

# Lincolnshire Housing Association Annual Report 2023/24

**LHP** Lincolnshire  
Housing  
Partnership





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# Introduction

## A little bit about us

**Lincolnshire Housing Partnership (LHP) is a local housing association proudly serving more than 20,000 people in more than 12,000 homes across northern and eastern Lincolnshire.**

You will primarily find us in North East Lincolnshire (Grimsby, Cleethorpes and Immingham) and Boston. But we're also rooted to communities in the market towns of Louth, Alford, Horncastle and Spalding, the famous seaside resort of Skegness, and many more villages that make up the rural landscape of Lincolnshire.

We offer affordable housing in remote areas of the county, some of which lack major transport links and digital connectivity. That's why we go beyond just providing homes. We reinvest in local communities to enhance the surroundings and improve our customers' quality of life.

Our 2022-2027 Corporate Strategy, "Building Strong Communities Together," guides our efforts. As a local landlord, we focus on being visible in your neighbourhoods and communities, and addressing what matters to you. This year we continued our Customer Voice Tours of the areas that we

serve, spending time to speak with as many residents as possible to understand where people have concerns, as well as where we are doing well.

As an area of mainly coastal and rural communities, we know we can make a significant social and sustainable impact in the region. We have made significant strides in this area, and in 2023 we introduced our Net Zero Roadmap, setting out our plans to make homes more energy efficient, cheaper to run, and more comfortable. To raise awareness, we have introduced a carbon literacy training course which aims to provide colleagues with a solid foundation of climate change awareness.

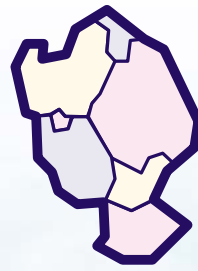
We pride ourselves on Great Homes and Strong Communities, and our Customer First approach means we're dedicated to being a local landlord for local people across Lincolnshire.





**12,186**

homes owned  
and managed



**7**

Local Authority  
areas covered



**£62.3m**

turnover



**83%**

satisfaction with  
overall LHP services



## Chair's Introduction

### Welcome to our Annual Report for 2023/24, which sets out some of our highlights and key achievements from the year.

For the first time, we have published our Tenant Satisfaction Measures (TSMs), a new standard survey that the Regulator of Social Housing has required all social landlords to undertake. The results tell a really strong story about our performance at LHP, with an overall satisfaction level of 83%, and 88% of tenants saying that LHP treats them fairly and with respect. While we are delighted to have achieved scores that are well above average, we are not complacent and are committed to learning from where things have not gone well, in line with our value of Listen, Act and Learn. Alongside this, new Consumer Standards came into force on 1 April 2024, which will set the key requirements that social housing providers must meet for their tenants.

Last year we also entered into merger talks with Ongo Homes, a neighbouring housing association. We consulted widely on this proposal with our customers and wider stakeholders and ultimately concluded that we could better serve our customers by staying independent. We remain on good terms with the Ongo Homes team and while we did not decide to continue with a merger, the exercise was really useful in highlighting a range of different ways in which we can work with partners as the Government devolves power and funding to our region.

The past year also saw significant advances in the ways in which we communicate with our customers. The launch and expansion of the 'YourVoice' platform enabled our customers to participate more actively in community decisions and service feedback, reinforcing transparency and accountability in our decision-making.

As we look forward to the next 12 months, we will have a new Chief Executive Officer and Board members to help us continue improving services for our customers and play a stronger role in our communities. We remain driven by our vision to deliver Great Homes and Strong Communities, and our core values of Customer First, Together, and Listen, Act and Learn. We are excited about what we can achieve as we continue to deliver against our 2022-2027 Corporate Strategy, "Building Strong Communities Together".

On behalf of the Board, I want to extend our sincere thanks to all of our colleagues, as well as the many customers who volunteer their time and give us their views. Their commitment throughout the year was crucial, amid a lot of change within our organisation and across the social housing sector.

We look forward to continuing to work together over the next 12 months to deliver the best services that we can, to enhance the lives of our customers and improve communities across Lincolnshire.

**Anthony Read**, Chair of the Board



**Kathryn Price**

Executive Director of  
Finance



**Shaun Harley**

Executive Director of Strategy,  
Culture & Digital



**Nicola Ebdon**

Executive Director of  
Governance & Regulation



**Mark Coupland**

Executive Director of  
Customers

## Executive Introduction

**As the Executive Leadership Team (ELT) of Lincolnshire Housing Partnership, we have worked together to lead the organisation through a crucial period of transition and transformation. We worked with the Board to oversee a thorough recruitment process for the new Chief Executive and we have put in place a process to ensure that there will be a smooth transition as they take up their role later in 2024.**

The past year saw a lot of change and a number of challenges; including new regulations, continuing to support our customers through the cost of living crisis and engaging with communities on a potential merger, which we decided not to proceed with. We are proud of the way that the organisation has responded, and of the significant amount of preparatory work that we have undertaken ahead of further regulatory changes on the horizon, including the Consumer Standards.

