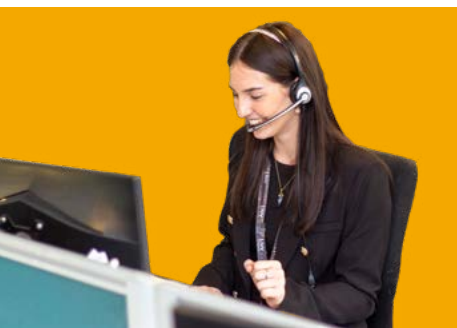




Annual report

2022-2023





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An introduction from our CEO

Welcome to our Annual Report for 2022/23. It outlines our performance for the year, including our services to you as our customer, for your home, and our overall business finances.

As the world continues to change and challenges that arise from the cost of living crisis continue to have an impact on the world around us it's important that we do all we can to help our customers live happily and safely in their homes. This report highlights how we've invested in improving the homes and communities that our customers live in.

The last year has been all about listening and sharing - listening to our customers share their experiences and suggestions that have ultimately helped to shape the services that they receive from us. We've collected more feedback than ever before from our customers, and we did this in new ways. From digital channels to face-to-face engagement events out in our communities, we're making sure that it's easy to communicate and engage with us and that we listen to and act on feedback.

The coming years will see us do more - more to keep people safe in their homes, more to improve lives and opportunities and work with partners to help us to achieve more.

If you'd like further information on this report then please feel free to get in contact with us.



Léann Hearne
Chief Executive



Your feedback

Customer satisfaction

One of our key measures of success is how satisfied you, our customers, are with the services we provide. We aim to deliver a fantastic service every time you contact us. We look for feedback and use this to directly inform how we continually improve and do better.

We also want to make contacting us as easy as possible as we know your time is precious. We send out surveys after you've contacted us with enquiries or to request services, and this year we were really pleased to receive 20,500 responses.

We set ourselves challenging targets, and the scores you provide tell us that we're delivering these. The one area where we need to do more is how satisfied you are with repairs that are completed in your home. We're working on this and have made improvements to how we manage requests for repairs. We'll be talking to customers throughout the year to understand how we can continue to improve.

We also have a dedicated customer scrutiny panel who review our services through the year and we're always looking for more customers to get involved and give us their feedback. If you're interested in joining, more information can be found on our website.





86%

Overall satisfaction

How satisfied are our customers with the service we provide?

Target 83.5%



88.2%

Customer ease

This is how easy our customers find it to deal with us.

Target 84.5%



84%

Satisfied with repairs

How satisfied our customers are with our repairs service.

Target 86%



1,070

complaints were received



838

complaints were resolved at the first stage of the complaints process

We changed it together

Getting your feedback is important to us as it helps us understand the things you want us to deliver on and how we can improve our services and delivery for you.

A few years ago we set up our Quality Improvement Panel (QulP) which is a group of customers who get together regularly to let us know how we're doing, where we can improve, and help shape our policies for the future. This will lead to improvements for all our customers. If you'd like to get involved you can find out more by visiting [our website](#).

QulP's review of damp and mould

Following Housing Ombudsman guidance in relation to damp and mould the QulP reviewed our approach to tackling the issue.

The panel were clear, they wanted to look at issues that mattered to customers. This involved the panel:

- reviewing guidance from the Housing Ombudsman
- reviewing customer feedback
- speaking to our people across the business about what they'd do if damp or mould was reported to them
- speaking to managers and directors
- reviewing our damp and mould leaflet.



Overall, the QulP were happy with the service we provide and were reassured that we take the right action where needed. They were also happy that training had been provided to our people to ensure that they took action if damp and mould was reported to them.

To enhance the service further the panel made a series of recommendations:

Group feedback

We recommend that the damp and mould leaflet is improved by adding additional information and by adding more pictures.

We recommend that when damp or mould is inspected in one area of the home that we inspect the rest of the property.

We recommend that when we inspect homes for damp and mould we should give customers an indication of how long they'll wait for the work to commence.

Our response

We're going to improve the leaflet as a result of the feedback.

When we're inspecting a specific area, we'll also inspect the rest of the home.

We're improving our services so that we can quickly give you an appointment date following inspection. We'll then send text messages to remind you of the date, and ensure all reports of damp and mould are dealt with within 28 days.

