



Livv
housing group

Social Accounts

2023-2024

Welcome

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Introduction

I'm happy to share our Social Accounts for 2023/24.

It's important that we share our performance with numbers and data but the impact of what we do really comes to life through the stories of success that come from the people and communities that we support. This document is full of these stories and they show how, when working together collectively with colleagues, customers, and our partners in the community we can really make a difference.

Our dedicated community-focused teams have carried out amazing work in what has proved to be a challenging but rewarding year. They have brought together a specialist selection of knowledge, experience, and training to make sure our customers needs are continually being met. They have been working hard in lots of different areas which have helped shape our key themes for this year's Social Accounts. They include:

- financial wellbeing and resilience
- employment, training and skills
- health and wellbeing
- social inclusion and connectivity
- support for young people
- supporting safer communities
- investing in social enterprise.

While the cost of living pressure may have eased on paper, it's still seriously impacting our customers on a daily basis and we want to make sure we're there for them every step of the way.

We recently launched our new social investment fund where local charities and social enterprises can truly 'Livv and Flourish'. Working closely with our partners we're gearing up to invest £4.25m in organisations that can create employment opportunities and impact the areas that we serve.

I do hope you enjoy our Social Accounts and can see the real difference we're making. I'd like to take the time to thank our partners, colleagues and customers for their continued support on this journey.



Léann Hearne
Chief Executive



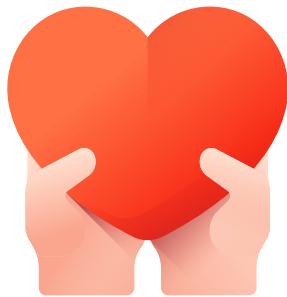
Our Impact

We're committed to supporting customers and communities by providing opportunities that enhance their lives. The investment we make in people, places and activities creates a hugely positive impact, delivering much-needed programmes of support which engage and inspire those who use them.

Through partnership working and innovative investment, we are creating real social value.

What do we mean by social value?

Social value is a measurement of the benefits that our services and programmes bring to our customers and their communities. We measure the impact we deliver from our programmes and the support we provide to customers using the HACT UK Social Value Bank.



Our activities have created a total social value of

£65,558,485



£1 : £11.07

This means that for every £1 we spent as a business, we generated £11.07 social value

Supporting our partners in the public sector

With the continued pressure on the public purse, it's crucial that our range of support is diverse, and people-focused.

Through a broad range of initiatives, we reduce the reliance on local public services and their budgets.

We do this so we can have a positive impact in our community that we serve and to make sure our customers can continue to contribute to their rent, bills and provide a continuous income for themselves.

How do we do this?

There are lots of activities and policies we have in place to help our partners in the public sector. From helping people to find a job to providing support for people to stay in their homes longer, tackling anti-social behaviour and funding mental health provision – we work hard to help our communities to thrive.

NHS



£11,117,812

Improvement in physical and mental wellbeing

Community Safety Partnerships



£526,432

Work to support reduction of anti-social behaviour

Local Authority and Social Care



£10,297,775

Homelessness support, reduced NEET (Not in education, employment or training), people staying in their homes for longer

Department for Work and Pensions



£3,507,517

People entering employment

Financial wellbeing

The cost-of-living crisis has put customers' budgets under lots of pressure with high inflation on food, utilities and day to day spending. We've continued to improve the energy efficiency of our homes, support our customers to maximise their household income, enable customers to access debt advice, and provide practical help with food and fuel costs.



4316

Customers supported to improve their financial wellbeing and resilience



2432

People supported with fuel, food, and essential items



1278

People supported with budget management and benefit advice



68

People supported to access debt advice



201

Customers received lower energy bills with an improved Energy Performance Certificate rating



Energy efficiency community event

Maximising benefits

Every year billions of pounds of benefits and financial support go unclaimed. If customers access the money available to them it can reduce poverty, provide support with disabilities, give access to life's essentials and help with access to housing and healthcare.

The benefits system can be complex which makes it difficult for customers to know what benefits they're entitled to.

We have a dedicated team that can support customers and point them in the right direction to access unclaimed benefits.