Over the past year, we have invested significantly in our homes and communities. Our External Wall Insulation project saw us match-fund our successful £8m bid to the

Social Housing Decarbonisation Fund. This is just part of the work that we have done on improving the sustainability of our homes, making them cheaper to heat and more comfortable for our customers. We have also completed the first year of our 30-year investment plan, where working with our partners at Fortem, we have carried out vital maintenance work and ensured high levels of compliance in all key areas.

Moving ahead, we look forward to working with the Board and our new Chief Executive to continue to build a resilient future for LHP, creating a positive and lasting impact on the lives of those we serve across Lincolnshire.

## Looking Forward

Since our decision to not proceed with our proposed merger with Ongo last year, we have been reflecting on our Corporate Plan covering 2022-2027, which sets out the overall direction and focus for LHP over this 5-year period. With a new CEO joining us in 2024/25, and at this stage in the Corporate Plan - almost halfway through – we decided it was the perfect time to consider what actions we need to take for 2024-2025, and what areas need additional focus and attention?



Reflecting on this, we have shaped a range of updated priorities, designed to give us focus and direction over the coming year. They are:

- **People & Culture:** Making sure all colleagues feel valued, included, and motivated to provide excellent services to customers.
- **Customers:** Working to ensure customers can easily access the services they need.
- **Neighbourhoods:** Creating local plans and actions that are influenced by our customers.
- **Growth & Development:** Developing new partnerships to better support Lincolnshire's housing needs and our future income.
- **Repairs:** Improving our repairs service to make sure customers can depend on effective and timely repairs.
- **Digital, Data & Technology:** Making sure we have simple, effective and easy to use systems for colleagues, supported by a great customer digital experience.

They'll be underpinned by core elements: strong management, the support provided by good governance and regulation, robust financial viability, and a continued focus on ESG.

We look forward to delivering exciting and rapid change across these priorities over the 2024/25 financial year, to ensure we continue to provide our customers with an excellent service, and our colleagues a great place to work.

# How we performed in 2023/24 – Tenant Satisfaction Measures

**Launched by the Regulator of Social Housing, Tenant Satisfaction Measures (TSMs) provide customers with greater transparency about how their landlord is performing. They help us to understand what we are doing well and where we need to improve.**

Independent benchmarking shows that our results put us well above average among similar social landlords. They show that the vast majority of customers are satisfied with our overall service, feel their home is safe and feel they are treated with fairness and respect.

But we know that there is a lot that we could do better. In particular, we know from your feedback that we have some work to do on improving how satisfied customers feel with the complaints process and how we maintain some communal areas.



One of our customers receiving a visit from their local Neighbourhood Officer





## Overall satisfaction



**83%**

satisfied with the service provided by LHP

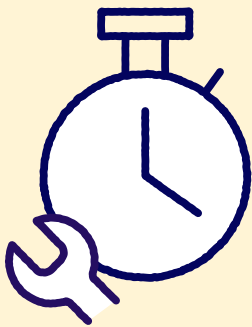


# Maintaining homes



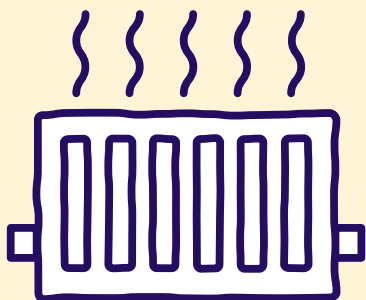
**85%**

satisfied with the repairs service over the last 12 months



**80%**

satisfied with the time taken to complete your latest repair (including the time taken from reporting the repair)



**82%**

satisfied with how well your home is maintained

## Building safety



**86%**

satisfied your home is a safe place to live  
(853 out of 996 customers)

## Handling of complaints



**40%**

satisfied with our approach to complaints

## Anti-social behaviour



**24.0**/1,000 homes

anti-social behaviour cases relative to  
the size of the landlord (**all cases**)



**0.3**/1,000 homes

anti-social behaviour cases relative to  
the size of the landlord (**hate cases**)



# Engagement



**74%**

satisfied we listen to your views and act upon them (591 out of 801 customers)  
2022/23: 74% (627/834 customers)



**87%**

satisfied we treat you fairly and with respect (844 out of 965 customers)  
2022/23: 88% (842/961 customers)

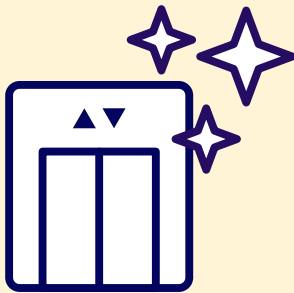


**84%**

satisfied we keep you informed about the things that matter to you (766 out of 916 customers)  
2022/23: 84% (791/941 customers)

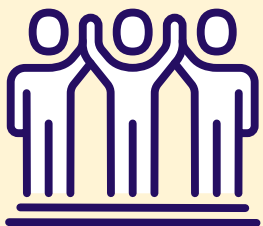


# Neighbourhood management



**67%**

satisfied we keep communal areas clean and well maintained



**74%**

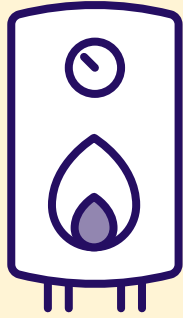
satisfied we make a positive contribution to your neighbourhood