Interested in joining the QulP? Email customervice@livvhousinggroup.com

You and your community

We've introduced a new, more targeted way of supporting you in your community. We've increased the number of customer facing colleagues who are able to provide advice and support. This includes more housing advisors and a dedicated Advisory Services Team who can deal with mental health and wellbeing, benefit maximisation, and financial support with food and fuel vouchers.



£1.8m

additional income was secured for our customers



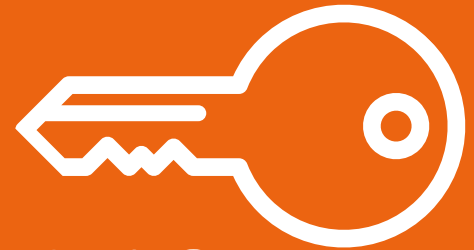
2,553

customers have been supported with food and fuel vouchers



1,704

customers are more connected and less socially isolated



140

people and families supported to buy their own home via Shared Ownership or Right to Buy



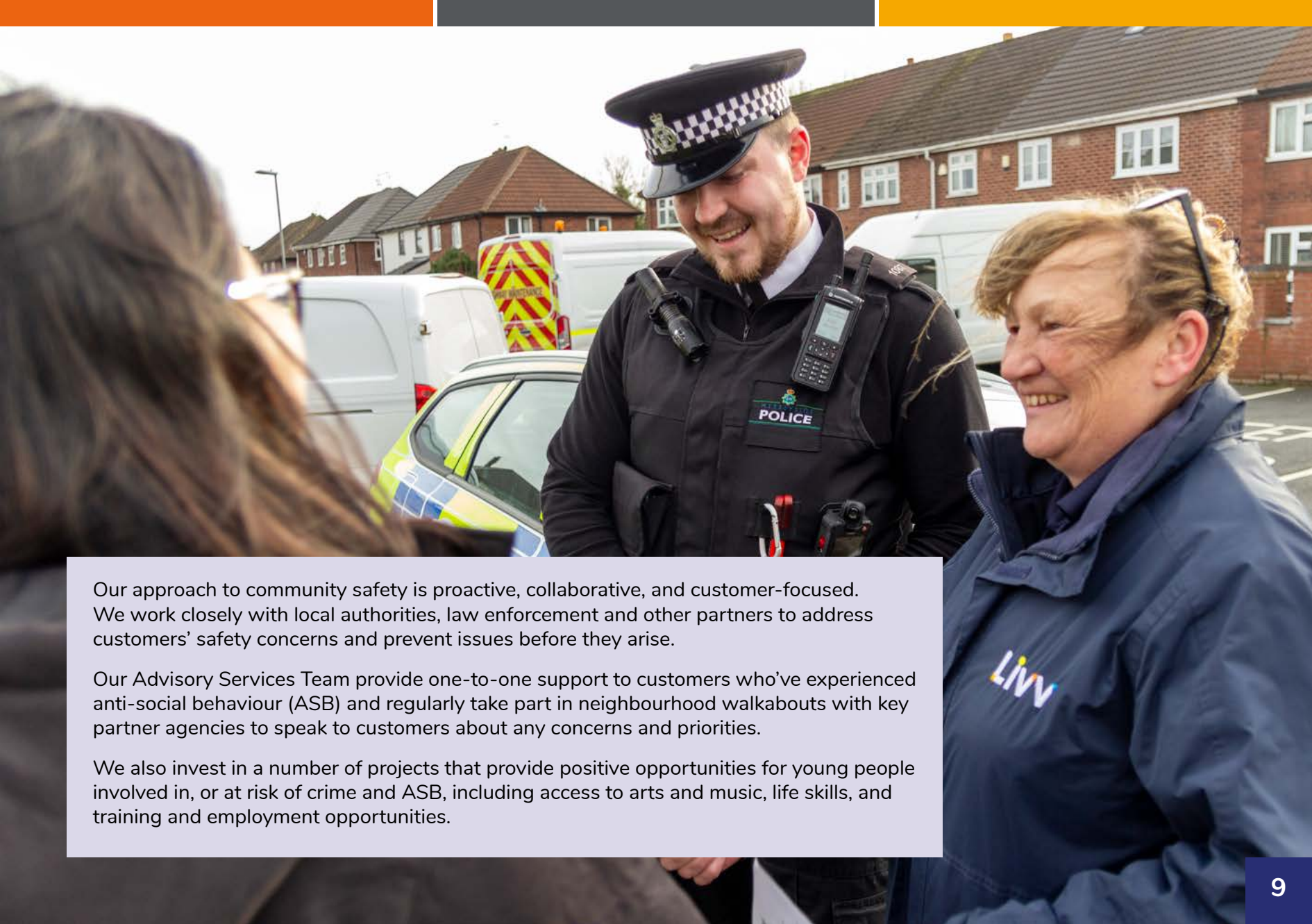
5,639

customers have been supported to become financially better off



22

voluntary and community groups funded to provide social activities



Our approach to community safety is proactive, collaborative, and customer-focused. We work closely with local authorities, law enforcement and other partners to address customers' safety concerns and prevent issues before they arise.

Our Advisory Services Team provide one-to-one support to customers who've experienced anti-social behaviour (ASB) and regularly take part in neighbourhood walkabouts with key partner agencies to speak to customers about any concerns and priorities.

We also invest in a number of projects that provide positive opportunities for young people involved in, or at risk of crime and ASB, including access to arts and music, life skills, and training and employment opportunities.

Health and wellbeing

We have dedicated teams that are able to offer you expert advice. Your wellbeing has always been our top priority and we can help you access services to support your wellbeing and mental health.

We're always here to help. Whether it's mental health and wellbeing, employment and life skills, welfare, ASB, 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 calling us on 0151 290 7000 or by emailing advisory@livhousinggroup.com. All calls and emails will be treated in the strictest confidence.