£2,057,463.29

Benefits secured for customers

Eve's story

Eve is one of our customers and doesn't speak much English, and most of our interaction with Eve was through her son, who translated on Eve's behalf. Our housing advisor visited Eve and her son, to review their Universal Credit claim. They talked to them about their household and the housing advisor saw that one of Eve's children was receiving disability living allowance and Eve was getting a carers allowance for looking after her son.

Our housing advisor identified a number of additional income opportunities within their benefit claim, relating to their circumstances as well as their housing needs.

The DWP agreed with the housing advisor that the family had extra needs that should have been considered for additional financial support. They were awarded a total payment of **£9752.46** and their monthly income has been maximised by **£722.67** in additional benefit payments.

Energy efficiency and winter warmth

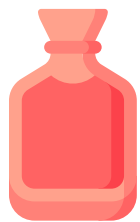
We worked with our partners at Citizens Advice Knowsley to help our customers access a wide range of energy advice. We went out into our communities to talk about the free services and the support customers could access.

This included:

- tips on how to lower energy costs
- advice on how to access energy grants
- help to understand energy meters and bills
- signposting to energy-based benefits and entitlements.

With our £15,000 grant, Citizens Advice also provided customers with energy saving packs which included items such as LED lightbulbs and warm blankets.

By providing this grant, hosting community events, conducting referrals and enabling open access to Citizens Advice, we were able to make a real difference to our customers' homes – and pockets.



£15,000

Provided to Citizens Advice to enable 180 customers to receive energy saving or winter warm items



180

Customers provided with energy saving advice and support

Energy efficient homes

By improving the energy efficiency of our customers' homes, we've helped them stay warm and make savings on their energy bills. This also reduces our environmental impact, further driving forward our agenda to achieving Net Zero by 2050.

Through a grant from the Social Housing Decarbonisation Fund, we've invested £1.5 million into achieving our energy efficiency goals.

What did we spend this money on?

- installing loft insulation
- triple glazed windows
- solar panels.



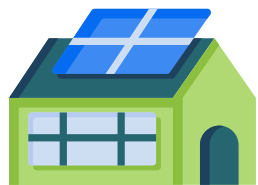
£1.5m

Amount invested



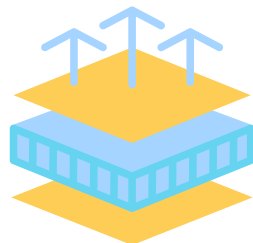
201

Number of homes provided with energy efficient improvements



540

Number of homes fitted with new solar panels



317

Number of homes fitted with new loft insulation



148

Number of homes fitted with new triple glazing



Pocket Power and hardship support

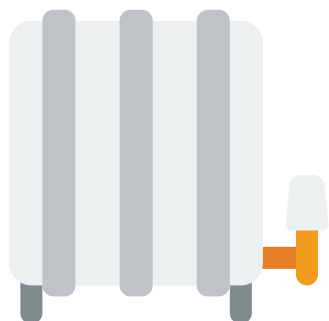
We've commissioned our partner Pocket Power to help customers reduce their household outgoings. Pocket Power is a social enterprise dedicated save people money and access financial support. They were also able to help customers access grant funding and find ways they could write off some or all their energy debt.

In 2023/24 336 customers used the service and saved a massive £92,761 between them. That's an average of £276.07 saving per customer.



£92,761

Amount of savings made for customers through Pocket Power



£105,732

Value of food, fuel and essential advice



Janet's story

Janet had been struggling for some time to afford her bills and had fallen into debt. Pocket Power supported Janet with applying for a discount on her water bill, as well as for some debt support from their Trust Fund. Amazingly, Janet was offered a debt clearance of **£712**, along with a new fridge freezer! Pocket Power also referred Janet to debt charity Stepchange and she'll also be supported in applying for British Gas' Energy Fund too.

Total savings so far: £1211

Employment, training and skills

We provide customers access to support when they need it - from employment opportunities, training and skills that will help them achieve their full potential.

We've built and created programmes of support that focus on providing a range of support options linked to real job opportunities.

There's a range of personal support, advice and guidance in place so we can build customers' confidence and remove barriers to work.