**70%**

satisfied with how we handle anti-social behaviour

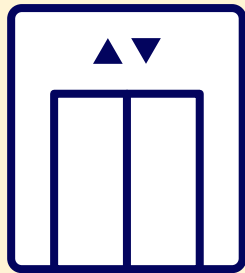
# Safety checks



**\*99.5%**  
Gas safety checks



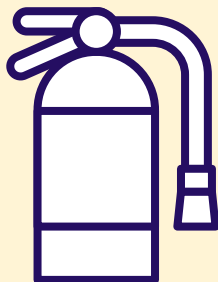
**100%**  
Asbestos safety checks



**100%**  
Lift safety checks



**100%**  
Water safety checks



**100%**  
Fire safety checks

\*Due to the inability to access a property on a pre-booked date and time. Once we have attempted access on 3 occasions prior to the gas safety check's due date, we then begin seeking an injunction in line with our 'no access' policy.



## Decent Homes Standards



**0%**

homes that do not meet the Decent Homes Standard

## Repairs



**58%**

of non-emergency repairs completed within the target timescale



**98%**

of emergency repairs completed within the target timescale

# Handling of complaints

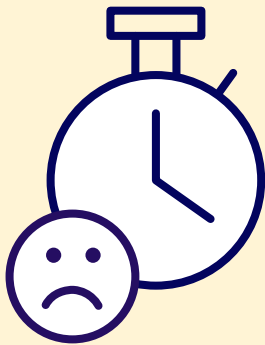


**28.2**/1,000 properties

complaints relative to the size of the landlord (**Stage 1**)

**0.9**/1,000 properties

complaints relative to the size of the landlord (**Stage 2**)



**93%**

complaints responded to within Complaint Handling Code timescales (**Stage 1**)

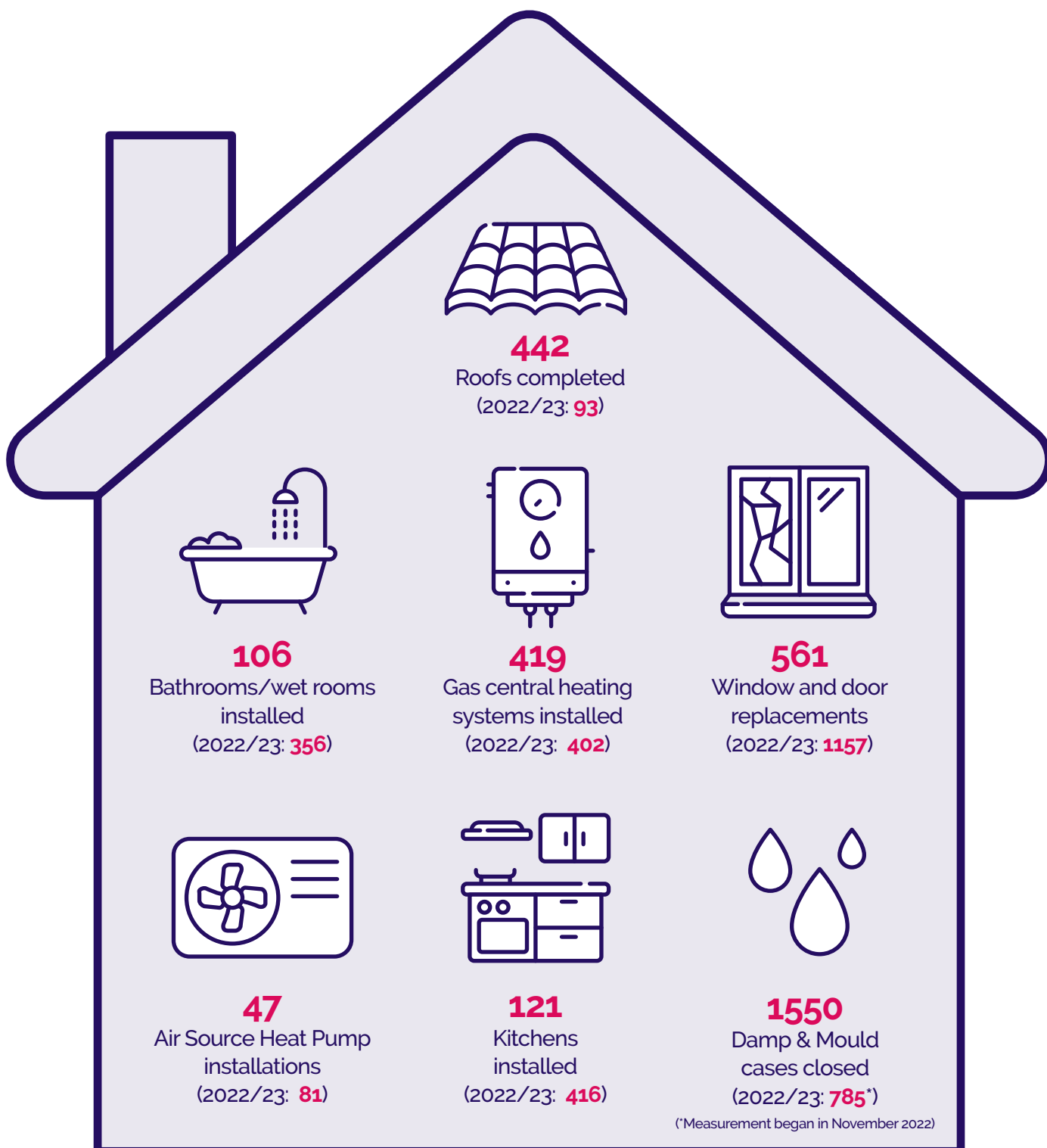
**100%**

complaints responded to within Complaint Handling Code timescales (**Stage 2**)



