencies where we can and keeping up with the ever-changing needs of our customers.

That's why we started on our Digital Transformation Journey in 2019. We'll engage with customers digitally where possible and will revamp our website and portals to allow us to do this, by introducing exciting new innovations, like live web chat and a call back service.

By moving to digital services:

- Our staff get to work in a way that makes life easier for them.
- Our customers get to access services in the same way they do other everyday services.
- We are more efficient and deliver better services for less money meaning we have more to spend on investing in great homes and building strong communities.



Customer First Training

Our commitment to investing in our staff continued in February as we started our LHP Learning Journey by rolling out Customer First training.

We are using the Mary Goeber International Mindset, Language and Action toolkit and programme as our Customer First customer care training.

It supports us in achieving our Corporate Plan Objectives of 'Customer First', 'Together' and 'Listen, Act and Learn'.

The training also has personal benefits, aiming to support and guide staff in undertaking their roles by enabling them to:

- Deal with and respond to any situation they experience
- Enhance their interpersonal skills
- Build, strengthen and maintain relationships both at work and outside work
- Create an even more positive experience for others

The Customer First programme will help us achieve consistent world class service, and for individuals to feel more confident, engaged and fulfilled in the workplace.



Investors in People

We were accredited with the Investors In People standard in late-2019.

This is an amazing feat for a relatively new organisation, and this gives us a firm foundation on which we can build on going forward.



Work Experience Candidates

We welcomed work experience candidates from Era Employment in September 2019. Era is an ethical employment agency, based in Grimsby.

Their members enjoyed four weeks with us, gaining experience in the Housing, Income, Customer Service Centre and Lettings departments.

"I had no experience prior to this. Everyone has been really thorough in showing me their roles, and they are really enthusiastic about LHP." Kristopher Stothard

Welcoming our Organisational Development Trainees into LHP

There was great news for our 2019 intake of Organisational Development (OD) trainees!

Not only did they all receive their NVQ Level 3 certificates, but they all started full-time roles with us during August and September.

Our 2019 trainees were: Sarah Elston, Jodie Bolderow, Amber Witshire, Kai Kirkman, Aaron Bradshaw and Josh Johnson.

Value for Money Metrics

Giving Value for Money to our Residents is a clearly stated priority within our corporate plan. Our strategy is to reduce our overhead costs and reallocate savings made to areas that matter most to our customers, as well as delivering lower cost repairs through our in-house repairs service.

The performance against the metrics required by the Regulator of Social Housing is summarised below.

Metric 1 - Reinvestment %

This metric looks at the investment in properties, both new and existing homes, as a percentage of the total properties we own. LHP reported 7.22%, which is above the 2019 sector median of 6.20%. This demonstrates our significant investment in our existing homes.



Metric 2A - New Supply Delivered - Social housing units

This metric is the number of new homes acquired or developed in the year as a proportion of the total homes (both social housing and non-social housing) owned at period end. During the year LHP added 80 rented properties and 46 shared ownership properties to its stock.



Metric 3 - Gearing %

This metric assesses how much of our assets are dependent on funds borrowed by the company. Gearing was 50.59%, a slight reduction from 51.37% in 2019. This is higher than the 2019 sector median, however significantly lower than the covenant of 80% and is due in part to the relatively low value of the stock, which is held at historic cost from the original stock transfers.



Metric 4 - EBITDA MRI (Earnings before Interest, Tax and Amortisation. Major Repairs Included)

This is a key indicator for liquidity and investment capacity. It measures the level of surplus that LHP generates compared to the interest payable avoiding any distortions stemming from the depreciation charge. Reporting EBITDA MRI of 170.34%, being a significant improvement on the adjusted 137.42% reported in 2019.

However, this is below the 2019 sector median of 184% but higher than the weighted average of 153%. This metric demonstrates the improvement in financial performance as a result of savings and efficiencies during 2020.



Metric 5 - Headline Social Housing Cost per unit

This unit cost metric assesses the headline social housing cost per unit as defined by the regulator. LHP has reduced its social cost per unit to £3,147 from £3,340 in 2019. This is also significantly lower than the 2019 sector median of £3,690.



Metric 6A - Operating Margin - Social housing lettings only

This demonstrates the profitability of our operating assets before any exceptional expenses are considered. Operating Margin – Social housing lettings were at 27.46%, which is an improvement from 14.72% in 2019, however slightly lower than the 2019 sector median of 29.20%.