394

Customers supported to access employment, training and skills



353

People taking part in training provided through Livv



349

People gained employment through our support



18

Apprenticeships created by Livv's development and supply chain partners



12

Apprenticeships created at Livv

Give, Get, Go

The Give, Get, Go project offers wellbeing and employability support to customers who are long term unemployed and lack up to date skills, experience, and confidence. Delivered over 10 weeks, customers took part in formalised face to face training one day per week, alongside one to one mentoring, undertaking volunteering placements and attended wellbeing activities such as trips to the theatre, Knowsley Safari Park, nature walks and yoga. Customers continued to get support beyond the 10 week delivery window for as long as they needed support through their 'no goodbyes policy'.

Steven was referred to us by our partners, Knowsley Works, after feeling socially isolated. He really wanted to work with animals but wasn't sure how to get there, so was given the help and support to make his dreams a reality.

Steven got involved with Give, Get, Go programme and got a 100% attendance record. He was highly engaged in group sessions and learnt techniques to help him manage his wellbeing.

He met with the Operations Manager at the Safari Park and received lots of helpful advice and guidance on his application for a Carnivore Keeper role that was available. There was lots of support for Steven when it came to writing his cover letter and links to employers.

What did Steven say?

"I cannot fault, or praise highly enough the value of the course, support and advice I have received it is indispensable and invaluable. I have learnt the necessary skills to find and attain employment, manage my lifestyle and wellbeing to be more confident in myself. I now have several opportunities ahead of me to gain employment and engage in social activities in my community."



Future skills

Our Future Skills programme offers free, short, industry specific training courses to help people get the job they want, having helped hundreds of customers over the years to kickstart their chosen careers.

Steve an ex-lorry driver, took part in our Future Skills in Health & Social Care course. He wanted to encourage other drivers in the industry to talk about mental health.

He worked as a lorry driver, but left the job two years ago so that he could care for his wife and autistic son. Steven really wanted to do something that could support and educate other lorry drivers about mental health.

He got his Levels 1 to 3 in Mental Health First Aid and it taught him the basics about depression, anxiety, how to support people with mental health challenges, and since he qualified, Steven's been busy delivering mental health awareness sessions to drivers working for transportation and logistics companies.

Steven wants to make a real impact in peoples lives and wants to set up his own mental health education and training company later this year, where he'll be able to focus on working with other drivers. The Future Skills course allowed him to upskill in an area he's always been passionate about.



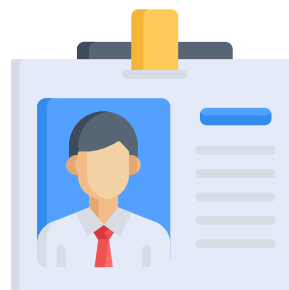
232

Customers received a qualification after completing the programme



87%

Customers reported an improvement in their mental health



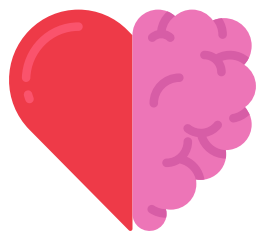
104

Customers entering work through Future Skills project

Health and wellbeing

We've developed programmes that support our customers to improve their health and wellbeing in a variety of ways. We want our customers to have the support available to create happy, positive mental attitudes and increase access to services.

We tackle health inequality by supporting customers to stay in their homes for longer, providing one to one support and signposting, and delivering projects such as our Healthy Lifestyle choices programme, to help people make their own positive change



2606

Customers supported to improve their health and wellbeing



719

People accessing health and wellbeing projects



656

Customers supported to stay in their home for longer

Healthy Lifestyle Choices

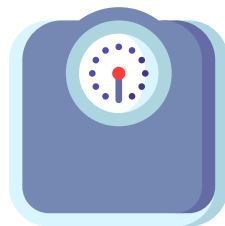
Our Healthy Lifestyle Choices programme runs across Knowsley, part funded by Northwood Together. Northwood Together are a community project which give local people a chance to make a difference in the local community by creating opportunities and enriching lives.

We worked alongside local partners to create and provide a programme over six months, which included group sessions, food and nutrition, mental health support, access to local leisure centres, digital support and help with budgeting.