# Improving our homes

Planned repairs are our regular, scheduled work to ensure that homes are in good order and are fit for the future. Here is how we compared to 2022/23 in some key areas:





**FORTEM**

People who care

## Fortem - Our new planned works contractor

**Our new planned works contractor, Fortem started working in our communities during 2023/24. Our ambitious new partnership rolled out smoothly and we are extremely grateful to colleagues from LHP and Fortem who worked so hard to make this progress a success.**

Fortem, known for its expertise in the building services sector, brings experience and technical proficiency to our maintenance operations. We can leverage Fortem's capabilities in handling large-scale renovations and complex repair jobs that are crucial for the upkeep and improvement of our homes. The scope of work under this partnership includes upgrading key components such as roofing, windows, and heating systems, which not only enhances the structural integrity of the buildings but also significantly improves the energy efficiency of each home.

Fortem is also gathering feedback from customers to make sure they are happy with the services provided to them. Here's what some customers said about their experience with Fortem:

*“Work was very well carried out. Lads were all brilliant and accommodating for me and my husband”*



*“What a pleasure having your very hard working men in my home. This job looks and works wonderfully and they didn't leave anything for us to clean up. I would recommend them to anyone. Very polite, very professional. Thanks to all of them!”*

*“Quality of work very good. Was told everything that was going on, how heating and boiler worked. Excellent job by workers.”*

*“All work was completed very good and efficiently. All the guys were polite and got on with the job in hand no standing around doing nothing. All worked very hard overall done a very good job, would recommend them.”*

*“Over the moon with work carried out. Quality is brilliant from sub-contractors and the Fortem team kept me updated every step of the way. I could not have asked for better.”*



# Our Values and Vision



## Customer First

We put customers at the heart of our decision-making process and develop services that are built around their needs. This emphasis is 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.



## Listen, Act & Learn

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



## Together

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

# Putting our values into action



## Customer First

During November, we supported Talk Money Week, which is an annual public awareness campaign to get the country talking about their finances. This year's theme was 'do one thing', which means taking one action to improve your personal finances. We held events in Boston and Grimsby, providing residents with the opportunity to find out more about our Money Support Service and discuss their financial concerns.



## Listen, Act & Learn

We were contacted by customers who raised concerns about an alleyway between two streets in Cleethorpes, which had become a fly-tipping hotspot. Our Environmental Task Team attended and did a thorough job in clearing the area. As part of our commitment to Listen, Act and Learn, we followed up with work by listening to customer feedback and subsequently our repairs team attended to secure gates on the alleyway to prevent future issues from occurring.



## Together

We were delighted to be involved in the Safer Streets NEL project, a Home Office-funded programme that has seen successful initiatives in West Marsh and East Marsh, Grimsby. This was delivered in partnership with organisations including North East Lincolnshire Council, Humberside Police and Crime Commissioner, and local community groups. Some of the key initiatives that were implemented included home security upgrades, CCTV installation, improved street lighting, educational programmes and targeted police patrols.

# Customer First

We place customers at the forefront of everything we do. Over the past year, we have increased our efforts to widen the ways in which customers can communicate with us, improve our service delivery and support those who are struggling through challenging times.



## Improved Service Delivery

Our dedication to dealing with enquiries promptly is reflected in our first-contact resolution rate, which surpassed 70% throughout the year. This has been achieved through modernising our Customer Service centre with the introduction of a new Planning Team Service Model, aimed at enhancing operational efficiency. This initiative centralised planning functions into a single team, allowing for more consistent and timely responses to customer enquiries and repair requests.

## Strengthened Communication

We were delighted to achieve 84% of customers satisfied we keep them informed about the things that matter in our Tenant Satisfaction Measures. One of the drivers of this success is our YourVoice platform, which has enabled more than 200 customers to actively participate in offering feedback to drive improvements in our services. Since its launch, the project has hosted multiple projects ranging from communal area improvements to service feedback loops, with each contributing to tangible improvements within the community.