Metric 6B - Operating Margin (overall)

The overall Operating Margin demonstrates the profitability of any operating assets before exception expenses are considered. LHP have a target operating margin of 30% by March 2020. Performance is ahead of plan with an operating margin of 27.13%. This is higher than the previous year and 2019 sector median.



Repairs Consultation

We received an amazing 1180 responses from customers through the Repairs Consultation that took place in December 2019.

The massive campaign took place online, through the winter issue of our Customer Magazine and with a leaflet drop by our engineers.

All responses were considered, alongside the analysis of repairs and call handling information, as we looked to form our new repairs service offer in 2020.



Metric 7 -Return on Capital Employed

The Return on Capital Employed gives an indication of how well LHP makes a financial return on the assets it owns. For 2020 the performance was 5.31%, which is better than 2019 (3.2%) and the 2019 sector median (3.80%).



Planned development

During 2019/20, we invested a total of £8.32M on 2,337 property investments.

These included:

New windows – 789 properties - **£1.9M** - **an increase on 537 properties in 2018/19**

New heating – 630 properties - **£2.0M** - **an increase of 127 properties in 2018/19**

New wiring – 30 properties - **£0.1M**

New roofs – 140 properties - **£0.95M** - **an increase of 82 properties in 2018/19**

New bathrooms – 341 properties - **£1.15M** - **an increase of 133 properties in 2018/19**

New kitchens – 386 properties - **£1.76M** - **a decrease of 23 properties from 2018/19**

External wall insulation – 21 properties - **£0.46M**



95.6%

of repairs were completed right first time – this places LHP among top 25% best performing housing providers in England.



93.6%

of customers were satisfied with their most recent repair - down 3.14% on the same period last year

Repairs satisfaction levels fell slightly in 2019/20 following a change in the collection methodology from postal to text. We're looking at different ways of collecting this feedback to allow us to present a more rounded picture of our customers' thoughts in this area. There was a temporary dip in performance during the mobilisation of the In House Repairs Service (IHRS) in April, which impacted on customer satisfaction. Despite this, our year-end satisfaction rate on 93.6% was only 1.4% below the sector upper quartile benchmark.



New Homes: Boston & Coningsby

Our work with Chestnut Homes saw new homes delivered in developments across Lincolnshire.

The final five affordable homes were completed and handed over to LHP at Kings Manor in Coningsby.

In addition, LHP received an initial 52 homes on The Quadrant development at Wyberton, which is just outside Boston.

Martin Woods, Lincolnshire Housing Partnership's Head of Asset Management, said: "These are modern, good quality, affordable properties in a lovely location.

"They help us meet demand for properties and provide more housing options for local residents – both people who want affordable rent without having to save a deposit or pay admin fees and people who are struggling to get a foot on the property ladder."



3%

of our stock was vacant at the year end. This is down by 0.6% on the previous year. Performance remains above the sector average of 1.1%

95.9%

Satisfaction with our lettings process was 95.9%. This was 2% below our target of 97.9% and 0.9% below the previous year.

85%

of tenants were satisfied with the condition of their property. This was a new measure in 2019/20.

Empty Homes Week: Burns Grove

We worked closely with North East Lincolnshire Council during Empty Homes Week to look at how we can improve local communities with the demolition of derelict, empty properties.

One such example was on Burns Grove, Grimsby, which has stood empty for more than 20 years.

Demolition works started on the property, where we worked innovatively with NELC to enable the land to be unlocked for development.

Mark Beeley, at Lincolnshire Housing Partnership, said: "This is an example of our strategy to provide much-needed new affordable housing and improve local neighbourhoods, making it a better place for people to live. It is great to see this project starting to progress."



133

New homes delivered between April 2019 - March 2020



Our average re-let time fell by

11.7%

from the same period last year. We took on average 49 days to let standard void properties that did not require major works. This compares to a sector average of 28 days. The successful letting of some long term void properties contributed to the overall void period. Taking these properties into account, our underlying performance was 44 days.



New Homes: Harlech Way, Grimsby 15 new homes built as part of garage redevelopment

Work was completed on transforming a former run-down garage site into new affordable homes on Grimsby's East Marsh.

Fifteen new two-bedroom homes were built on land off Harlech Way and Werneth Road, East Marsh.

