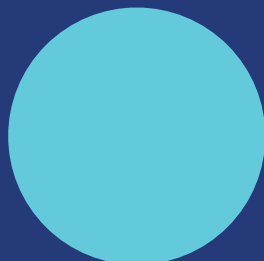
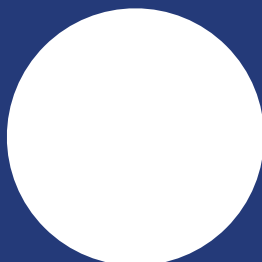
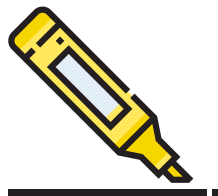


# How did **we** do this year?

**Annual  
Report**  
2021 - 2022







# An introduction from our CEO

**Welcome to our Annual Report for 2021/22. It outlines our performance for the year, including our services to you as our customer, for your home, and our overall business finances.**

The world we live in is still changing, so it is even more important that we continue to adapt and meet the needs of customers and communities. This is important to colleagues across Livv, who continue to work hard and with care, to have a positive impact on all of our customers.

What we do and how we do it is important to us. It is your feedback that helps us shape our services - now and in the future. Our Quality and Improvement Panel (QulP) meets regularly and has inputted into this year's report, making sure that we deliver information which is relevant to you.

I'm pleased to say that the QulP has had the opportunity to ask me questions about the Annual Report, our Social Accounts and our Financial Accounts. Take a look at the video on our website.

A handwritten signature in black ink, appearing to read 'Léann'.

**Léann Hearne**  
Chief Executive



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



## You and your community

£1.6m

additional income  
secured for our  
customers



1,677

customers have  
been supported  
with food and  
fuel vouchers



153

people and  
families have been  
supported to buy  
their own home



3,045

customers have  
been supported  
to become  
financially  
better off



1,876

customers  
helped to come  
together and/  
or reduce social  
isolation



12

voluntary and  
community groups  
funded to provide  
social inclusion  
activities



Introduction



Your community



Your home



Your feedback



Regulation



Our performance





# Health and wellbeing



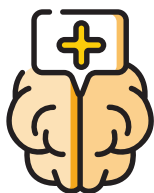
Our new Advisory Services Team are here to offer expert advice and support to you, our customers. Your wellbeing has always been our priority and we can help you access services to support your wellbeing and mental health.

We've modernised our services based on feedback from you, so that we deliver the services that you need. With case workers in mental health and wellbeing, employment and life skills, welfare, anti-social behaviour, domestic abuse, and safeguarding, our team of specialists adopt the mindsets and skillsets necessary to provide tailored support for you.

**You can access these services by contacting your housing advisor.**

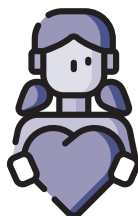
3,113

people supported  
to improve mental  
health and wellbeing



94

young people were  
supported with  
their mental health



474

young people  
have improved  
wellbeing



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



## Education, skills and training

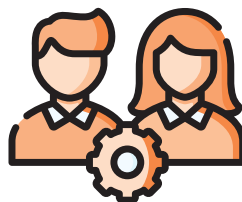
181

people have  
been supported  
into employment



20

young people who  
engaged or completed  
sector-based training  
went on to employment



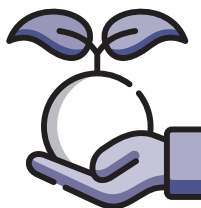
29

young people  
supported into  
apprenticeships



305

young people  
engaged in  
sector-based  
training



256

customers were  
supported  
with digital  
inclusivity





## Investing in homes

The pandemic has impacted the construction industry worldwide, which has resulted in delays of materials being delivered and in turn, getting our teams out on site. We have however maintained a strong pipeline of new homes and continue to work towards our future goal of building 300 homes a year.

**£11m**

invested in  
improvements  
and safety in  
our homes



**£14m**

has been spent  
on repairs and  
maintenance in the  
last year



**£70m**

will be invested into  
our homes over the  
next three years



**76**

new homes built  
in the last year



**371**

new homes are under  
construction



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



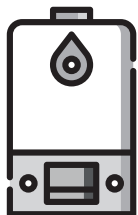


## Investing in homes

We prioritise our investment in homes where it will have the greatest impact. Last year we replaced boilers for those homes where there was the greatest risk of fuel poverty at the time. As the cost of living challenge increases we'll continue to look for investment opportunities in our homes that will bring the greatest value to those customers most in need.