91

People taking part in Healthy Lifestyle Choices project



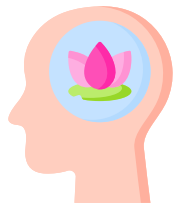
1193 lbs

Weight loss, an average of 13.1lb per person



80%

Achieved cholesterol levels below 5 and 96% below 6



86%

Saw an overall improvement in mental health



96%

Saw an improvement in their confidence.



78%

Improved their digital skills



84%

Had a better understanding of their finances and budgeting



97%

Saw an improvement in their overall physical health

Connor's story

Nikki, a previous success story of Healthy Lifestyle Choices, recently introduced her 19-year-old son, Connor, to the programme. Connor is autistic and finds it challenging meeting new people.

Initially withdrawn and disengaged, Connor struggled on the programme to begin with.

As the weeks went by and he lost weight, Connor's confidence soared. He started to come out of his shell, actively participating in group sessions and forming friendships along the way.

Everybody noticed the difference in him, especially his mum.

Connor said: *"Before the programme I didn't really go out much, I'd sit in my room a lot and be eating all the wrong foods.*

Healthy Lifestyle Choices has helped me in so many ways. Not only do I feel physically fitter, but I'm also mentally stronger, more confident and I've learnt so much about nutrition. I'm always cooking and trying new recipes!"

With his newfound confidence, Connor now enjoys going out with his friends, is doing better at college, and regularly volunteers with Northwood Together. He's looking forward to the future.



"I'm a completely different person to who I was six months ago."



Advisory support

We're proud of the work we do in our communities to address the social and economic challenges that exist, providing support and opportunities for customers to lead positive fulfilled lives in thriving neighbourhoods.

Every day our dedicated team of ASB and domestic abuse case workers, work hard to resolve issues of anti-social behaviour and abuse in our communities. Sometimes it's not possible to address complaints without the need for enforcement action. Our team will look at the most appropriate and proportionate action needed to address complaints. Our actions can be anywhere from acceptable behaviour agreements, mediation, and tenancy warnings, right through to legal action, injunctions and in the most serious cases possession proceedings.

We work closely with members of the Community Safety Partnership, including Merseyside Police and Merseyside Fire and Rescue Service, to look at emerging issues and hot spots. Our case workers offer expert advice and signposting to ensure our customers can access the most appropriate support. We also work with our customers to support health wellbeing by assisting in reducing social isolation, wellbeing activities, outreach and community activities and signposting to external support agencies.

We take a person-centred approach to support and intervention with the aim of offering the wrap around service to ensure that our customers are safe, happy and can sustain their tenancies long term.



Providing domestic abuse support for customers

When Jayne's* mum found out that her daughter (who lives in one of our properties) had been in an abusive relationship for years, she got in touch with the Customer Relationship Team for support.

One of our Housing Advisors took over the case and linked in with a Mental Health Case Worker, to support Jayne.

Our Housing Advisor also identified that the kitchen was due to be replaced at some point soon, so she put the case forward to request the new kitchen being done at an earlier date, which was agreed.

The Mental Health Case Worker made financial and welfare referrals to help Jayne with claiming her benefits and also provided mental health information and support as she'd suffered extreme anxiety and depression due to domestic abuse. There was an order put against her ex-partner, and he is now prohibited from visiting the house.

We've been making regular joint visits to see Jayne since the case was identified last year, she's doing well and being offered as much support as possible.

On each visit, Jayne was very open and determined to work hard to improve her life and her home for her young family.

**Name changed to protect identity of the customer.*



Social isolation and loneliness

Social isolation and loneliness can affect people at all times of life. Finding the right number and quality of connections can prove hard for many different reasons. We provide individual support and programmes of activity that help our customers find the right connections for them.

A lack of digital skills and access can have a huge negative impact on life. It can mean poorer health outcomes, increased loneliness, and reduced opportunity. Those without digital skills and access can pay more for life's essentials and lack voice and visibility in an increasingly digital world. Our programmes help customers to improve their skills and to access digital technology through practical support with devices and data.



£50,000

Grants given to voluntary, community, faith, and social enterprise organisations.



