

Annual Report

2020 - 2021

Livv
housing group

How did
we do
this year?





Introduction

No-one could have anticipated the arrival of a global pandemic and the challenges it would bring to us all during 2020 and 2021.

Nor could we have foreseen what that would mean for our business, our customers and our communities. Yet despite those challenges, we continued to deliver our services, as well as giving additional support to people and communities.

All of that was possible because of the exceptional work from colleagues across Livv - and I'm proud of their hard work, their caring and determined approach, and their ability to navigate the challenges as they arose. Their commitment to positively impact customers and communities was truly evident.

This document outlines our performance with our customer service, with your home and with our business finances, and highlights the support we've given our communities. It will give you a real insight into just how much we've delivered from April 2020, right the way through to March 2021 - an exceptional performance in an undeniably tough year for us all.

Léann Hearne,
Group Chief Executive





You and your community

Supporting people and our communities:

£1.7million

of additional
income
secured for
customers



2,404



customers received
tailored advice and
support from our
specialist teams.
Including information on finance,
welfare, independent living
support, social inclusion, health
and wellbeing, employment,
training and much more



3,926

residents staying
in their own homes
for longer due
to support through adaptations,
access to additional income, or
supported with health
and wellbeing



4,700



residents
supported to
become
financially
better off





You and your community

Supporting people and our communities:



1,203

customers supported to make new universal credit claims

415

customers supported to resolve anti-social behaviour



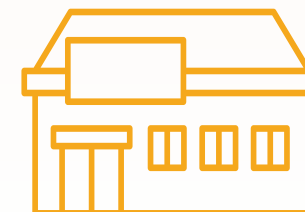
1,749

people engaged in social activities



543

residents getting involved in events and activities organised through Livv



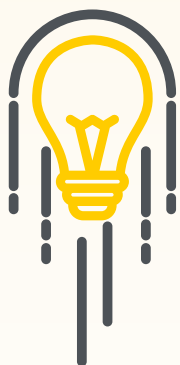


You and your community

Supporting people and our communities:

144

businesses
supported
to start up /
grow



DONATE

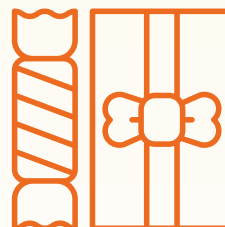
£7,802

donated to local
charitable organisations

Over

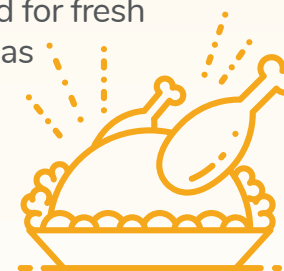
700

adults and
children
given a
Christmas
dinner
and other
treats



£20,000

provided for fresh
Christmas
food



108

employees
volunteered to
support local
community
initiatives and
activities



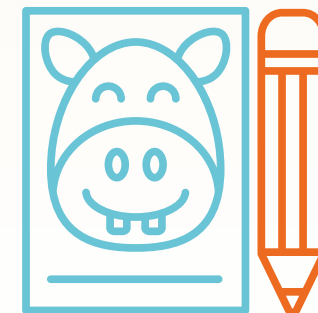
128

homeless or at risk
families supported
into Livv properties.
With additional support to address
food, fuel and furniture poverty



250

activity packs
delivered to
605 children





You and your community

Supporting you in your homes and communities has always been our highest priority. Our teams continued to deliver services through the COVID-19 pandemic and ensured that we supported customers and vulnerable members of our communities.



600

food boxes delivered to
shielding customers



2,847

people
supported
with
food and
fuel
poverty

£5,000

donated to Knowsley
Kitchen Foodbank



2,043

customer
support calls



8,000

Merseyside charities
and voluntary organisations
received essential PPE deliveries
with our support.



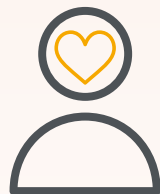


You and your community

Health and wellbeing

1,582

customers supported in managing their mental health



4,935

people supported to improve their wellbeing through community investment projects



1,893

young people supported to improve their wellbeing



1,012

people have seen an increase in their confidence levels through the support they've received from Livv projects and initiatives





You and your community



Education, skills and training

117

people supported into jobs



34

jobs created within the supply chain and through supporting local businesses



28

people recruited to our apprenticeship programme



35

young people supported into other apprenticeships and education opportunities



817

young people supported with training and education



298

people supported to be more digitally included





Investing in homes



£11 million

investing in improvements and safety in our homes



More than

£13 million

spent on repairs and maintenance in our homes

We're committed to investing
£70 million
into our homes over the next three years



We built
60 new homes
and have **293 new homes** in construction

We're committed to delivering over **300 new homes** every year over the next three years

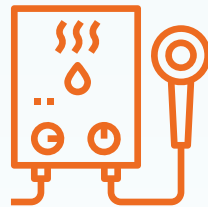


These will be a mix of affordable rent, rent to buy and shared ownership. **At least 80% of the new homes we build will be affordable rent**





Investing in homes



801

boilers replaced/
updated

310

front doors installed



138

electrical rewires

124

new kitchens
installed



91

new
bathrooms
installed





Investing in homes

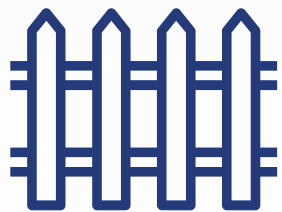
569

new wired
smoke
detectors
fitted



741

customers
supported with
furniture and
other essential
goods

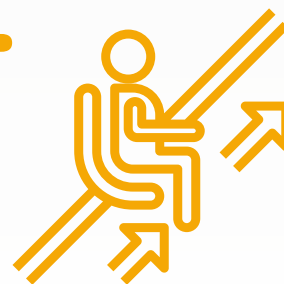


570

metres of new
fencing installed

114

customers
benefitting
from the
installation
of home
adaptations





Safety and compliance

The safety of our homes and customers is our first priority. We've invested in a range of compliance safety checks to help us continue to keep our customers and homes safe.