LHP Development Manager Ben Radley said: "We're extremely pleased that work has completed on transforming these sites – not only will we be providing high-quality new homes, but we are helping to regenerate the neighbourhood too.



Celebrating our Tenants

It was celebration time for one of our customers in Cleethorpes, as they turned 100 in March!

We were delighted to be able to present Kathleen Hartley with a bouquet of flowers to celebrate her amazing milestone.

Kathleen has been a tenant in the same home since 1952 and continues to enjoy the services we provide.



Update on the Doer-Upper Scheme

Delighted first-time-buyer Ross Raworth stepped onto the housing ladder as the proud owner of a lovely Victorian property in Cleethorpes – thanks to our 'doer-uppers' scheme.

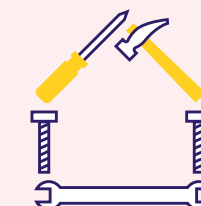
"I am just thrilled and cannot praise this LHP scheme enough. I just want to spread the word about how good it is and how others can buy a first home in this way," said Ross.

Ross, 27, had been steadily putting money to one side towards a deposit on his first home when he heard about 'doer-uppers', which offers first-time buyers in North East Lincolnshire up to 35 per cent off the value of selected properties. All are owned by us and need differing amounts of refurbishment.

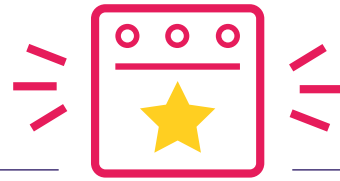
For Ross the perfect home came his way – and one he would have never been able to afford otherwise. The four-bed terrace property on Poplar Road, Cleethorpes, is close to the seafront, with a large rear garden and a spacious ground floor incorporating a kitchen and three reception rooms and was on the market for just £48,750.

While Ross appreciates that it is hard for people, like himself, to buy a home he says it really is worth it. He also encouraged people to look at schemes that are around, such as the Government's Help to Buy and Lifetime ISAs.

"I have been given a real leg-up here and for that I am so grateful, and if I can do it then others can too," he added.



We've sold 36 homes through our Doer-Upper Scheme, with an average sale price of 35% off the market value,



508 events

organised with 3134 customers engaged
(in addition to our regular visits)

Customer Engagement: Round-up from events



Garden work starts at Cleethorpes scheme*

Work started on the gardens at Gilbert Sutcliffe Court in Cleethorpes.

A consultation with residents found that they wanted the front section of the scheme covered in stones with plant pots and a seating area for the summer.

Our Housing team were on hand to lay the garden membrane and then spread the stones.



DWP drop-in session held in Boston*

A drop-in session for prospective Customer Service Operators was held at the Job Centre in Boston.

Jo and John from the Customer Service team were on hand to present to candidates about the role and the work of LHP.

Afternoon Teas*

We held Afternoon Teas for residents of the Limes and Gilbert Sutcliffe Court schemes in North East Lincolnshire.

These engagement sessions were held to provide an opportunity for residents to tell us about what they would like from their home in the future.



Our Housing Team attended the Boston Big Local Beach Event*

The two day free event for local families were held in Central Park in the town, and featured a host of seaside-themed activities, including a beach with deckchairs, donkey rides, ice cream stall and beach sports.

Our teams provided arts and crafts for young people over the two days, including calligraphy name cards and beach-themed suncatchers.



Boston Market

Our Housing Team were in Boston Market on the first Wednesday of every month providing information to tenants and prospective customers.



Lincolnshire Show*

Our Business Development Team attended the Lincolnshire Show, in partnership with Age UK Lincoln and South Lincolnshire, St Barnabas Hospice, LACE Housing and Lincolnshire Home Independence Agency as 'Lincs Independent Living Partnership' (LILP)

The five organisations provided a support hub for Lincolnshire Show attendees to learn more about their combined services that could dramatically improve independent living and living with a life limiting illness.



* Please note that these events were held pre COVID-19

Supporting our Communities:



Air Ambulance as LHP's new charity

We are delighted to announce that Lincs & Notts Air Ambulance has been selected as our Charity of the Year for 2020.

Staff nominated charities they wanted to support, and this was then narrowed down to a shortlist, before a vote took place.



Five-a-side football

We entered a team in ENGIE's charity football tournament, where we finished 5th and helped raise over £600 for the Amethyst Unit at Grimsby Hospital!



