



Lincolnshire Housing Partnership **Annual Report 2018/19**

LHP

www.lincolnshirehousing.co.uk

LHP

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Chair's Welcome

LHP exists to provide great homes, in strong communities across Lincolnshire.

By great homes we mean great places to live. Homes that are secure, well-built, efficient to heat and run, and spacious. But we know that to make a house into a great home they need to be in places where people want and can afford to live.



A strong community is one where people come together and support each other. Over the past year, we have joined together with partners and customers to help us create and maintain those strong communities.

We are one of the largest employers in the region, and currently house over 20,000 people. As a recently merged organisation, our immediate focus has been achieving a consistent, solid service across our area. We also wanted to ensure customers can influence our decisions.

Our customers and partners supported our merger in 2018, with a clear mandate to improve services, and to build and invest in new homes. This annual report shows our initial steps towards achieving those goals.

We have done this by putting customers first, and, through strong governance and a keen eye on value for money, we have ensured that we are a sustainable business that is in a position to grow.

We have reinvested rental income into repairs, upgrades and new affordable homes, and also into projects that have improved health, built community spirit, reduced crime, and created opportunities for local people.

Lynda Bowen
Outgoing Chair

CEO Introduction



The last 12 months has been quite the year! In April 2018, Shoreline and Boston Mayflower united to form a new 12,700 home landlord, Lincolnshire Housing Partnership (LHP).

We can now reflect on a year that has seen much change as the two former housing associations became one. We must be proud of what we have achieved already – the foundations that we have laid mean we can build towards an even brighter future.

Combining our strengths enabled us to create a more resilient business. This has given us the capacity to invest more in existing and new homes, and work together to create a larger, stronger and more robust social housing provider for Lincolnshire.

The customer is still at the heart of our decision-making. The merger means we are also able to improve efficiency, and value for money.

Our pledge is to provide at least 60 extra new homes in Lincolnshire each year, allowing us to house a further 4,000 people over the next 30 years.


We have hit the ground running in that respect. Last year, we opened over 200 new homes in Boston and North East Lincolnshire, as well as in Horncastle, Louth and Coningsby.

Our strength comes from our ability to work together with our customers, to improve and grow the wider communities in which we all work and live.

A good quality living standard, with an increased ability for people to own their own homes, is integral to the improvement of our environment. Those who enjoy such good standards will take pride in where they are and help to encourage positive change.

We're very much looking forward to the future.

Murray Macdonald
LHP Chief Executive

A photograph of a large, modern brick house with a red tiled roof. The house has multiple windows and two blue doors. It is set in a landscaped area with green grass and trees in the background. The image is partially obscured by a dark grey diagonal overlay on the right side.

Our pledge is to provide at least 60 extra new homes in Lincolnshire each year.

Coming Together: The Merger

The creation of Lincolnshire Housing Partnership through merger in 2018 was a carefully planned long-term strategic investment.

Ensuring that we delivered on the promises made to stakeholders supporting the merger has been of utmost importance to the Board and Executive team.

We focused on strong governance and leadership and welcomed three new Board Members to our Board and two new Executive Directors to our Executive Team.

Our teams' energy and efforts, as well as our allocated resources have been focused on ensuring we deliver what we promised to our stakeholders.

Our staff consistently act in a customer focused can-do manner, which puts our customers at the heart of the business. To ensure we continue to deliver excellent and timely services, we have invested in the Mary Gobar International Customer First programme, which has been tailored to the specific needs of our staff and customers.

We strengthened our relationships with Local Authority Partners and actively supported wider community improvement ambitions and longer-term strategic plans for growth and economic wellbeing across LHP's expanded operating area.





Governance

Lincolnshire Housing Partnership was formed in April 2018 with the merger of Shoreline Housing Partnership (SHP) and Boston Mayflower (BM).

The merger process started in 2016 when the Boards of SHP and BM explored the opportunities a merger could bring. Both organisations carried out a due diligence process and prepared a full business case which supported the merger and the potential benefits.

We considered the opinions of tenants, partners and Local Authorities, before a final decision to proceed was made in 2017.