We're 100% up to date

with all areas of safety checks in our homes and communal areas on 31 March 2021. This includes gas, electric, water, fire, asbestos and lifts.



Over

13,000

gas safety
checks completed



3,008

electrical installation
safety checks



28,821

compliance safety visits
to residential and
communal properties





Customer satisfaction

Delivering a great service to our customers is really important. Meeting our customers' needs and expectations is really important to us and we set ourselves some challenging targets that we didn't quite meet this year. Our business has been through lots of changes recently – we've recruited more people into our Contact Centre team, we have more Housing Advisors out in our communities and we're making sure that our customers can book in repairs with us quickly and efficiently when they get in touch. We're confident that all of this will bring us back on track to deliver.



87.6%

Overall satisfaction
Overall how satisfied our customers are with the services we provide. We set a target of 90%



89.7%

Customer ease
This is how easy customers find us to deal with. We set a target of 90%

83.3%

First time resolution

Overall how satisfied our customers are with the service they receive from our contact centre. We have a target of 80%



88.7%

Satisfaction with repairs

Overall how happy our customers are with our repairs service. We have a target of 90%





Customer satisfaction - feedback

Delivering a great service to our customers is really important. We use feedback to shape our services and it helps us to understand what's working well and what we need to change. We've worked hard to make it easy to give us feedback, both good and bad. From text messages to online forms, there's a range of ways to tell us about our services.



Text messages:

We've received around 18,000 responses from text surveys that we send out when a customer has used one of our services. This might be a repair that's been completed, or a call to the contact centre. We use the scores to compare ourselves with top performing companies.

We listen to this feedback and use it to improve our services.

We're putting new processes in place that will improve our services. We aim to reduce the time that it takes to get through to the contact centre and improve the booking of repair appointments. We're making sure all our staff have access to up to date information to answer customer questions. We're reducing the back office work of our Housing Advisors so they get to spend more time out in the community, rather than being in the office.





Customer satisfaction - engagement

We have significant plans for customer engagement during 2021-22. We're getting customers involved to help shape all customer facing policies and strategies.

Our customer panel (QUIP)

Our customer panel, QUIP (Quality and Improvement Panel) carry out dedicated reviews of the services we deliver. It's a small group of 'customer champions' who are responsible for helping us to prioritise improvements that we need to make.

[Find out more about the QUIP](#) and how you can join to make a difference.

Customer Voice

Customers can join our new customer voice group to give us feedback through email surveys. This feedback will help shape and improve our services.

[Find out more about Customer Voice](#) and how to sign up.





Customer satisfaction

- you said, we did



Complaints process

Customer feedback was significant in the development of our new complaints policy that was launched in July 2020.

You said:

The complaints process took too long and was too complicated.

We did:

We improved the time we take to respond to complaints and changed the process to make it easier to understand. We also made the escalation process easier to understand.



Opening hours

The QUIP said:

Our opening hours aren't clear. This meant that customers were calling between 9am-5pm and our lines were busy during these times. They asked us to explore alternative ways of customers contacting us.

We did:

We're taking action to address the issues raised. We've improved the visibility of our opening hours by adding them to our social media accounts and updated our Google business page.



Phone calls

You said:

Feedback from text message surveys told us that the sound quality when phoning our contact centre could be improved and that calls could sometimes cut off.

We did:

We've introduced a new telephony system to improve the quality of calls and prevent them from cutting off.

For more examples of how customer feedback has changed our services visit our website: livhousinggroup.com/get-involved/you-said

Financial performance

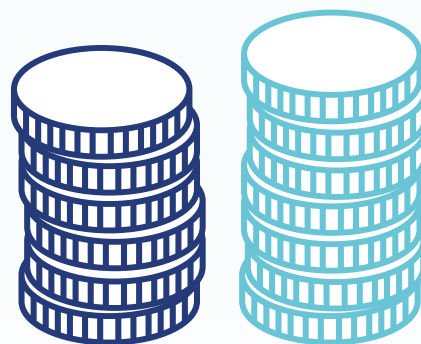
Turnover:



Actual 2019/20
£64,988,000

Actual 2020/21
£65,575,000

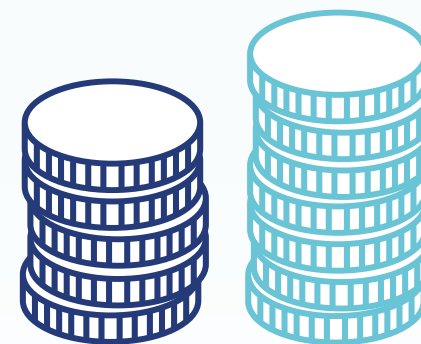
Operating surplus:



Actual 2019/20
£15,088,000

Actual 2020/21
£17,926,000

Net surplus:



Actual 2019/20
£7,749,000

Actual 2020/21
£9,119,000

We reinvest our income into improving your homes, your communities, and building new homes with additional funding from Homes England.