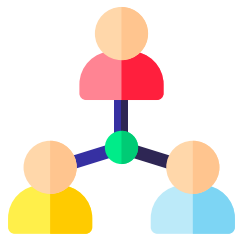
314

People supported with digital skills



266

People supported to be digitally connected



2791

Customers supported to improve social inclusion and access wider opportunities



1245

People taking part in projects to reduce social isolation



322

People taking part in customer-led activities at our community halls

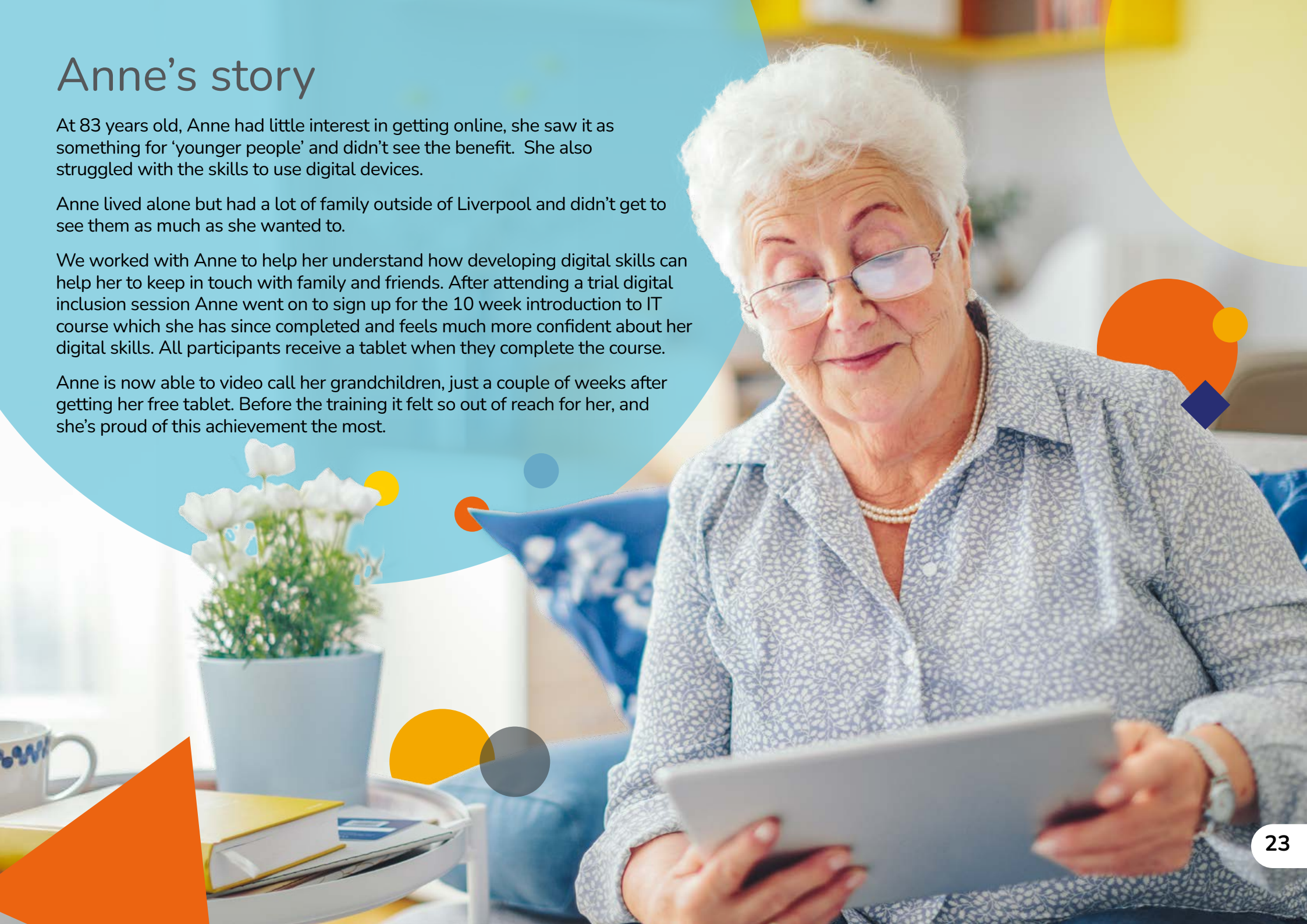
Anne's story

At 83 years old, Anne had little interest in getting online, she saw it as something for 'younger people' and didn't see the benefit. She also struggled with the skills to use digital devices.