**937**

boilers have  
been replaced



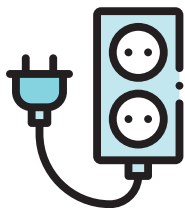
**318**

new doors have  
been installed



**76**

full electrical  
rewires  
completed



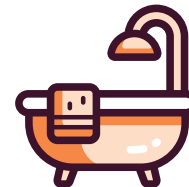
**172**

new kitchens  
installed



**40**

new bathrooms  
have been  
installed



Introduction



Your community



Your home



Your feedback



Regulation



Our performance





## Investing in homes

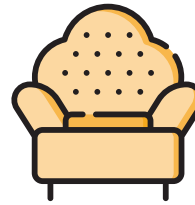
631

new smoke  
detectors installed  
in our homes



102

people supported  
with furniture  
packages



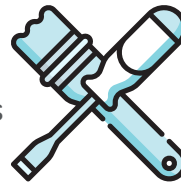
941

metres of  
fencing have  
been installed



132

home adaptations  
installed by our  
Care and Repair  
Team



Introduction



Your community



Your home



Your feedback



Regulation



Our performance

Your  
home



# Safety and compliance

Being safe in your home is our top priority and we do this by carrying out a range of safety checks to make sure we're compliant.

We completed over

**13,000**

gas safety checks



**3,069**

electrical installation  
safety checks



**24,490**

compliance safety  
visits to residential  
and communal  
properties



Introduction



Your community



Your home



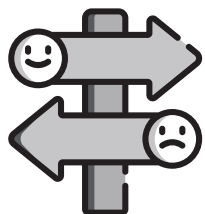
Your feedback



Regulation



Our performance



# Customer satisfaction

We strive to deliver outstanding services to all our customers, and continually seek feedback to identify areas where we can improve. This year we received over 19,000 pieces of feedback from our customers, which told us that whilst a majority felt we provided an excellent service - we don't always get things right, and there are some areas where we need to improve.

We saw a drop in customer ease and satisfaction this year as it took us longer than it should have to respond to some types of customer enquiries and in some cases our repairs are not completed as quickly as customers expect. As a result, we've increased the number of people working in our Contact Centre and made a number of changes to help us to track enquiries from start to finish so that customers receive quicker responses. We're also carrying out a full end-to-end review of our repairs process, which will result in improvements to speed and quality.



81.9%



## Overall satisfaction

Overall, how satisfied are our customers with the service we provide? (Target 90%)

83.7%



## Customer ease

This is how easy our customers find it to deal with Livv. (Target 88%)

85.7%



## Satisfied with repairs

Overall how satisfied our customers are with our repairs service. (Target 90%)



Introduction



Your community



Your home



Your feedback

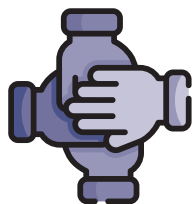


Regulation



Our performance





# Quality & Improvement Panel

Gaining feedback and understanding the experience of our customers is essential to ensure we're delivering the right services, in the right place, at the right time. We continually strive to put the customer voice at the heart of our decisions and the way we deliver our services.

Our Quality and Improvement Panel (or QulP) was established in May 2020. It's a group of 10-12 customer champions who work with us to help inform, improve, and scrutinise our services, helping us to shape our policies, leading to improvements in the customer experience for all Livv customers.

They've been involved in a range of projects including two reviews: Customer Access and Customer Communications.

The recommendations from these reviews have allowed us to make immediate improvements and feed into ongoing service improvement. Following on from the reviews we continue to keep the QulP updated on progress against their recommendations.



If you'd like to get involved you can find out more information by visiting:  
[livvhousinggroup.com/get-involved/customer-panel](https://livvhousinggroup.com/get-involved/customer-panel)



Introduction



Your community



Your home



Your feedback



Regulation



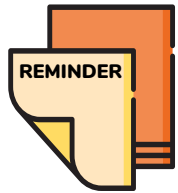
Our performance



## Customer Access

This review allowed us to gain an understanding of how you want to access our services, and when you want to access them.