2,824

people supported to improve their mental health and wellbeing



212

young people supported with their mental health



965

customers supported to improve their wellbeing

Skills and training



368

people have been supported into employment



174

young people engaged in sector-based training



34

young people supported into apprenticeships



Investing in homes

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



£12.5m

invested in improvements and safety in our homes



£80m

will be invested into our homes over the next three years



114

new homes built in the last year



34

customers supported into home ownership



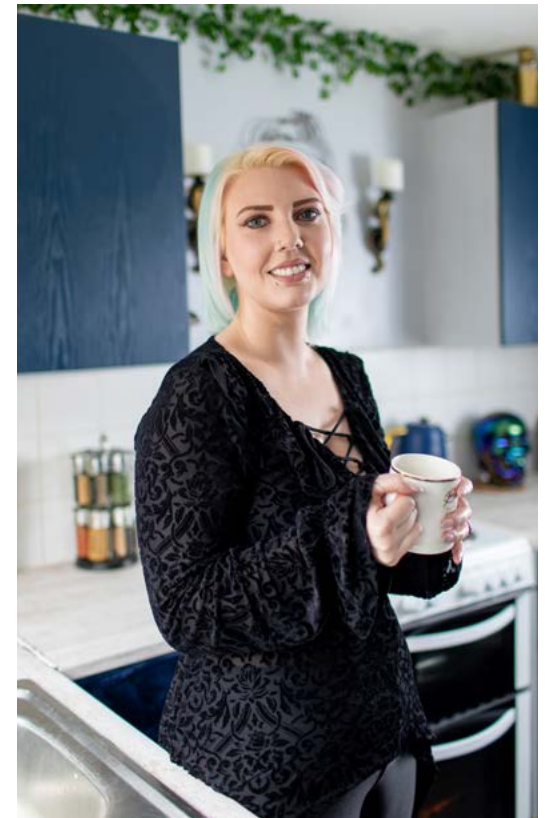
£17.9m

has been spent on repairs and maintenance



586

new homes are under construction





706

boilers have been replaced



49

new kitchens have been installed



91

new doors have been installed



18

new bathrooms have been installed



55

full electrical rewires have been completed



1,119

new smoke detectors have been installed in our homes



505

aids and adaptations supporting residents to stay in their home



437

homes have been helped with energy improvement works



Safety and compliance

Being safe in your home is our top priority and we do this by carrying out a range of safety checks.



12,300

gas safety checks



2,712

electrical installation
safety checks



27,887

compliance safety
visits to residential and
communal properties



Our regulator's expectations

All housing providers, including Livv, must 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
- 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



Financial performance



£67,757,000

Turnover

The amount of money into the business between April 2022 and March 2023.

2021/22 - £65,884,000



£20,871,000

Operating surplus

This is the difference between the money in and the money spent, before interest payments.

2021/22 - £25,630,000



