



Livv
housing group

Annual report

2023-2024



Who we are

We're Livv Housing Group and we own and manage around 13,000 homes across Knowsley and the wider Liverpool City Region. We're committed to providing safe and warm homes, whilst making a positive impact and helping our communities to flourish.

We work alongside our customers and partners to be the provider of choice for great homes. We also help people with signposting to financial support, as well as offering training and employability assistance, and delivering health and wellbeing initiatives.

In this ever-changing economic, social, and political climate, these are not easy challenges. But we're determined to tailor our services and continue offering the right support in ways that are easy to access.

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An introduction from our CEO

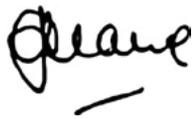
Welcome to our Annual Report for 2023/24.

We publish this document yearly and it outlines our overall performance in lots of different areas. This report is for our customers and shares information about our customer feedback, our services, our homes and our overall finances.

The last year has been all about listening, feedback and action - 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, to the feedback we've received from the recent Tenant Satisfaction Measures. We're making sure that it's easy to communicate and engage with us and that we listen to and act on feedback – sharing examples of how we've acted on customer feedback and how that has fundamentally improved what we do and how we do it.

Through the report we hope you will see how our commitment and ambition to listen and engage, create more opportunity, invest in and build more homes is having a true impact.

If you would like further information on our Annual Report then please don't hesitate to get in touch.



Léann Hearne
Chief Executive



Customer feedback

Our customers are at the core of what we do and why we do it and we make sure that their feedback and input creates meaningful improvements and change for the better.

We want to deliver services that continually improve based on customer feedback and engagement. We'll continue to build on our existing solid foundations for customer engagement – developing two-way conversations that are meaningful and inclusive. This means listening to, valuing and acting on customers' feedback to inform our decision making, doing more to exceed expectations and to be transparent about our performance.

This year we introduced a 'Let's Talk – We're Listening' campaign, including a new section on our website and messaging across all our channels. 'Let's talk – We're Listening' encompasses all of our engagement activity, the ways that customers can engage with us, get involved in shaping the services that we deliver and share their experiences about what we do and how we do it. We share examples of how their involvement and feedback really does help us to improve the services that they receive from us.

We've worked hard to make sure it's easy to get in touch with us across all channels. We support customers to get online and strengthen our digital offer to improve the accessibility, responsiveness and reliability of our services. We'll continue to review and improve our approach to customer engagement and scrutiny to make sure we achieve the right impact, in the right places at the right time.

Tenant Satisfaction Measures

The Regulator of Social Housing has created a new system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of Tenant Satisfaction Measures (TSMs) that we must report on. These measures include a set of questions to help us, our customers, our Board and the Regulator understand how we are performing. The results of our TSM survey are published on our website.

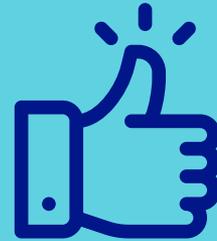
Getting an impartial view is really important, so we've commissioned a research agency called TLF Research to design and carry out the surveys. Their work includes making sure we get a representative view across our customer base and geographic areas. You'll receive the survey by telephone, email, or post to ensure that everyone has the opportunity to take part if they want to. The survey takes place four times a year and our customers are contacted to take part. The results of the surveys will be published on our website throughout the year under the 'Let's Talk' section.



87.78%

Overall satisfaction

How satisfied were you with the service we provide?



90.2%

Customer ease

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



1,601

Complaints received.

(This is a 49.6% increase on last year.)



92%

Complaints were resolved at the first stage of the complaints process

We changed it together

We've developed a variety of ways for customers to engage and communicate with us and the feedback that we receive is a really important part of shaping the service that we deliver. Our text message surveys give customers the chance to send us feedback about the services they receive from us.

Completing a survey is quick and easy. We receive over **10,000 pieces of feedback** each year about our Contact Centre alone.

We use the feedback about our Contact Centre to produce a Customer Ease score – this is how easy it is to deal with us – and a Customer Satisfaction score – which is how happy our customers are with the services we provide.