Anne lived alone but had a lot of family outside of Liverpool and didn't get to see them as much as she wanted to.

We worked with Anne to help her understand how developing digital skills can help her to keep in touch with family and friends. After attending a trial digital inclusion session Anne went on to sign up for the 10 week introduction to IT course which she has since completed and feels much more confident about her digital skills. All participants receive a tablet when they complete the course.


Anne is now able to video call her grandchildren, just a couple of weeks after getting her free tablet. Before the training it felt so out of reach for her, and she's proud of this achievement the most.



Livv in Your Community Grant Scheme

“Can I say what a great event you put on for young people in the Prescot area on Monday 30 October. The Crime and Communities Team believe that this event helped engage groups in the area. We signposted groups to this event on the evening and feedback was great. Well done and keep up the good work.”

Knowsley Council's Crime and Communities Team



Through our 'Livv in Your Community' Grant Scheme, we awarded £50,000 to 11 local, voluntary, community, faith, and social enterprise organisations. The organisations provided a range of different activities across our communities, providing fun and friendly places for residents to keep warm, eat well, try new activities, and access support and guidance.

From wellbeing events, arts and craft sessions, breakfast drop-ins and lunch clubs the grant-funded groups have supported 1245 people.



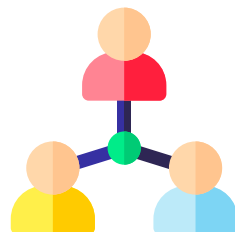
£50,000

Invested in long-term social isolation projects



1245

People supported



11

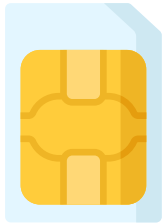
Long-term social isolation projects supported

Community grants in action



Digital support

Over the last 12 months, we have utilised existing digital initiatives across the Liverpool City Region to help support our digitally excluded customers to get online. Since April 2023 we have helped our customers to benefit from the following initiatives:



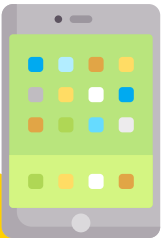
266

Customers provided with a free sim card or device *



28

Customers supported to access 10 week digital training **



29

Customers provided with training and free tablets and SIM cards ***



* Funded by Good Things Foundation.

**Funded by Vola

*** Funded by the combined LCR Combined Authority Digital Inclusion Initiative



Tim's story

Since Tim lost his job, he has taken on the role of carer for his partner as well as looking after his grandchildren.

He had very little experience in using the internet, lacked confidence using a mobile phone, and couldn't access emails.

After attending the digital skills session, Tim needed more in-depth support. We arranged for him to attend a 10 week introduction to IT course. This course helped Tim's confidence grow and he's been able to use the tablet to access different services.

Tim was able to create a new email address, update his CV and applied for several jobs. We then linked him to our in-house Employment Support Team for interview skills training, and also showed him how to access interview support tips and tricks on YouTube.

Following this, Tim got a job, and this was a huge benefit that he hadn't set out to achieve at the beginning of the course.

Support for young people

We're committed to investing in the children and young people in our communities to unlock their potential. The borough of Knowsley is the second most deprived borough in England and young people are less likely to gain employment, training or skills.

We're proud to deliver programmes that help and support young people to access training and employment, improve and manage their mental health and gain knowledge and connections with a range of employment partners and sectors.



1071

Have more knowledge of employment partners or sectors



854

Improve their skills through positive diversionary activity



579

Young people better able to manage their mental health



24

Received work experience at Livv

2528

Young people supported to increase aspiration and achieve full potential

Working in schools

We work closely with high schools in our local community to support their careers activities and combine curriculum learning with the world of work. In December, nine Livv colleagues visited Halewood Academy to support a year 11 careers event, showing over 200 students the wide range of different jobs and careers pathways available to them.

