

WHA REPORT CARD



Annual Report
to Customers
2023 - 24

ABC



+ - × %

CHAIR OF THE BOARD

Michele Scattergood

CHIEF EXECUTIVE

David Cummins

*Note from the
Chair & Chief
Executive*

Rating:

Effort A*

Attainment B*



If WHA had to write a school report

We've listened to our customers, and we have looked at some of the best practice in the sector for producing our Annual Report. We know that, as well as telling you about all the good things we have been doing over the year, you also want us to be clear when things have gone wrong and what we are doing about it. We also think it's important that our customers are able to compare the service they receive from us with other "peer" organisations (organisations of a similar size and geography).

So, this year, we've tried to do things a bit differently. We are also hoping that by producing this report in a more reader friendly style our customers will find it more interesting. But, as always, we would be more than happy to listen to your views and any suggestions for the format of next years report. So... This is what we think it would look like if Warrington Housing Association had to write a school report for 2023/24.

Summary

This year was the first year we have had to measure and publish our results across a range of Tenant Satisfaction measures. There is a very specific list of questions that Government expect us to ask (through our regulator the RSH). Our results for 2023/24 are detailed below and we would like to thank all those customers who took the time out to complete our surveys.

In true school report fashion, we'd probably give ourselves "A for effort" but there is definitely "room for improvement", so probably a B+ for attainment. On the whole our results are very good and demonstrate that for a significant number of these measures we are amongst the best in the country compared to our peers. However, in some areas we are not amongst the best and the following pages will provide you with the details of what we are going to do to get better, hopefully with your help and support.

Our Vision is:

*To help make Warrington a
great place to live, in which the
potential of individuals and
communities can be realised*



CHAIR OF THE BOARD

Michele Scattergood

CHIEF EXECUTIVE

David Cummins



Rating:

Effort A* Attainment B*



Tenant Satisfaction Results for 2023/24

TSM Satisfaction Measures	WHA Results 2023/24	Peer Group Median 2023/24	WHA Position
(TP01) Tenant overall satisfaction with the service their landlord provides	85.12%	85.06%	
(TP02) Tenant satisfaction with repairs	90.53%	90.02%	
(TP03) Satisfaction with time taken to complete most recent repair	86.62%	87.06%	
(TP04) Satisfaction that the home is well maintained	86.95%	86.38%	
(TP05) Satisfaction that the home is safe	88.51%	88.11%	
(TP06) Tenant satisfaction that the landlord listens to tenant views and acts upon them	72.18%	74.09%	
(TP07) Tenant satisfaction that the landlord keeps tenants informed about things that matter to them	76.92%	80.81%	
(TP08) Tenant agreement that the landlord treats tenants fairly and with respect	85.90%	87.45%	
(TP09) Tenant satisfaction with the landlord's approach to handling complaints	44.44%	49.07%	
(TPI0) Tenant satisfaction that the landlord keeps communal areas clean and well maintained	73.89%	82%	
(TPI1) Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods	64.47%	74.50%	
(TPI2) Tenant satisfaction with the landlord's approach to handling anti-social behaviour	56.02%	68.25%	

We will be contacting all of our tenants again this year, asking you to complete a tenant satisfaction survey. It should take no more than 10 minutes to complete and your feedback will help us to find out where we are doing well as your landlord and where we need to improve. It is important that we hear everybody's views.



Scan the code to complete the survey for 2024 2025:



HEAD OF SERVICE NAME:

Sam Cummins

DIRECTOR NAME:

Fiona Graham

Our
Customers

Rating:

Effort A* Attainment B*



LOVE
WHERE YOU
LIVE



Our Neighbourhood impact

We have achieved some great results this year on customer satisfaction. Over 85% of our customers are satisfied with the services that we provide, 85.9% of you feel that, as your landlord, we treat you with respect.

We use the results from the survey and other feedback from our customers to help us shape our services. Unfortunately, only 65% of our customers are satisfied that we make a positive contribution to their neighbourhood. This is disappointing for us, however, we recognise that we do not have many estates where we can demonstrate a bigger impact. We do, however, own the Gateway building on Sankey Street, which is home to numerous charities and support agencies which are open to all our customers. We do work closely with the Council, key partners and the Police to try and improve the areas in which you live. However, we will improve on the work that we do in our neighbourhoods, and get better at communicating these things with our customers.