In real terms, tenants were not affected as tenancies and housing management arrangements, including repairs and maintenance carried on as before and we made the transfer as seamless as possible. Changes to policies and processes were introduced to synchronise service delivery across the whole housing stock and tenancies.

At the point of merger, the Boards of SHP and BM ceased and LHP formed a new Board. Our Board has been set up as strategic decision maker and provides entrepreneurial leadership of LHP within a framework of prudent and effective controls. The Board is collectively responsible for the long-term success of LHP.

To read more about our current Board, please visit www.lincolnshirehp.com.

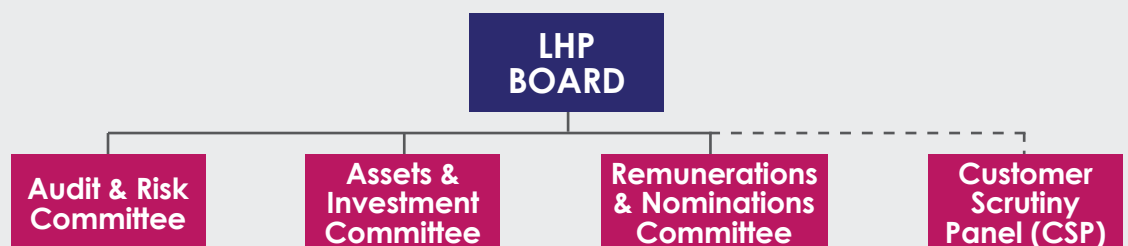


Looking forward

I am looking forward to getting to know the company, meet colleagues, and get out into communities to visit tenants and residents.

I have a genuine passion for customer service, and I want to help LHP grow as an organisation, whilst maintaining and strengthening those partnerships and relationships that we already have in place.

Anthony Read
Incoming Chair



Key Performance



Financial

Turnover



£53.5m



Average number of staff employed during the year (full-time equivalent)

313

sold:

Number of homes sold under the Right to Buy scheme

20

Investment in new homes



£14.7m

Total value of fixed assets



£285.5m

Amount spent on repairs



£11.2m

£ spent on improving existing homes



£11.2m

Repairs & Maintenance



409

new kitchens

Repairs completed

32,000



503

new heating systems

Satisfaction with the most recent responsive repair



96.7%



252

properties had their windows re-fitted

208

new bathrooms



Average number of calendar days taken to complete repairs



58

new roofs

Repairs completed in first visit

93%



Properties

Homes let

let:

350

Number of new homes built:

204

Key Performance

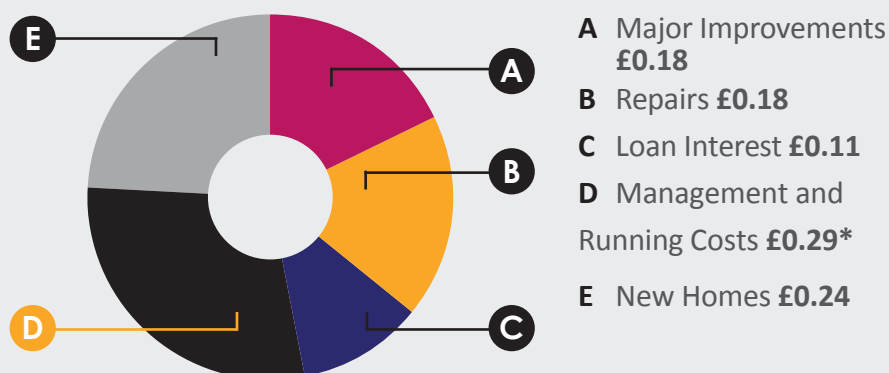
Value for Money

The Regulator of Social Housing published a revised Value for Money (VfM) Standard in 2018. The standard set out the requirement for Lincolnshire Housing Partnership to demonstrate delivery of VfM to our stakeholders.