Colleagues from a variety of roles and departments across the business, including Finance, Marketing, Development, Repairs, Customer Support and IT were part of the event, talking to young people and sharing experiences. They spoke about their roles, how they got where they are now, the skills and qualifications they needed and then answered questions from eager students.

The school sent a letter of thanks for a successful event.

“A fabulous session – your team were amazing with the pupils. I genuinely feel that a connection to the world of work was made for many pupils. We may never know the true impact on the groups and individuals for many years to come but it has certainly had a positive impact on them so thanks so much.”



1043

Young people with more knowledge of employment pathways and opportunities



4

Number of schools involved

Knowsley Young Minds

We've continued to support Evolving Mindset to provide the Knowsley Young Minds project. The project works with children, young people, and their parents and carers to provide mental health education and one to one support.

The project's training academy supports young people to undertake mental health qualifications. By learning more, the young people go on to positively change the conversation around mental health, whether that be through their relationship with their peers, interactions within their communities, or through using their skills to gain employment.



54

Young people received mental health qualifications



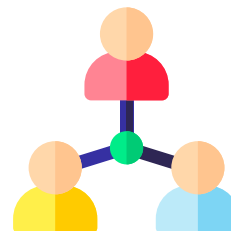
200

People benefited from social action projects



16

Young people gained employment through KYM



4

Social isolation projects undertaken



In 2023/24, young people from the project came together to plan and deliver social action initiatives in their local area. These included:



Halloween

Six young people planned fun activities during Mischief and Halloween nights which included free DJ sessions and Xbox competitions with prizes. Free food was available for all young people in addition to free drinks, sweets and snacks. The event was very well attended, and we also had a visit from the local Crime and Communities team who came down to congratulate them.

28 young people benefited

Care packages

A group of teenagers made care packages for the local community. They worked and supported each other to buy everything from the local supermarket along with the packages themselves. It really helped them to work on their budgeting skills, working as part of a team and giving something back to the local area. They were delivered to vulnerable people on the run up to Christmas.

45 people benefited

Christmas

A small group of young people got together to provide a safe, warm place in which their local community could visit Santa whilst having a free, fun day out. There were lots of activities for the children to take part in. They provided a selection of hot and cold food for everyone that came - a small but effective way of helping people to still attend festive events through the cost of living crisis.

77 people benefited, including 38 children

Community safety partnerships

We work with our customers and local community to make sure we provide a safe place for people to live, work, and want to be part of.

Our partners range from Merseyside Police, Merseyside Fire and Rescue (MFRS), Knowsley Council, and we have a dedicated Anti-Social Behaviour team on hand too.



643

People supported with ASB concerns



127

People supported with domestic abuse issues



Keeping our customers safe

We worked closely with our community partners to stop an anti-social incident in Stockbridge Village. We received reports of verbal abuse and harassment and sent warning letters to those involved.

After we sent out warnings the threats increased from one of the people involved. The victims were too terrified to report more to us so we couldn't get the police involved. We couldn't use any evidence or proceed to take it to court.