In October 2023 we did some days of action in some of our communities. We surveyed customers to find out what is good and bad about their area. We use all customer feedback to improve the service you receive and we will work with partners to make a positive impact.

Last year, we also launched the "Love Where You Live" project to inspire community pride and improve local environments. This initiative supported several impactful projects, including:

- Raven Court: We provided funding for materials, allowing residents to build planters and grow vegetables and herbs. This project not only brought fresh produce to the community but also fostered a sense of achievement and ownership.
- Fairfield and Howley: Skips were made available to help residents dispose of unwanted items, reducing litter and preventing fly-tipping in the neighbourhood
- Ireland Blackburn House: We supplied bark chippings and turf, transforming the communal garden into a more beautiful, welcoming space for all residents.
- Brook House: Action days were organized to gather ideas for neighbourhood improvements directly from residents.
- Lyon Court: We funded a storage shed for gardeners to store their tools, supporting community gardening efforts.
- Ashley Close: In collaboration with local police, we distributed bin bags and dog waste bags while also addressing fly-tipping concerns.
- Limetree Avenue: Partnering with WASH (Wild About Stockton Heath), we planted shrubs and rewilded areas, enhancing the local environment.

Through these projects, 'Love Where You Live' has helped transform shared spaces and empowered residents to take pride in their communities. Your views are important to us and we will continue to improve on ensuring your views are taken into account when we shape services



HEAD OF SERVICE NAME:

Sam Cummins

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment B*



Did you know...

That this year the Gateway was identified as an example of best practice of working in the local community. The Gateway is a one stop multi-agency facility right in the heart of Warrington which was set up and is owned by Warrington Housing Association, for the benefit of our customers and the wider community.

Did you know...

That Warrington Housing Association was responsible for the establishment of Lifetime, a volunteer led organisation which this year celebrated its 10th birthday. During 2023/24 we worked hard to increase the number of our customers benefiting from the services of Lifetime and now 26% are taking part in activities.

Did you know...

Our very own involved customer, Una Gillam was shortlisted for Inside Housing's Women in Housing and Housing Heroes Awards, in the Tenant of the Year category! Una Gillam has always been dedicated to her community and has a profound passion for social housing!

Did you know...

That WHA, in partnership with Lifetime, launched a successful Winter Wellbeing project in collaboration with Livewire and V for Life? As part of this initiative, Lifetime provided free health checks and chair-based exercises for both customers and the wider community. V for Life demonstrated how to prepare budget-friendly, nutritious meals by serving a delicious three-course vegan meal.

Did you know...

That during 2023 we hosted the Winter Wellbeing event at two of our independent living schemes, extending invitations to residents from all five schemes. Free transportation was provided to encourage participation and help combat social isolation. The event was a great success, offering practical cost saving tips while supporting those facing the challenges of the rising cost of living.

2024 FINALIST



Una Gillam - Warrington Housing Association
Tenant of the year



Celebrating the leaders, innovators and changemakers across the sector

76.9%

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

HEAD OF SERVICE NAME:

Sam Cummins

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment B*



Going the Extra Mile

Achieving good customer satisfaction doesn't happen by accident and our colleagues consistently go the extra mile to support our customers. For example, our independent living schemes for those over 55 provide a wide range of activities and social groups, leading to an overall satisfaction rate of 92.06% among this group. Sometimes it's the smallest of things that make the biggest of difference, some examples this year included:

A customer living in one of our independent living schemes had returned from her holiday to find her flat flooded with dirty water when she had a shower. It was our job as landlord to help her sort out the leak. Understandably the customer was very upset, but we were able to offer a night in the scheme guest room so that she could have a restful night.

One of our customers with limited mobility, who rarely gets out, mentioned she couldn't see past her overgrown hedge to watch people passing by. Our colleague immediately took action, arranging for the hedge to be trimmed. She later shared, 'My world has opened up again, and I no longer feel confined to my home. Thank you for helping.'

During a routine visit to assess some repairs, our Property Services Officer identified damp and mould in the customer's home, which had gone unreported as the customer didn't want to trouble us. He was also struggling to afford heating, with finances being tight. Our team quickly stepped in—not only addressing the damp and mould but also securing energy vouchers.

Did you know...

That over the past year, our Resident Assistance Fund has provided crucial support to many customers in need.

If you're facing challenges or require assistance, please don't hesitate to reach out to us at admin@wha.org.uk We might be able to help, but we also have connections across Warrington with organisations that we could put you in touch with.