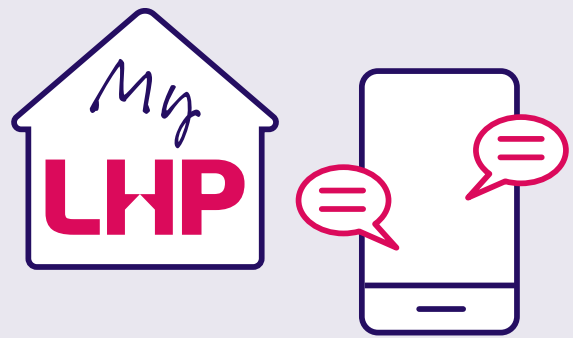


## Financial Wellbeing Initiatives

The Money Support Service assists customers with their financial management and to secure any benefits to which they might be entitled. Throughout the year, the service has seen a significant increase in engagement, reflecting growing awareness and trust in the support provided. Over the past year, the service has helped customers gain a total of over £500,000 in additional household income, relieving significant pressure for many families and individuals. We also launched a new Hardship Fund in April 2023 to provide one-off grants for customers facing severe financial difficulties. 88% of over 200 applications were approved in the year, reflecting our commitment to supporting customers in challenging times.

## Expanding Digital Engagement

We've made significant progress in expanding our digital engagement, centred around several key platforms including YourVoice and the MyLHP app and portal. MyLHP is designed to offer customers 24/7 access to a range of services, from logging maintenance requests to accessing important updates about their community. In 2023/24, the app experienced a substantial increase in user registration with over 5,000 active users and a 25% increase in interactions compared with the previous year. This has been supported by ongoing enhancements to backend systems that ensure data security and user-friendly interfaces.



## Key Facts



**88%**

of Hardship Fund applications approved, from more than 200 applications



**Over 5,000**

active users on MyLHP app and portal



**Over 200**

customers participating on YourVoice platform



**74%**

of customers satisfied we listen to their views and act upon them



**84%**

of customers satisfied we keep them informed about the things that matter to you





## Great Homes

Our strategic priority of delivering Great Homes has been a key focus of our efforts throughout 2023/24. We have made significant investments in maintenance and energy efficiency, ensuring that our customers can live in high-quality, comfortable homes.

### Energy Efficiency Initiatives

Our work to improve the efficiency of our homes has been both ambitious and forward-thinking. A key component of our strategy was leveraging the Social Housing Decarbonisation Fund, through which we received around £8m over two years, which we have match funded, to deliver our External Wall Insulation project. Through additional funding streams, we were also able to initiate solar PV installations on 78 properties, with plans to extend this to a further 161 homes in the upcoming year. In total last year, our energy efficiency upgrades have impacted over 600 homes, which are now cheaper to heat and more comfortable to live in.

### Building Safety Compliance

On the building safety front, we remain committed to the highest standards of compliance and best practice across all of our homes. Our comprehensive approach has ensured that all of our homes comply with the latest fire, gas and electrical safety standards. We continue to take a systematic and rigorous approach to inspections and the rectification of any issues identified, alongside the using advanced technologies for monitoring and reporting.



## Damp and Mould Task Team

Throughout 2023/24 we have continued to work with customers and colleagues to proactively tackle damp, mould and condensation. As part of this, we launched a dedicated response team to address any issues and to prepare us for the implementation of Awaab's Law. As a Listen, Act and Learn organisation, we have continued to learn from feedback to improve our processes. An example of this has been improving the way that we handle multiple repair jobs in the same home to ensure that, where possible, all issues leading to damp, mould and condensation can be addressed at the same time.

## Repairs Service Modernisation

The Repairs Service Modernisation was a key initiative to improve the efficiency of our service and customer satisfaction. It commenced in February 2023 and saw the introduction of First Point of Contact appointments for general repairs and addressing software issues which were impacting service delivery. Having reviewed the impact of the Repairs Modernisation, we have now developed and introduced the Repairs Transformation which commenced June 2024 and is a 2-year plan to deliver transformational improvements to the repairs service and provide the best possible service to our customers.



# Key Facts



**38,006**  
repairs completed



**84%**  
of repairs completed  
first time



**£5,156.78**  
average cost of  
repairing an empty  
home



**85%**  
satisfied with the  
repairs service over  
the last 12 months



**£656.54**  
average spend per  
home on repairs



**80%**  
satisfied with the time  
taken to complete  
your latest repair



**94%**  
of customers satisfied  
with the most recent  
responsive repairs



**£8m**  
secured from the  
Social Housing  
Decarbonisation Fund

# Strong Communities

We have continued to strengthen the fabric of our communities through enhancing engagement, safety and collaboration. We want to ensure that all of our neighbourhoods are not just places to live, but places where people can thrive.

## Community Safety and Anti-Social Behaviour

In 2023/24, we relaunched our anti-social behaviour (ASB) management strategies, delivering a new policy framework which outlines clear procedures and robust measures to address and resolve incidents efficiently. We have streamlined our processes to ensure a swift and coordinated response, including a tiered response system to categorise incidents based on severity, ensuring appropriate resources and responses are rapidly mobilised. We've also expanded the number of communications channels that customers can use to report incidents, including the new YourVoice platform.



## Strategic Partnerships

Our community strategy emphasises partnership work, based upon our value of Together. Our partnerships with local councils and service providers have been essential in co-designing projects that directly impact significant issues such as unemployment, education and health. One example is our work in conjunction with local job centres and employment agencies on job fairs and skills-building workshops tailored to the needs of our communities. Another was working with partners to expand our Telecare services to enhance the health and well-being of people across Lincolnshire.