We promised	We delivered
Improved operating performance	We exceeded our savings target by £213,000 p.a. ✓
Greater organisational resilience	We adopted a proactive approach to risk management, which will ensure we are a robust, responsive organisation for the long-term ✓
Enhanced in-house governance arrangements	We established an internal assurance team, and in-house governance officer to improve service to all our stakeholders ✓
Improved customer experience	We established an in-house shared ownership sales team with specialist local market knowledge ✓
Direct delivery of maintenance services	Our repairs team was brought in-house across our operating area, improving efficiency, and resulting in savings of £472,000 ✓
More efficient use of capacity	We introduced an Executive Leadership Team and Corporate Management Team across the organisation ✓
Expanded development – 60 more homes p.a.	We committed to regeneration and new build projects across our expanded geographic area ✓

How we spent each pound 2018/2019



* excluding exceptional costs of demolition and finance restructuring

Key Performance

Customer Satisfaction



Number of ASB cases received

314

Satisfaction with ASB Outcome

90%



Compliments received

416



Formal complaints received

54



Number of complaints upheld

27

Residents' Survey 2018

We completed our 2018 annual Survey of Tenants And Residents (STAR). STAR is a nationally recognised housing sector survey, which monitors customer satisfaction levels.

The results below reflect the position from our first residents' survey in September 2018.

84.0%

of customers were satisfied with Lincolnshire Housing Partnership in 2018/2019.

85.7%

of customers thought their rent provided value for money.

68.5%

of customers thought their service charges provided value for money.

82.6%

of customers were satisfied with their area as a place to live.

90.4%

of customers were satisfied with the quality of their home.

80.2%

of customers were satisfied with the repairs and maintenance service.

65.7%

of customers were satisfied that Lincolnshire Housing Partnership takes their views into account.

Our Properties

Our focus has been consolidating the two pre-merger organisations into a single operating model, whilst honouring existing programmes of planned major repairs. We concentrated on our core product, social and affordable housing, and we ended the year with 12,187 (2018: 12,757) affordable homes, with a small proportion, 252 (202), of shared ownership properties.

The movement in home numbers comprises a combination of delivery of both planned demolitions, **651** units, and new units, 204, during the year.

Summary of our Properties

	2017/2018	2018/2019
Rented General needs	10,499	10,061
Older/Supported persons dwellings	2,056	1,874
Shared ownership (first tranche sale complete)	173	216
Shared ownership (awaiting first tranche sale)	29	36
Total affordable dwellings	12,757	12,187
Other properties	19	19
Leaseholders	360	360



Redevelopment and Regeneration

The changing skyline of North East Lincolnshire

The demolition of high-rise properties in North-East Lincolnshire changed the landscape of the area forever, and will create some exciting opportunities for LHP and our customers.

In Grimsby, all six high-rise tower blocks have been demolished and we're currently working with local agencies including North East Lincolnshire Council to seek views on what future use the cleared site should be used for.

Work also began on the first phase of demolition to bring down six blocks of accommodation comprising 36 properties on the Washdyke Estate.

We're currently carrying out feasibility studies to examine the potential opportunities to transform the area into a modern housing scheme providing a mix of rental, shared and home ownership homes.

Garage redevelopment projects earn awards shortlisting

Work has taken place transforming former garage sites in Grimsby into new affordable home developments.

With funding assistance from Homes England, and the Homes and Communities Agency, we have been able to invest in these sites, and create modern homes with up-to-date facilities.

In total, the sites comprise 27 new, affordable homes. Our director of property Mark Jones explained how these projects were the first of their kind for us.

He said: "This is an example of our strategy to make best use of our land whilst providing much needed new affordable housing and improving the local neighbourhood, making it a better place for people to live. It is great to see this first such project now complete."

The successful transformation of the site at Andrew's Lane on the Willows Estate was shortlisted

for an award at the LABC South Yorkshire and Humber Building Excellence Awards 2018.

Transformation of former manor into modern complex

The completion of the £2.3 million pound Pilgrim Mews project in Boston saw the transformation of the former Fenside Manor older person's scheme.

Following the refurbishment, we were able to offer a modern complex of one-bedroom flats and studio apartments in the heart of Boston.

In total, there are now 43 units on the site, which replaced 38 existing residential elderly person sheltered accommodation, and redundant offices.



Building for the future



How we make a difference

We have operated a low-risk strategy in the post-merger period, with new-build development concentrated on traditional social housing activities with limited market risk and predictable income streams.

We have the capacity to deliver an additional 60 new homes per year over and above the 267 units, at merger date, from the two original organisations.