HEAD OF SERVICE NAME:

Sam Cummins

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment A*



Understanding our Customers

We have asked all customers to share information about themselves/their household. This is because it is important that we know what your needs are and to help us shape our services to meet those needs. It could be that you have mobility issues which means it takes you longer to answer your door. By us understanding this we can make sure we/our contractors allow extra time for you to answer. It may be that a member of your household is anxious when work is being done in your home. We can work with you to find a suitable time, so any work does not negatively impact someone living in your home.

Please continue to tell us important information about you and your family so we can make sure we deliver a service which meets your needs – not ours!

Involving our Customers - Update from our Scrutiny Panel (WHASP)

The Warrington Housing Association Scrutiny Panel (WHASP) is a committed group of customers who assess our services, processes, and policies, offering valuable recommendations for improvements. All reviews undertaken by the panel are reported to our Audit & Risk Committee (ARC) who will then monitor the association's progress in delivering the recommendations. We are very grateful for their time, dedication, and invaluable contributions.

Over the past year, they have reviewed our Repairs Service and the Allocations process, recommending the following improvements:

- Establishing a Contractor Charter that outlines our expectations for contractors when working in or visiting customers' homes.
- Requiring contractors to pre-book appointments before attending a customer's home.
- Reviewing and enhancing the information provided on how to apply for a home.
- Improving the website's content to ensure customers understand the application process and our allocation policies.
- Refining the application process to make it more user-friendly.

We know that because of the Tenants Satisfaction Measure results we need to do more to involve our customers in how we tailor our services. Next year, in line with the new Consumer Standards set by our Regulator we are increasing our focus in this area. We're particularly seeking Customer Champions to work with us in driving these improvements.

If you're interested in getting involved and sharing your views on our services, please get in touch admin@wha.org.uk



HEAD OF SERVICE NAME:

Sam Cummins

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment A*



Complaints Performance

We genuinely believe that complaints are a good thing. Encouraging our customers to tell us when they are not happy and allowing us to fix things will make us a better organisation. We have a complaints policy and have completed a self-assessment against the Housing Ombudsman complaint handling code. There is lots of information about how we handle complaints on our website.

You can make a complaint by calling our team on 01925 246810, when you meet a member of staff face to face, by email to admin@wha.org.uk or through our website www.wha.org.uk

Once the complaint has been raised this will go to the Head of Service to investigate your complaint and respond to you with a dedicated timescale.



Scan to view all of our complaints information

Our satisfaction results were disappointing for complaint handling. We reviewed the feedback and found that many of our customers who were dissatisfied had made a complaint about anti-social behaviour. We handle complaints of anti-social behaviour differently as they are complaints about a neighbour or an issue where you live. In line with the complaints handling code, complaints are an expression of dissatisfaction about the service you have received.

As a result of this feedback, we have carried out training for all staff on handling complaints. Even when they resolve a concern for you straight away, we will ask you if you wish us to log it formally and provide a formal response.

Satisfaction with handling anti-social behaviour was low.

Resolving cases of anti-social behaviour (ASB) can sometimes take time, which can understandably frustrate victims. On some occasions, we also get things wrong. Perhaps we have not responded as quickly as we should which has caused issues to escalate. To address this, we have updated our process to include working with our customers to develop an action plan during the investigation process. We also work with partner agencies and the Police to provide a coordinated response. You will be kept updated regularly by the housing officer who is managing the case, and we will discuss what actions we are able to take to support you. A risk assessment will also be completed to ensure that we support customers and identify any potential risks.

We do take all reports of anti-social behaviour seriously. Should you experience any issues, please do not hesitate to report it to us as soon as possible. You can email us at admin@wha.org.uk or by calling us on 01925 2466810 or by calling into the office during normal office opening hours. Warrington Housing Association have purchased a new ASB APP that will help us gather evidence to support us taking appropriate action. The ASB App is an all-around tool that allows customers to report anti-social behaviour such as noise disputes. This is free to use, and we hope that it will prove beneficial for anybody who is suffering from anti-social behaviour or noise nuisance. Get in touch with us and we will provide you with more information.

HEAD OF SERVICE NAME:

Andrew Lewis

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment A*



Investing in new homes

We are proud to be a Community Housing Association dedicated to improving the housing offer of our customers in Warrington and working to support the Council in tackling homelessness and supporting those in housing need. Over the last 4 years' we have built or acquired over 100 new homes and for this we would give ourselves an A*.