Football Club Sponsorship

Our continued support of Boston United under-12s girls' team helped the side visit Barcelona for a tournament with some of the best sides from across Europe.

We also continued to support Grimsby Town FC and the development of their young footballers.

Cheque Presentations: LHP staff raise over £6,500 for local hospitals

Our fundraising for 2019 resulted in donations of £3,265.50 to both the Amethyst Ward at Diana, Princess of Wales Hospital in Grimsby and the Cancer Ward at Pilgrim Hospital Boston.



Staff took part in a variety of activities to raise funds for the charities. These included cake sales, a pumpkin carving event and a Donate, Don't Dump Day.

LHP staff hold collection for vulnerable young people in North East Lincolnshire

A social media campaign from Doorstep in Grimsby sparked the collection at our Westgate Park offices.

Emma Coxon, Housing Officer, saw the call for donations online and spoke about how the collection came about.

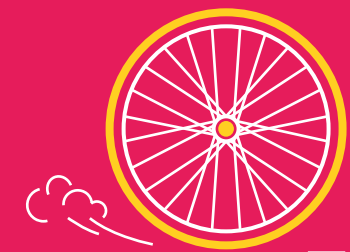
"There was a post from Doorstep on social media asking for urgent food donations from the public to support 16-25-year-olds in the North East Lincolnshire area and we felt that, as an organisation, we could help by hosting our own collection," she said.

"In addition, Ann Maggs and the events team have run some name cards and we have collected £21, which enabled us to go to a local supermarket and purchase a large selection of popular items – not just food, but also toiletries too."

Vicky Gresham, Anti-Social Behaviour Officer was also involved in the collection and spoke of the importance of supporting young people in North East Lincolnshire.

"It is a good way to help the local community through local charities," she added.

"It doesn't bear thinking about that there are young people in the local community that are going without food, especially if they don't have family support, which is why the support of others in the local community is so vitally important."



791 miles biked

in September cycle challenge by our staff as part of our commitment to health & wellbeing

LHP presents community award

As sponsors of the Grimsby Telegraph Heart of Your Community Awards, we were delighted to present Graham and Sandra Ellis with the Friend/Neighbour of the Year award.

Graham and Sandra have been Daubney Street residents for almost 50 years, they took over the running of their local Neighbourhood Watch in 2011.

Despite being busy in their own lives and coping with personal sadness, they do so much for others, up at 5am to water the community hanging baskets all year round and educating children on disposing of rubbish correctly.

Graham said: *"Helping out is just something we've always done. It's a way of life for us, keeping everybody involved in the community, and of course it keeps us busy too!"*



Scheme Champions

We introduced Scheme Champions across the LHP area to provide a more proactive way of looking at repairs in our sheltered schemes.

The programme offers the Scheme Champions dedicated time to visit our schemes and build up a rapport with residents, as a regular, friendly face. It enables the champions to complete or report any repairs that need doing, as well as undertaking regular jobs like clearing guttering.

In Grimsby, the Scheme Champions are Ryan Shaw and Gary Macdonald, and in Boston the Scheme Champions are Adam Ellis and Ben Wardle.



Thanks for reading!

For more information about our services please contact us:

Call 0345 604 1472

Email info@lincolnshirehlp.com



We saw many anniversaries in 2019 - but this story stole our hearts

Violet Parker, an LHP customer from Cleethorpes, shared her story of being a social housing tenant since the end of World War II.

"Our first home was a council property on Davenport Drive in Cleethorpes," she said.

"We moved into a ground floor flat in 1948 – the area was very different than it is now. There was no road, no roundabout and no shops – just a small gravel track. There were lots of allotments though, as people mainly grew their own fruit and vegetables."

"It was a celebration of getting a house really, many homes had been knocked down in the war, so there was a need for new houses – just to get one was an achievement in itself."

In 1955, Violet and her family moved into a larger house, also on Davenport Drive, she stayed in the property for 64 years, only moving out earlier this year.

"It was a lovely, family home with a large garden," she recalled.

"Everyone around us was so friendly and helped us move in, and I can remember there were mobile vans that used to come once a week and deliver groceries, milk and coal – everything had to be paid in cash – it is a different world today! The council were always there when we needed them; we had new windows installed, central heating when that became available and a fresh coat of paint every two years – I have some wonderful memories of us all as a family in that home."