As a locally based registered provider, we want to take advantage of new development opportunities across our area of operation, tailoring solutions and having a positive impact on communities; delivering safe,

attractive neighbourhoods, where people want to work and live.

New Homes

First new homes unveiled

After merger, our first 30 new homes were officially opened at Mayflower Gardens, in Old Leake, near Boston. The homes consist of a mix of rental and shared ownership properties.

Part funded by Homes England, and designed and developed by local construction company Lindum Homes; Mayflower Gardens sits in an attractive countryside location a short walk from the village centre with its host of local amenities.

First Horncastle development

Our first Horncastle housing development was unveiled in

September 2018. We purchased 23 new homes, a mix of rental and popular shared ownership properties including:

- Eight one and two-bedroom rental houses
- Five three-bedroom rental homes
- Six two and three-bedroom shared ownership homes
- Four two and three-bedroom Rent to Buy homes

Homes England grant helps deliver The Sycamores project

Working in partnership with Pitch Development Services, a £390,000 grant from Homes England was secured to help towards the redevelopment of Royal Way, at Fishtoft.



“

No-one should be prevented – be them an individual, or one member of a family – from being able to enjoy purchasing a home

”

The project was opened in Spring 2019 as ‘The Sycamores’, and consists of eight two-bedroom and a further eight three-bedroom semi-detached houses, all with private gardens and space for two cars.

Wheelchair-friendly properties in Humberston

We have invested in two properties on the Par-3 development in the popular area of Humberston, which are both designed for wheelchair users to live independently.

Home Ownership Manager Sarah Smaller said: “No-one should be prevented – be them an individual, or one member of a family – from being able to enjoy purchasing a home, in a whole variety of locations and we wish to demonstrate our desire to offer all kinds of options to the diverse community we serve.”

The homes have wide internal and external doors, accessible sockets and light switches, space for a through floor lift, easy access kitchen and living areas

with wheelchair space under the worktop, an adaptable kitchen, level access shower room and a toilet with wheelchair access and handrails.

Reinforced joists have been installed over the bed area and toilet, along with a staircase designed with a stair lift in mind, and there is also level access to the gardens and driveways.

Other developments

- Situated on the outskirts of Boston, we unveiled two stylish two-bedroom, semi-

detached homes as part of our popular shared ownership at Rosebery North.

- Four more homes at Holton-le-Clay’s Maples were added. These were a mix of shared ownership and affordable rent.
- Three rent and two shared ownership homes were unveiled at Winter Gardens opposite the glorious Cleethorpes seafront.
- The first 10 of 53 rent and shared ownership homes were unveiled in Louth along with 13 new homes in Coningsby.



Shared Ownership

Our popular shared ownership scheme provides an affordable option for people who are struggling to get a foot on the property ladder allowing people to buy a share of a property and pay rent on the remaining share.

50

how many shared ownership properties we built



“ Our customers say:
You can come home from work and treat this as a blank canvas and do what you want with it really – it is so easy to manage. ”

Young Horncastle couple Charlotte Mountain and Bradley Beamer found a cost-effective way to take their first step onto the property ladder through Lincolnshire Housing Partnership's shared ownership scheme.



Shared Ownership Case Study

Charlotte Mountain and Bradley Beamer – Horncastle

One of the main selling points for the couple was the shared ownership homes being new-builds, which meant there were no major building projects they had to do, which would clash with their busy working schedules.

"We can have a nice house that is a new build and not have the maintenance and upkeep of an older house," said Charlotte.

"With us both working full-time, it meant we didn't have to do a property up, because we don't have the skills or the time to do that.

"You can come home from work and treat this as a blank canvas and do what you want with it really – it is so easy to manage."

Shared ownership means that both Bradley and Charlotte are a lot more financially stable than if they had approached any of the other housing options available to them.

"If we were to rent somewhere this size in Horncastle, we would be paying a lot more for our rent than we do for our rent and mortgage combined in a shared ownership property," said Charlotte.

"We now have somewhere that is our own place, and we have security, and don't face the risk of having to move out like you do with a private rented property."

Bradley continued: "We would have considered Horncastle because we both work locally, and both our families are in the town.