Did you know...

- During 2023/24 – we rehoused 65 people in housing need, 1.54% of whom were statutory homeless.
- Our properties are allocated (turned from empty to occupied) in less than 14 days which makes us amongst the best Housing Associations in the county.

During 2023/24 we were delighted to welcome some new customers to their newly developed apartments on White Street, situated close to the town centre and offering easy accessibility to all amenities within the Bank Quay area.



The Affordable Rent homes which have been built on a former car park site, are a mix of one-bedroom and two-bedroom apartments, with construction completing in November 2023.



During the year, construction also commenced on 12 new affordable rent properties at our site on Bramhall Street and these will be due to complete in early 2025.



HEAD OF SERVICE NAME:

Helen Smith

DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment B



OUR HOMES

Our repairs satisfaction levels are high, the vast majority of our customers feel safe in their home, and satisfaction with the time taken to complete a repair sits at 86.6% - All of which place us amongst the top Associations in the country. For this we would score ourselves and A* for effort, but we know we can do more and hence our Attainment is at best "B". We do understand that when we ask you about feeling safe in your home, you are not always thinking of us completing gas safety checks or addressing damp and mould.

Did you know...

That during 2023/24, WHA replaced components like kitchens, bathrooms and boilers in around 60 homes. Customers were offered a number of different options to choose from for kitchen units, tiling, taps and flooring and there was a 95% satisfaction rate amongst customers who had this work carried out.

- As well as our investment for replacing these items, we have also undertaken 2,995 general repairs in your homes during the year.
- During the year we spent £1.79million on planned maintenance works, including replacement windows and doors, kitchens, bathrooms to ensure our customers' homes are well maintained.
- We spent £161,515 on our empty properties to make sure they were ready for new customers to move into.
- We spent £400,086 on day-to-day repairs and £241,000 on major repair works.
- We spent £143,377 on our painting programme to ensure our customers homes are homes to be proud of.

We want to make sure your home is safe, warm, well maintained and free from any risks around damp and mould. We have provided lots of information and support on our website and through our social media channels. We have also changed the way we manage reports of damp and mould to ensure we are reacting to these and resolving issues quickly. Should you have any concerns about damp please do not hesitate to contact us.



Scan to view our useful guides on how to keep your home free from damp, mould and condensation.

88.5%

Proportion of respondents who reported that they are satisfied that their home is safe.



87%

Proportion of respondents who reported that they are satisfied that their home is well maintained.

HEAD OF SERVICE NAME:

Helen Smith

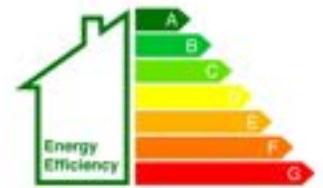
DIRECTOR NAME:

Fiona Graham



Rating:

Effort A* Attainment B



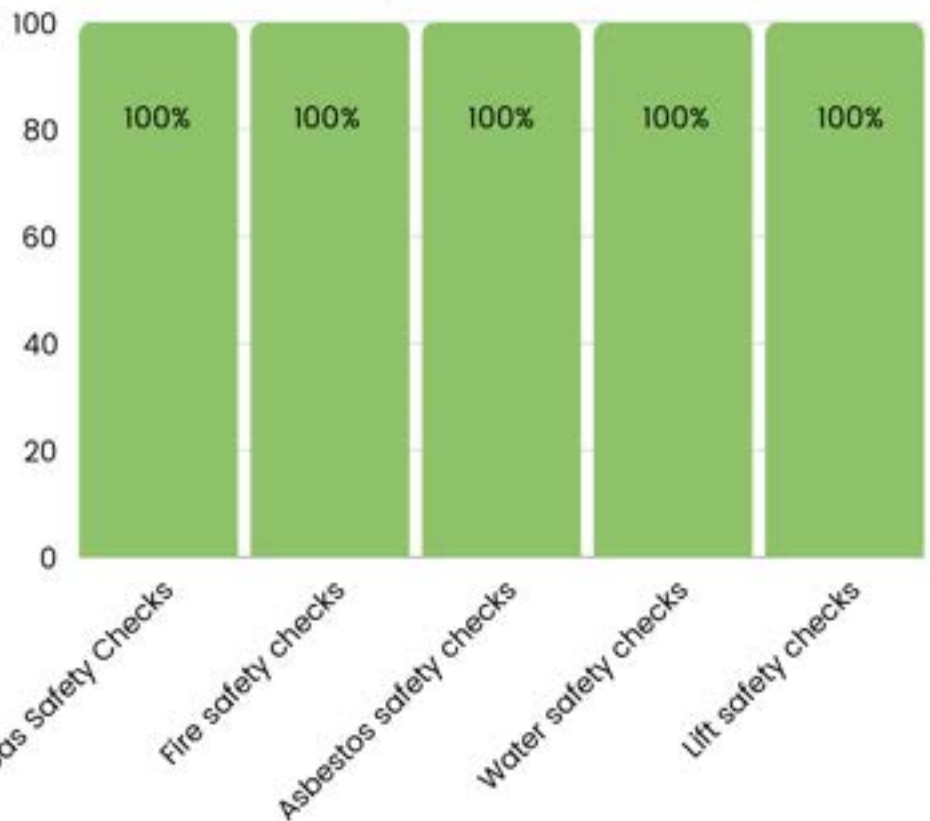
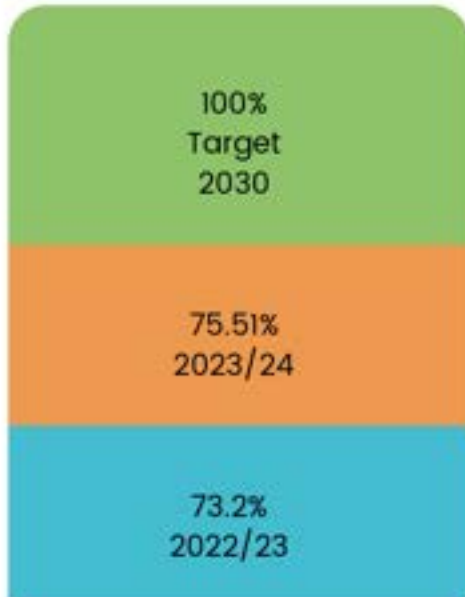
Knowing our Homes, Knowing our customers

During the year we carried out around 500 stock condition surveys and we did these by visiting your home to understand the age and condition of the components within it – kitchens, bathrooms, boilers etc. This helps us to better understand what works are needed where and we use this information to plan our investment programmes for the future. We also carried out almost 200 EPC surveys. This information allows us to understand the energy performance of your home, which in turn lets us know what we need to do to ensure your homes meet government targets of reaching EPC C or above by 2030.

Did you know...

WHA achieved 100% compliance across all compliance areas in 2023/24, this ensures your homes are safe and meet all legal requirements. This includes gas safety checks, electrical inspections, asbestos surveys, water hygiene inspections, fire safety assessments, servicing and the inspection of lifting equipment. Our customers play a big part in our success with compliance by allowing us access to their homes to carry out these checks when they are needed.

Measures to protect customer safety



% of existing properties with an energy performance certificate (EPC) rating of C or above

0%
Proportion of homes that do not meet the Decent Homes Standard.

We spent **£327,195** to keep your homes safe with gas, electrical, water hygiene, lift, asbestos, fire equipment safety checks.

DIRECTOR NAME:

Geraldine Kiddle

WHIA Lifetime
Warrington Home Improvement Agency



Rating:

Effort A* Attainment B



Positive Impact

As a community Housing Association we are proud of our track record in providing a range of Social Value activities. It's an area where we have won a significant number of awards and have had a significant impact so we would, without question award ourselves an A* for effort and attainment.

Our Home Improvement Agency (WHIA) is focused on the health and wellbeing of older owner occupiers and people in private rented sector through practical improvements to the home environment. WHIA works in partnership with the Council to deliver Disabled Facilities Grants (DFGs) and adaptations to keep people safe at home, reduce falls and improve independence.

Did you know...

- During the year WHIA supported 517 households who are in ill health, through emergency funding to address gas and electric repairs.
- We secured charitable funding of over £7k to fund works for clients.
- Over 2,000 minor adaptations were completed, keeping people safe in their homes.
- We carried out 284 bathroom adaptations, helping to eliminate the risk of tripping and falling and allow people to shower without assistance.