# Community events

We have actively engaged with partners to organise and co-sponsor a range of community events to increase engagement and develop a sense of belonging and community pride. An example of some of the events include:

- **Talk Money Week:** an event on the East Marsh of Grimsby providing financial advice and support for customers.
- **Multiply Courses:** educational courses in Grimsby focused on numerical skills and household budgeting to enhance financial literacy.
- **Safer Streets NEL Initiative:** participation in a Home Office-funded initiative to install home security equipment and reduce crime.
- **Christmas 'Sparkle':** working with Fortem to organise festive celebration events across the area, featuring buffets and carol singing.
- **Boston Big Local Beach Days:** an annual two-day event providing free summer holiday entertainment for families in the local community.
- **Nunsthorpe Estate Clear Hold Build Initiative:** collaborative efforts with local authorities to tackle serious organised crime in the area.
- **Community Clean-up Events:** events across Lincolnshire involving local agencies and ward councillors to clean up and enhance the local environment.



# Key Facts



**283**

(2022/23: 477)

Cases of ASB were reported during the year. This was a **decrease of 41%** on the previous year. Cases were largely related to noise, verbal abuse and drug-related issues.



**67%**

(2022/23: 66%)

Of customers were satisfied with how their ASB case was handled – an increase of **1%** on the previous year. We continue to work with partners to address all incidents of ASB and to support our customers where they have concerns.



**14**

new homes built during the year



**710**

new homes let



**179**

new trees planted



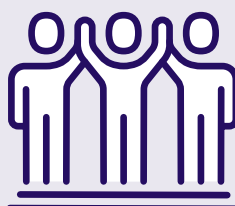
**67%**

satisfied we keep communal areas clean and well maintained



**4**

play areas maintained



**74%**

satisfied we make a positive contribution to your neighbourhood

# Telecare

We continue to work with partners to deliver our integrated Telecare and monitoring 24/7 365 service to our customers, In June we attended the Lincolnshire show with the Lace Housing, St Barnabas & Age UK to promote how technology enabled care supports independent living across Lincolnshire.

## Last year



**803,046**

calls answered by the Telecare monitoring team



**12%**

of customers used our self-install offer



**295**

new digital smart hubs installed for new customers by Telecare



**61,433**

daily visits completed to customers by Independent living advisors

## TEC Quality Accreditation

Our Telecare service was awarded the TEC Quality (Technology Enabled Care) accreditation by the TSA, who work to ensure the quality and safety of TEC. This is a testament to the hard work our Telecare Team puts in every day to making sure we deliver excellent services to our Telecare customers.



Quality · Safety · Innovation

# Independent Living

Here at LHP we understand the impact that dementia can have on people, their families and carers, to support all of them we held over 90 Memory Lane sessions last year at our extra care scheme, Mayfields, providing creative arts activities and companionship to a wide range of people from within our communities.





# Preparing for the digital switchover

2027 will see the “turning off” of traditional landlines across the UK, something we need to ensure our customers are prepared for, particularly considering the vital importance of many lifeline devices which rely on making a phone call. In September 2023, our Telecare service started installing new Digital Lifelines, running from SIM cards that don't require a landline telephone, and will therefore be future proof. We're also conducting a campaign encouraging Customers to upgrade their existing units in advance of the switchover.





# A great place to work

At LHP, making sure our colleagues have a fulfilling and engaging time at work is really important to us. We firmly believe that satisfied employees who have lots of opportunities to learn and progress bring great results for our customers.

Every year we participate in a Best Companies survey, a nationally recognised scheme, which independently measures how satisfied our colleagues at LHP feel. It also tells us how we rank against other organisations like us.

In 2023, we were extremely proud to retain our “One to Watch” status, and to secure positions in the top 50 Best Companies to work for in the Yorkshire & Humber and the East Midlands. These scores are a testament to the thriving community we’ve built in and around Lincolnshire. We were also honoured to be among the Top 25 Housing Associations to work for in the country.

In addition to our annual Best Companies survey, this year also saw us undertake our reaccreditation for Investors in People, retaining our “Standard” award, and accreditation for Investors in Diversity, receiving the “Silver” award.



**INVESTORS IN PEOPLE®**  
We invest in people Standard



Investors in Diversity  
Silver UK

Until  
March  
2026



# Working for the Planet

At LHP, sustainability is about taking action today to ensure a brighter future for our planet, our communities and our business. It's about ensuring that our customers can benefit from warmer, more comfortable homes that are more affordable to heat, and it's about ensuring that we do things in the best way that we can for the environment.

In 2023/24 we have made substantial progress on this journey, as we launched our Net Zero Roadmap, adopted the sustainability reporting standards for social housing (SRS), and unveiled our new sustainability framework.

## Our vision

- All homes to be EPC C rated by 2030, making them more energy efficient, cheaper to run and warmer for longer.
- Reach Net Zero by 2050: this means we plan to have reduced all of our carbon emissions to zero (whilst offsetting any residual emissions).
- Measure and report our carbon footprint annually: to highlight how much carbon we consume across our business (also known as scope 1, 2 and 3 greenhouse gas emissions)
- Introduce 5 biodiversity sites every year: to bring more biodiversity and wildlife into our communities. The UK has lost half of its biodiversity since 1970. As a landowner, at LHP we recognise the responsibility we have to diversifying our green spaces. We have made a commitment to introduce 5 new biodiversity sites across our neighbourhoods every year.
- We've achieved Carbon Literacy Organisation Bronze accreditation to ensure our colleagues understand the importance of our drive to achieve Net Zero by 2050.
- 100% of timber products procured through our main contractor, will be responsibly sourced.
- 10% of new builds to have renewable heating via air-source heat pumps.