"We looked at other properties in Horncastle but, once we saw this property and did the figures, our minds were made up."

"It was the best option available to us and one of the best choices we have made financially."

Charlotte feels that the quality of the LHP properties, and the service they have received with their shared ownership means the scheme is something she would definitely recommend.

"If there was the choice for someone between renting and shared ownership, then I would choose shared ownership every time," she said.

"Everything is really high quality; it is a warm house and easy to insulate and we are finding it very economical."

Alternative Solutions

A new scheme that we launched in North East Lincolnshire in 2018 was a selection of 'Doer-upper homes'.



These homes were older empty properties that required work, but were offered to first-time buyers with up to 35% discount off the market value. The two and three-bedroom houses were located across North East Lincolnshire.

Specification varied, from needing redecoration and upgrading, to more comprehensive work. The scheme provided the opportunity for local residents to become a home owner and purchase an affordable home while 'doing it up' and making it their own.

The scheme also regenerated and improved neighbourhoods across North East Lincolnshire, and ensured vacant homes are reoccupied and revived.

Doer-Uppers were designed for owner-occupiers not property investors, developers or landlords and priority was given to existing tenants.

Since launching less than a year ago, a third of our Doer-Upper homes were successfully sold.



"We invited people to take our home and make it their own. This was a great opportunity for people who wanted to get on the local housing ladder, but had struggled with rising property prices and deposits,"

said Home Ownership Manager Sarah Smaller

Maximising income

The message to tenants was, 'Get ready. Talk to us. And make rent payments a priority', as we launched a campaign to help them prepare for Universal Credit.

In Boston, Universal Credit was rolled out in September 2018 bringing benefit changes to many people.

Universal Credit combined several working age benefits into one single monthly payment for people in or out of work.

It replaced some benefits and tax credits including Income Support, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Housing Benefit, Working Tax Credit and Child Tax Credit.

If a working age tenant received Housing Benefit for their rent, this is no longer paid directly to us. The money is paid directly to the tenant, meaning they must take responsibility for paying their rent.

Head of Income Wendy Walker said: "As a charitable organisation whose income comes from rent, we reminded our tenants that, as always, paying your rent should be the top priority. Remember – rent first."

Universal Credit had already launched to the north of the county, immediately increasing rent arrears figures there.

Wendy continued: "If rent arrears rise as a result of Universal Credit this obviously affects our income and consequently it affects the homes and services we provide. It's as simple as that."

Initial indications suggest up to 3,000 customers were directly affected in the Boston area.

Keen to offer support and advice, Wendy added: "What we advised tenants, is that Universal Credit isn't scary, we are here to provide

Our team supported nearly

1,000

customers with Universal Credit.

“

If rent arrears rise as a result of Universal Credit this obviously affects our income and consequently it affects the homes and services we provide. It's as simple as that.”

support and advice and they should follow the steps we recommend."



Efficiency savings

The expansion of our in-house repairs service resulted in the savings of **£472k**

When two become 'one'

Following merger, the two maintenance teams in the region expanded to create a larger team of more than 100 skilled employees covering the whole of the LHP area.

They are responsible for carrying out all responsive repairs, electrical repairs, heating servicing and general maintenance. An emergency service also operates, along with the quick turn-around of empty properties.

This is a big step forward for the organisation. Prior to this we had an 'in-house' team operating in our former Shoreline area with the service in the Boston area operated by an external contractor.

This move reflects our determination to examine everything that we do and adopt best practice right across the organisation.

The latest IT and hand-held devices are being used, allowing the team to provide an improved and more consistent service.

"This is a major step in our unification and offers real opportunities in many areas for this new team, and LHP as a whole. I would like to take this opportunity to thank all of those who have been involved in this major change, which is the right way forward for our growing organisation," said chief executive Murray Macdonald.

Steve McDonnell is a multi-skilled tradesman who you will see in the LHP vans in and around Boston.

He said: "The process so far has run very, very smoothly and the organisation has certainly not taken this lightly. It is absolutely the right way for the future."

New vans unveiled



As part of the next step in our merger process, our vehicles took to the road in the Boston. The rest of the new fleet in North East Lincolnshire is due to come online later in 2019.