53
customers secured
over **£43,400** in
additional income



88.76% of
customers believe
they have greater
independence



81.66% of customers
feel more confident
now their homes
have been improved

Connected Lifetime
Staying Active & Learning



LifeTime celebrated the milestone of ten years in 2023. With a wide variety of events, trips and classes to join, from the charity knitters & chatty crafters to table tennis & the walking to wellness sessions. Achievements include over 24,000 attendances this year, with 25% of attendees being WHA tenants.

Working alongside our dedicated volunteers, we have organised 3,500 activities, all aimed at keeping people connected, active and learning. Our timetable offers a free activity each day as well as free access to IT, a weekly advisory session helping members deal with rising utility costs, along with health related support groups including for people with hearing loss, fibromyalgia and issues following a stroke.



5,981
hours
Given by
volunteers
throughout
the year.



Scan this code if you would like to know more about what activities are available

46
Volunteers have
been actively
involved during
the year.

HEAD OF SERVICE NAME:

Fiona Evans

DIRECTOR NAME:

Kirsty Capper



Rating:

Effort A* Attainment B



7.8
Colleague
happiness
at work

23.76%
Staff
turnover
rate

9.28
Average
days lost to
sickness



The team

Our colleagues work hard to deliver the best services we can and for this, we would award ourselves an A* for effort. However, we know we can do more. While we have appointed excellent people over the last 12 months to new and existing vacant posts – we recognise that changes in staff can affect the consistency and quality of service we provide to our customers.

During the last 12 months we have successfully retained Investors In People Gold Standard. Investors in People is an external assessment that looks at how good we are as an employer. IIP shows that we are committed to making the best of the people that work for us and being the best we can be as an employer. Here's what the Assessor had to say about us:

“

This Investors in People review was very positive, demonstrating many areas of excellent practice in line with your ambition and resulting in you successfully achieving the Investors in People Gold Award.

You have invested resources extensively in your drive for continuous improvement over the last 12 months, with a positive impact on colleague satisfaction and KPI performance. Your commitment to your stakeholders and community is truly impressive, demonstrated through your comprehensive thematic strategy which prioritises the needs of your customers and the communities which you serve.”

We also developed our recruitment offer to attract and retain the best talent, with the following colleagues joining us:



Helen Smith is our new Head of Assets



Michael Lacking is our new Asset Compliance Lead



Paul Bennett is our newest Property Services Officer



Jacq O'Mara is our new Head of Finance



Kellie-ann Moore is our Housing Officer



Emma Wilks is our WHiA team Administrator



Victoria Ducharme is our Private Rented Sector Lead



Janis Platt is a Customer Service Advisor

HEAD OF SERVICE NAME:

Jacq O'Mara

DIRECTOR NAME:

Kirsty Capper



Rating:

Effort A* Attainment A



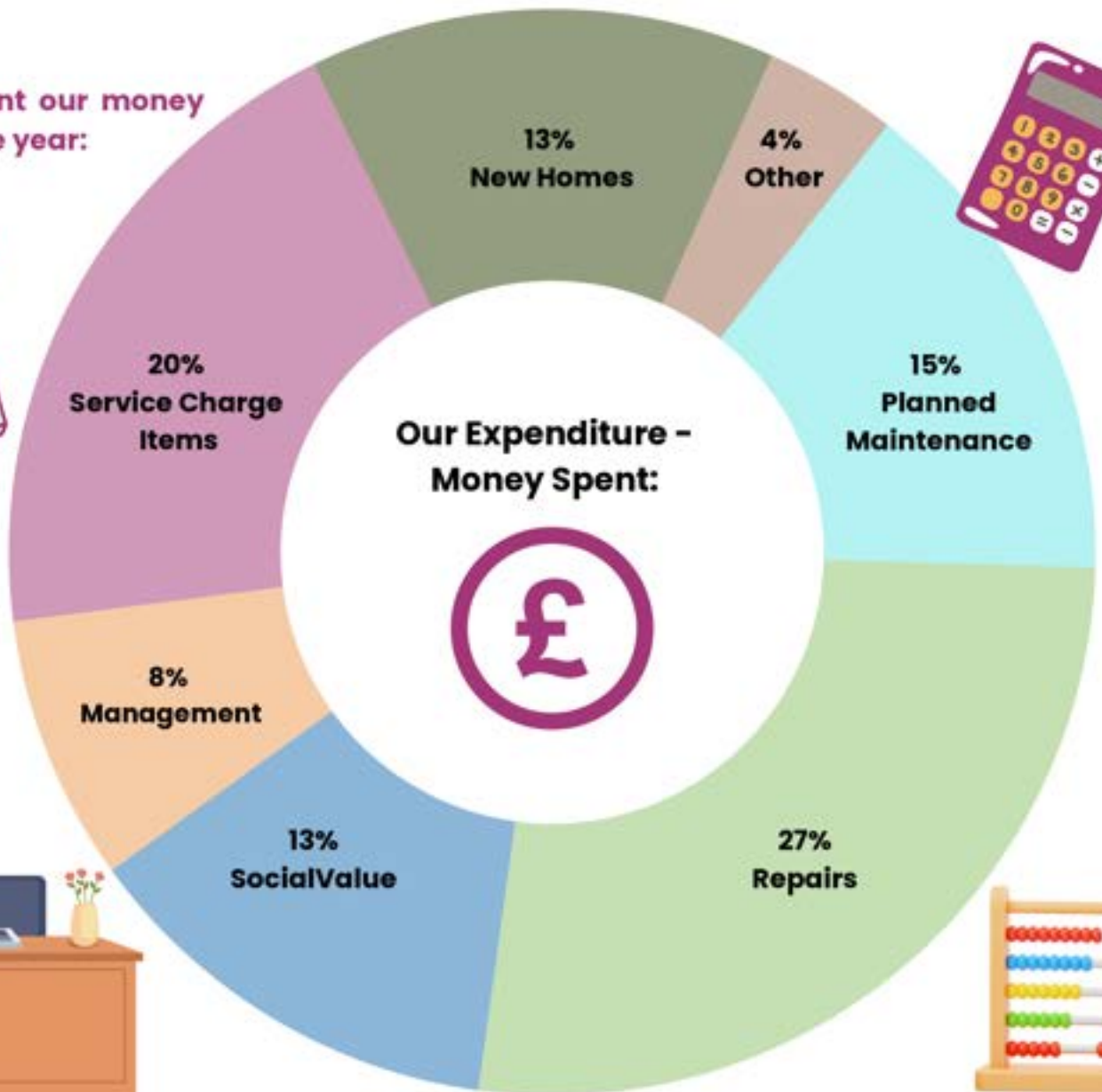
Scan this code to view our 2023/24 Financial Statements



Doing the Maths

We are pleased to be able to report to customers that we are GI/VI and this reflects how we are graded by the Government (the Regulator of Social Housing), in a similar way to how OFSTED grade schools, the regulator has assessed us and decided that we are well managed, well governed and have the financial capacity (enough money) to do everything we need to do. However, we know we need to constantly work on providing the best value for money we can for our customers.

How we spend our money on during the year:





Warrington Housing Association (the Group) comprises of Warrington Housing Association Limited and its wholly owned subsidiary LifeTime Homes (Warrington) Limited.

Warrington Housing Association (WHA) is a not for profit organisation, a registered society under the Co-operative and Community Benefit Societies Act 2017 with tax-exempt charitable status and as such has charitable objectives. WHA's core business is about creating and maintaining affordable homes for those in housing need.

LifeTime Homes (Warrington) Limited is a general commercial company, with the requirement to covenant any profits to WHA. LifeTime Homes will act as a subsidiary for the organisation's Market Rent properties.

WHA is governed by a Board of management composed of between five and twelve non-executive members. The maximum number serving at any time is as determined by the Board. Board members are non-executive and are directors for legal purposes. They are drawn from a wide background bringing together professional, commercial and local experience and are remunerated for services performed for the Association.

The Chief Executive and other Executive Officers act as Executives within the authority delegated by the Board.

WHA's Annual Report 2023-24 is shared with our customers in accordance with The Tenant Involvement and Empowerment Standard and is in-line with our organisational value, that our customers are at the heart of everything we do.

This report outlines who we are; our vision for helping to make Warrington a great place to live and our performance during the year 2023-24.

This report also provides key information that shows our organisation moving forward together with our customers, partners and stakeholders, whilst continuing to build upon our successes for our shared communities.

Published: October 2024

Unless otherwise stated, figures provided within this report are from WHA's HouseMark and TSM results.





Don't forget to keep up to date with the work we do, via our website and social media:



@WHAorguk



WARRINGTON HOUSING
ASSOCIATION LIMITED



www.wha.org.uk



/WHAorguk

Here's how you can get in touch:



admin@wha.org.uk



01925 246810



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