# Biodiversity projects taking shape

Alongside our contractors, we have made the commitment to introduce 5 new biodiversity sites each year. You can see some progress on some of the sites that we delivered in 2023/24 below.

## Wildflowers

We have continued to engage with Lincolnshire Wildlife Trust to understand how we can continue to improve our wildflower meadow sites for customers and local wildlife. Our wildflower patch at Riverside, Boston, is over 600m<sup>2</sup>, and we were pleased to have spotted a bee orchid present last summer!

Our customer shared that the site is “**absolutely full of life and buzzing with butterflies, moths and bees**”.

We have taken some brilliant learnings from this project that we are looking forward to implementing at future sites.



## Trees

Within the last financial year, we planted 29 orchard trees across 5 sites alongside South-East Lincolnshire Councils Partnership. We completed maintenance visits at some of the sites in June. The trees are thriving, with one customer explaining that the local children have been “really **excited** to see that some of them have already started growing apples”!

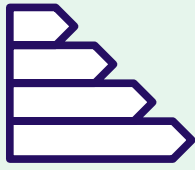
These orchard trees were in addition to the 150 trees planted through The Conversation Volunteers’ I Dig scheme.



**Carbon Literate  
Organisation**  
Bronze



# Sustainability in numbers



**56.1%**

of our homes at EPC C+



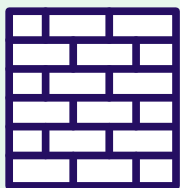
**£8m**

secured from the Social Housing  
Decarbonisation Fund



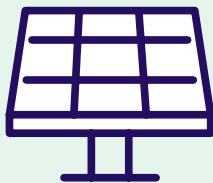
**157**

homes insulated as part of our SHDF  
programme alongside our partners EON  
Energy Solutions & Thrift Energy



**548**

homes insulated with cavity or wall  
insulation via ECO4 Funding



**78**

solar panels installed at homes  
via ECO4 Funding



**11**

new biodiversity sites introduced



**20%**

of the tender evaluation process allocated to  
Environmental, Social, and Governance (ESG)



# Customer Engagement

Involving our customers in our decision making and reviewing policies and processes is an important part of how we engage with our customers. Our range of customer panels meet regularly throughout the year to give their voice to all areas of LHP.

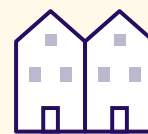
This year our involved customers have:

- Reviewed policies, such as our Succession Policy, Repairs & Maintenance Policy, CCTV Policy, and more!
- Held Focus Groups and Reviews on Disability, Fencing, and Complaints.
- Assisted in helping to recruit our new CEO by joining our recruitment panel.
- Reviewed processes, such as our pets permission process.
- Attended the National Scrutiny Conference.
- Received training on Procurement.
- Reviewed printed leaflets, letters, flyers and brochures.
- And much, much more!

Our Customer Scrutiny Panel do incredible work throughout the year, impacting decision making every day at LHP. Thanks to them, we are continually reminded of the importance of putting the Customer First.



**9**  
scrutiny  
recommendations  
approved



**159**  
walkabouts



**223**  
resident  
meetings



**68**  
community/  
partnership  
events



**12**  
clean up events



# Customer Service Excellence

We are delighted to have been awarded our Customer Service Excellence accreditation by CSE for 2023, alongside four 'compliance plus' ratings. The CSE accreditation is an external accreditation that recognises excellent customer service and is a testament to the hard work and results we are seeing from our work in Customer Engagement and Customer Insight.

We would not have been able to achieve this award without the outstanding collaboration across our different departments and the hard work that is ongoing to improve the customer journey, which ensures our customers have a strong voice to shape the service we deliver.

**CUSTOMER  
SERVICE  
EXCELLENCE**



®



# Cost of Living Crisis



**2,107**

customers supported during the year



**£635,434**

value of additional support for customers



**£200,419**

paid directly into rent accounts

## Case Study

Harry moved into a LHP property after leaving a rehabilitation centre following a stroke.

He had health issues as a result of the stroke, so he was assisted with his Universal Credit claim and Housing Costs to allow them to be paid to LHP for his rent payments. He was also helped to apply for the sickness benefits he was entitled to under Universal Credit, which after 13 weeks and a medical assessment, meant he was awarded the Limited Capability for Work Related Activity giving him an award of an extra £410 per month and a backdated payment of approximately £1200.