Community Work

Our teams have continued to provide a range of different services across the LHP area, including tackling anti-social behaviour, engagement in local schools, and working with residents to improve their streets.

Safe in the eye of a Storm in Grimsby

Those involved in anti-social behaviour on Grimsby's Nunthorpe estate felt the full force of Operation Storm, thanks to our partnership with Humberside Police and North East Lincolnshire Council (NELC).

The project focussed on Shelley Avenue, particularly problems surrounding stolen mopeds and abuse of passers-by.

Deborah Tempest, our Head of Housing added: This continued partnership between LHP, North East Lincolnshire Council and the Police demonstrates our commitment to local residents within this community as we work together to stamp out anti-social behaviour.



Arty Boston pupils have designs on cleaner neighbourhoods

Children aged between six and eleven from Carlton Road and Staniland Academy in Boston entered posters in a competition to encourage local people to look after the local environment, keep their neighbourhood clean, not drop litter, and to tackle dog fouling issues.

Paul Kenny, Customer Engagement Officer said: "I was delighted to see the quality and the knowledge that the pupils showed when designing their posters."

"They are a credit to their communities, and the posters will encourage people on their estates to take some responsibility for their actions regarding dog fouling, recycling and their bins and fly tipping."

The project was part of a wider clean-up campaign involving LHP, Boston Borough Council and Lincolnshire Police, which included neighbourhood litter picks and recycling waste demonstrations with the school's mini-police force – a police-led initiative that gave pupils the chance to learn more about their work.



Shout about ASB in your area through Noise

Our continued commitment to embracing technology that assists our customers continued with the launch of the Noise App.

Provided by RH Environmental Ltd, the app has enabled tenants to report noise nuisance to the anti-social behaviour team, who then review the recordings submitted and reply to the resident via the app or another agreed method of contact.



Partnership Work

Our work with a variety of partners has continued to be strengthened during the past year, allowing us to provide even more services in communities across our area.

Accreditation for Lincolnshire Telecare Services

Lincolnshire Telecare Services, which we run in conjunction with Age UK Lincoln & South Lincolnshire, was accredited by the Telecare Services Association (TSA) at its first audit.

Inspected annually telecare services are provided as a life-critical service which customers must be able to rely upon in times of need.

The inspection ensures continued compliance with the robust requirements of the TSA's Code of Practice, as well as challenging key performance indicators to make sure users receive the best service available.

The audit also inspected the customer contact centre and the Telecare referral unit with the independent auditor praising the qualities of services we provide.

Accreditation gives reassurance and confidence to customers, carers and commissioners that quality safe services are being provided to the most vulnerable people in society.

Business Development Manager Bev Chapman said: "The whole team played a part in the audit process and the accreditation demonstrates to our customers that they are at the heart of our services."



**Lincolnshire
Telecare
Service**



LHP resident celebrates in style after funded home revamp

An efficiency improvement scheme in Grimsby celebrated a significant milestone, when the 500th LHP home to be refurbished as part of ENGIE's £16-million scheme was completed.

David Turrell, one of our residents in Grimsby, was overjoyed to see his home transformed.

The facelift was carried out by ENGIE, an energy and regeneration specialist, as part of a programme to refurbish more than 1000 homes on behalf of LHP, over the duration of a four-year contract.



Tenant Involvement



The involvement of residents is pivotal to shaping and developing our services. Our residents' views are important to us and influence our decisions.

Our recent STAR survey results (September 2018) highlighted the importance to our residents that they feel Lincolnshire Housing Partnership listens to and acts on their views.

Our organisational development programme, delivered during the year, specifically focused on our customers and improving our interactions and listening skills.

What is Tenant Involvement and Empowerment?

We are committed to making sure that our customers receive an excellent service but it is a two-way process. It means that we will share information and ideas with them, and in turn we will listen and act on their suggestions and comments. If we do this well, customers will see an improvement in the services we offer and we should make better decisions.

Why do we want to Involve and Empower Tenants?

Our tenants are the best people to tell us what's working well or not so well, which is why it is important they have their say on issues that affect their communities and on the services we deliver.

Over the last year we have reviewed our current engagement activities. We are aware that not everyone wants to engage with us in the same way.