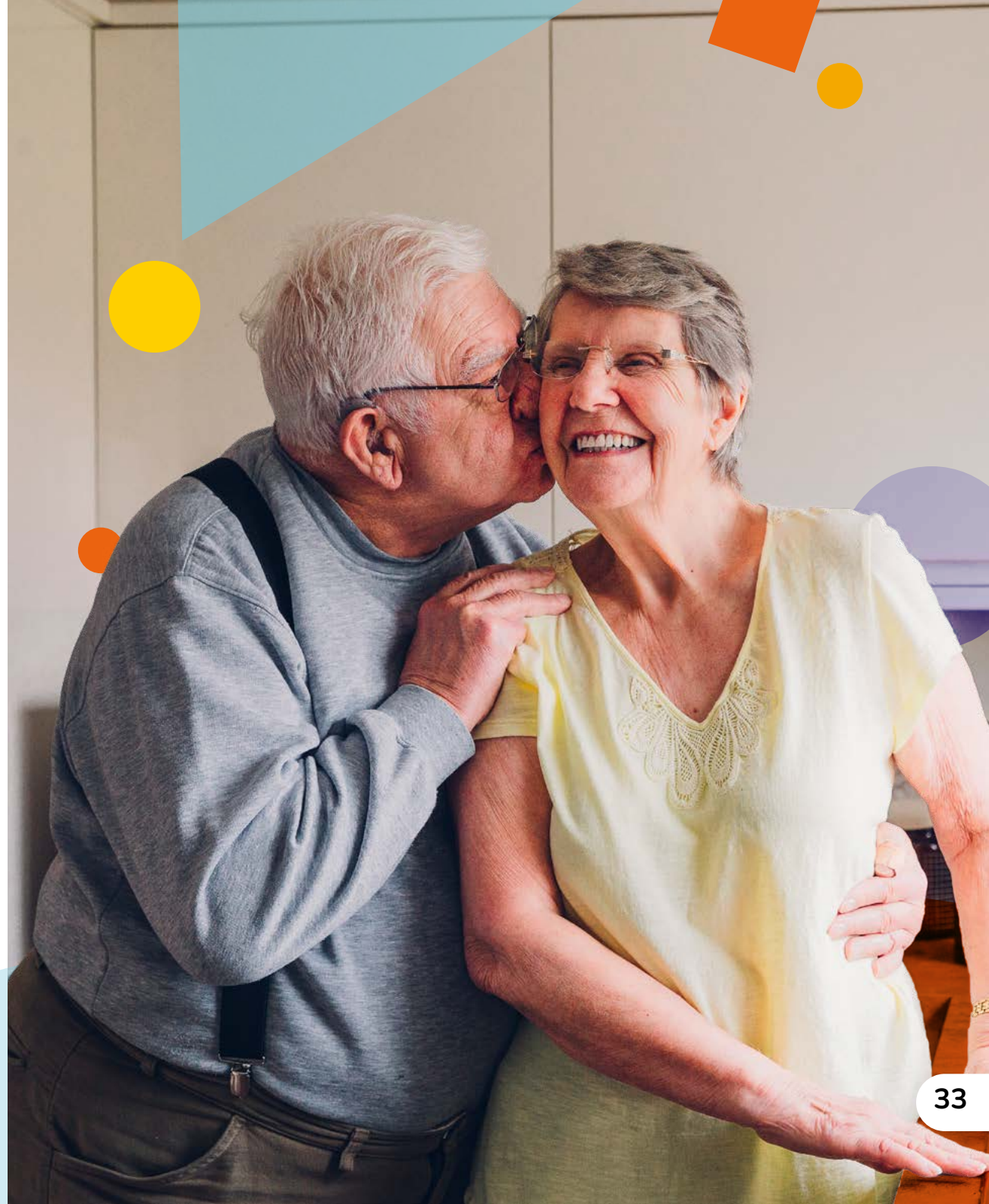
Over the following weeks we spent a lot of time building trust with the local community to encourage them to talk to us about the bad behaviour and threats of violence.

Not too long after, there was another serious incident and our customer, the victim, decided they would cooperate with us and our partners. We were able to apply for an injunction using the witness statements and some 'hearsay' statements.

We managed to obtain a 12 month injunction with the power of arrest in case the person offended again.

We take anti-social behaviour seriously as want our customers to feel safe and happy in the communities they live in. It helps support their mental health and wellbeing knowing action can be taken if incidents occur.

The local community felt a lot safer once we were able to deal with the situation.



Livv Investment



Livv Investment offers financial support and business growth packages to social enterprises across Knowsley and the Liverpool City Region that make a positive impact in our communities.

Our 'Invest for Impact' fund was aimed at charities and social enterprises that are unlikely to have taken on social investment before and typically this type of finance hadn't previously been readily available. The finance offered was in the form of small, flexible, unsecured loans, combined with grants, to organisations seeking to use the funds to create more social impact.

Livv Investment has helped organisations generate their own social value. With support, guidance and finance these organisations are empowered to thrive and have a greater impact. The fund closed for new applications, but the impact of our investment continues.



47

Organisations were supported with total loans of **£3.89m** and grants of **£1.32m**



6,969

People undertook training



1852

People saw an improvement in their financial situation



4598

People were supported with health and wellbeing



260

People were supported into or retained in fair wage jobs



£4.25M
Liv and Flourish