Because of his basic income whilst waiting for the additional payment, Harry struggled with buying a cooker (£300) for his home. One of the LHP Money Support Service (MSS) Team Members applied to NELCs Household Support Grant on his behalf, and he was awarded this item, and it was delivered and fitted for him. He was also struggling with service charges and living costs, and so a further Household Support Grant was applied for, and he was awarded £250. Unfortunately, during this time, his Universal Credit was stopped in error, and he didn't receive his regular payment. This happened on a Friday afternoon on a Bank Holiday Weekend, with Harry unable to leave his home due to his health issues and desperately needing some

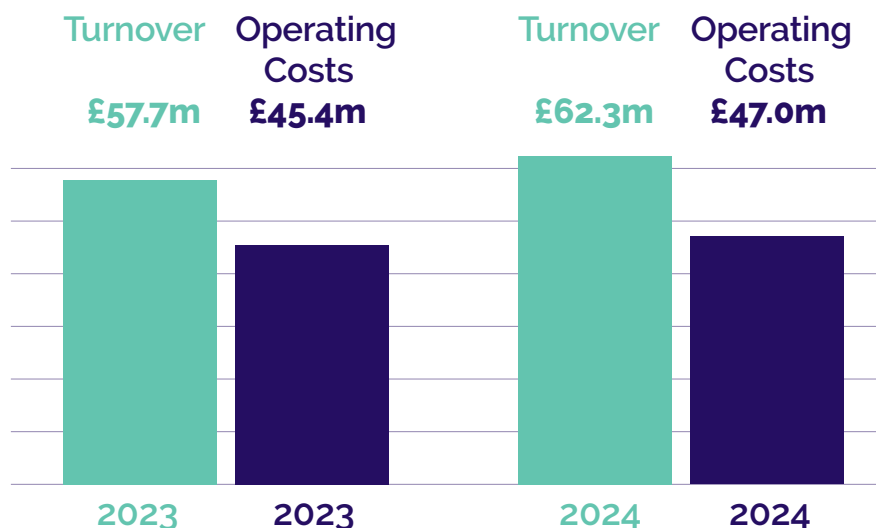
shopping. To get him the support he needed, one of our MSS Team Members liaised with his carers to advise on what to buy, and went shopping using vouchers from the LHP Hardship Fund, and then delivered the shopping to him. She also contacted Universal Credit and the payments were resumed immediately, helping Harry out in his time of need.

The team also assisted Harry in applying for the Personal Independence Payment, resulting in him being awarded £691 every four weeks, and a backdated payment of over £3100. We're thrilled that Harry is now enjoying his time living in his new home and receiving the support he's entitled to.

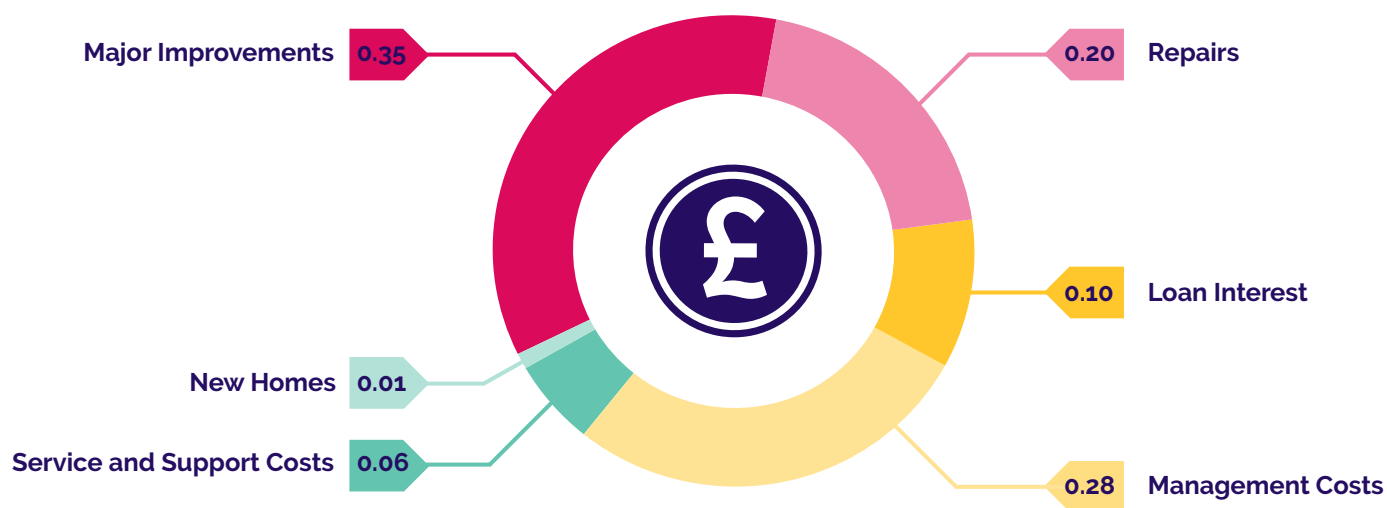


# Ensuring Strong Governance and Finance

## Financial Performance



## How we spent each pound 23/24



How we spend each £1	2020	2021	2022	2023	2024
Major Improvements	0.18	0.18	0.24	0.23	0.35
Repairs	0.16	0.17	0.15	0.21	0.20
Loan Interest	0.13	0.11	0.11	0.12	0.10
Management Costs	0.28	0.30	0.30	0.30	0.28
Service and Support Costs	0.06	0.05	0.05	0.06	0.06
New Homes	0.19	0.14	0.14	0.08	0.01





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