We were one of the early adopters to the National Housing Federation 'Tenants Charter', which has committed us to:

1. Every tenant has the right to be treated with respect.
2. Every tenant and resident has the right to a decent, safe home and quality service.
3. Every tenant and resident has the right to be listened to and have their view heard on decisions that affect their community, home and the services they receive.
4. Every tenant and resident has the right to know how the organisation is run, how decisions are made, and how they can get involved.
5. Collectively, tenants and residents have the right to influence decisions that affect their community, home and the services they receive.
6. Every tenant and resident will have simple, clear and accessible routes for raising issues, making complaints and seeking redress.
7. Every tenant and resident will receive support and advice when things go wrong or their expectations aren't met.
8. Every tenant and resident will have access to the information they need to make informed decisions and keep their landlord to account.

What have we done so far?

Since merger, our Scrutiny Panel undertook an important piece of work that ensured the uniformity of our policies and procedures, and that customers were receiving the same level of service, no matter their location.



We also found that we need to increase the capacity and effectiveness of our engagement structures and ensure that volunteers are provided with support and training to effectively carry out co-regulation activities.

Over the next five years we will put the tenant experience at the heart of our decision making.

Our People

We recognise our employees as one of our most valuable assets and we invest accordingly in ongoing staff development.

The recruitment, retention and development of our staff is critical to everything we aim to achieve.

As a major employer in the area we recognised that we have the scale to significantly influence the provision of training and development opportunities locally both by in-house delivery and through partnering with other agencies and businesses.

Technical Apprenticeships

Technical apprenticeship placements funded by ENGIE, in partnership with the Construction Industry Training Board, Future Works and Efficiency North, provided three paid opportunities and resulted in two permanent positions with us.

Sean Copley, Seb Stokes and Joe Jervis all successfully completed

their placements. We are keen to offer paid apprenticeship opportunities to allow young people to follow their chosen career path.

Trainees put knowledge into practice through unique industry placements

Grimsby Institute students developed their technical skills in a real time work environment while receiving support from our experienced repairs and maintenance service.

The programme was aimed at addressing skills shortages in young people, providing them with the potential to be work ready, engaged and motivated employees of the future.

FHE Skills and Employability manager Chloe Tate said: "We are extremely proud to have worked

in collaboration with Lincolnshire Housing Partnership.

"This collaboration enabled Grimsby Institute to provide construction students with quality and meaningful work placements.

"The students were able to hone their skills and prepare for the world of work by working alongside skilled tradespeople."

Organisational Development Trainees

We launched a significant trainee and apprenticeship scheme, which will support more than 50 people to take their first step into their first, or a new, career.

Currently, 90% of new apprentices secure permanent roles with us, and we will look to build on this strong induction and retention rate.

Five of our current crop of apprentices all passed their NVQ Level 3 in Business Administration, whilst a sixth apprentice completed an NVQ Level 3 in Construction Contracting Operations Level 3 at Lincoln College.



Caring about our communities

Our staff have taken part in plenty of different fundraising activities for local charities over the past year. We have also supported local sporting teams with sponsorship to help the development of young people across Lincolnshire.



A 'uniform' approach to fundraising

Bags of old pre-merger uniform were donated to Women's Aid in Grimsby, being recycled into garage insulation.



Generous donation to Down's Syndrome Family Support

Our staff fundraising throughout 2018 resulted in a donation of £7,000 to North East Lincolnshire's Down Syndrome Family Support Group.



On the ball with local sponsorship

Our continued investment in local communities was solidified with the sponsorship of Boston United under-12 girls' team for a period of two seasons.



Young footballers progress with LHP support

We once again sponsored the Grimsby Town Academy at Oasis Wintringham in the town. There are now several young players who have come through the Academy to play for the Mariners.



LHP staff help to tackle period poverty

LHP employees donated Red Boxes full of sanitary products for delivery to North East Lincolnshire schools. The boxes were full of sanitary products including tampons, pads, tights and underwear.



Gardens galvanised at Grimsby hospital

Green-fingered employees restored a patients' garden haven back to its tranquil best during an afternoon of planting and pruning at Grimsby's Diana, Princess of Wales Hospital.



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