As a result of the feedback from the QulP:



We're making sure we call people back when we promise and set reminders to do that



We've promoted our opening hours so that customers know we're here in the evenings and on Saturdays



We've increased the ways in which people can contact us to include Facebook Messenger and online chat



We've implemented a call back service where customers can press a button if they're in a queue at our busiest time



We're looking at other digital ways of contacting us and will be updating this in the coming months

We want our customers to have the best experience when they contact us. We're continuing to work with the QulP and our wider customer base to develop new ways to contact us as we move forward.



Introduction



Your community



Your home



Your feedback



Regulation



Our performance

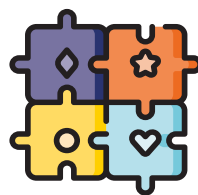
## Customer Communications

This review allowed us to hear your thoughts about how well we communicate with you via letters, our social media accounts, Livving magazine and rent statements.

As a result of the feedback from the QulP:



We're reviewing the rent statements to make them clearer and easier to understand. The changes will be seen in your October 2022 statement.



We've delivered training to all our employees to simplify our written communication, making letters clearer and easier to understand.



We've reviewed our use of social media, resulting in more posts and better promotion of our services.

We want to ensure that all communication with our customers is clear, informative and concise. We'll continue to listen to – and act upon – your feedback to continue improving how we communicate with you.

## Customer Voice

In addition to the QulP, we also regularly engage and consult with a wider range of customers. Our Customer Voice Panel currently has over 250 customers who provide us with feedback through focus groups and email surveys.

We're always on the lookout for new members. If you'd like to help us to improve our services to you, sign up by visiting [livhousinggroup.com/get-involved/customer-voice](https://livhousinggroup.com/get-involved/customer-voice)



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



## We changed **it together**

**805**

complaints for  
2021/2022



**86.3%**

resolved at the  
first stage of the  
complaints process  
(Stage 1)



We work hard to provide great service for our customers, but when things don't quite go to plan, we work with you to change things for the better.

In July 2021, we put new processes in place to improve our services to you. There were a few bumps in the road whilst our teams got used to the new ways of working and your feedback has helped us to quickly identify any issues, giving us the opportunity to improve things further. We are now starting to see the positive changes we were striving for.

Working together with you, we have:

- doubled the number of housing advisors, giving them a smaller number of customers to support, making them more readily available for you
- given our dedicated complaints team extra responsibility to work closer with our service areas on your behalf to increase learnings from complaints
- launched a brand-new Advisory Services Team, on hand to provide advice and support for the key areas you told us were important to you, such as employment skills and mental health support
- increased the number of people in our Contact Centre so that we can answer your calls quicker.



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



# Our Regulator's Expectations

All housing providers, including Livv, have to meet certain standards set by our regulator, the Regulator of Social Housing.

The Regulator has two main objectives; to make sure we're well managed and financially stable, and to ensure that our customers live in quality accommodation, have choice and protection, and can hold us to account for the things we promise to deliver.

Each year our Board oversees a detailed self-assessment of our performance where we look at each of the standards and provide evidence and data to show how we've met these. Throughout the year we carry out customer engagement and consultation activities relating to different areas of our business, which informs how we deliver our services – hearing what our customers need is a key part of the standards that the regulator expects. We also include our customer scrutiny panel, QulP, in the overall self-assessment to really challenge us

on our evidence and bring a customer perspective. The QulP also play a key role in providing feedback and assurance to our Board throughout the year through its programme of service reviews.

Our Board reviewed the assessment for this year and has agreed that we're fully compliant and delivering to the standards expected by the regulator.

We're always looking for more customers to get involved and give us insight into what it's like living in our homes and what you expect from us as your landlord. This ranges from short surveys through to meetings and wider engagement. To find out how you can get involved and help us shape our services contact [customervoice@livvhousinggroup.com](mailto:customervoice@livvhousinggroup.com)



Introduction



Your community



Your home



Your feedback



Regulation



Our performance





## Financial performance

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

**Turnover** – The amount of money into the business between April 2021 and March 2022

Actual 20/21 **£65,575,000**

Actual 21/22 **£65,884,000**



**Operating surplus** – This is the difference between the money in, and the money spent

Actual 20/21 **£17,926,000**

Actual 21/22 **£25,630,000**



**Net surplus** – This is the money left over this financial year after all costs

Actual 20/11 **£9,119,000**

Actual 21/22 **£23,743,000**



Introduction



Your community



Your home



Your feedback



Regulation



Our performance



## Contact us

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