What you told us

In November 2021 the scores for our Contact Centre were:



We looked at the comments along with the scores. Where the scores were poor, we contacted those customers, and found out that a big issue was call waiting times.

What we did

We shared the feedback across our organisation, including with our Board. This feedback, along with our performance information, helped us to make some changes to improve our services.

We've now:

- recruited 10 more Customer Service Advisors to reduce the time customers need to wait
- recruited another Team Coach to support our Customer Service Advisors to do the best job they can
- changed patterns of work so more Customer Service Advisors are available at the times when we know customers want to talk to us
- provided more training for our Customer Service Advisors to improve customers' experience and make sure we have the information that can best help them
- provided more training for our Customer Services Advisors to improve our email and live chat services
- introduced a 'call back' service which means customers can keep their place in the queue without needing to wait
- introduced more call options, so that we can get customers to the person best able to help
- begun to use social media to show when we're busiest, and provide information about the range of ways we can be contacted
- linked our systems to Facebook so we can see customers' messages and respond straight away
- changed our queue information so it's clear when we're about to close, so customers can contact our emergency out of hours service instead.

How this has made a difference

	Nov 21	Nov 22	Nov 23
Customer Ease*	76.8%	89.7%	92.3%
Customer Satisfaction*	75.8%	85.7%	88.4%
Average wait time*	36 mins	12 mins	3 mins
% of calls answered within 30 seconds*	41%	63%	88%

* Scores based on a three-month rolling average

What's next

This isn't the end of the story; we know there's still more that we can do to improve.

To help us learn more, we've worked with a group of customers to create a new feedback survey. This new survey makes it easier for customers to tell us about the things that matter to them, such as wait times, good customer service, and the ability to resolve their enquiry.

By discovering more, we'll be able to focus our efforts and make further changes in areas where customers have told us that we still need to improve.

Thank you

Thank you to every customer who's completed feedback surveys, and to those customers who've helped us to improve our feedback surveys.

Your voice matters!

Health and wellbeing

We support customers and communities by providing opportunities that enhance their lives, with employability skills and training, financial wellbeing and life-changing health and wellbeing initiatives.

We recognise that working with community-based businesses and targeting the right people, places and activities can have a hugely positive impact. This approach is an important part of how we support and invest in communities and create social impact. Our work supports our customers to live healthy, fulfilling lives and achieve their potential. We've delivered programmes of support and activity that are driven by the needs of the people, business and communities that we work with.

The activity and programmes that we deliver helps customers to access a range of support and opportunities to live happy, healthy lives. We have also supported a range of social enterprises and charities so that they can do more to help our communities flourish.



£65.5m

Is our total social value created



£2m

Additional income
secured for customers



2606

Customers supported to improve
their health and wellbeing



4316

Customers supported to improve their financial wellbeing and resilience



394

Customers supported to access employment, training and skills



2791

Customers supported to improve social inclusion and access wider opportunities



2528

Young people supported to increase aspiration and achieve full potential



Investing in homes

We manage our properties to a high standard and in line with building safety regulations. We provide high-quality and well-maintained homes that are safe and affordable.

Our homes are places where our customers feel supported with their health and wellbeing and where they can plan their future. We invest in creating 'brighter and better' shared spaces, both inside and out, to give a new lease of life to areas that need it the most.

Our investment in improvements to existing homes is guided by customer feedback – helping us to invest, not only in the things that keep them safe but in the improvements that matter most to our customers.





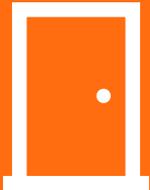
273

Boilers have been replaced



73

New kitchens have been installed



286

New doors have been installed



162

Communal area improvements



863

Aids and adaptations supporting residents to stay in their homes

Investing in new homes

We build homes, communities and create inspiring places, offering the opportunity for people to own their own home.

With our approach, customers have flexibility to rent, make their first steps into home ownership or widen their home ownership opportunities.



270

New homes built
in the last year



88

Customers supported
into shared ownership
and rent to buy



10

People supported
to own their home
through right to buy



The Grange, Burscough

Energy Efficient Homes

Our aim is to create energy-efficient homes that provide affordable warmth for our customers, helping us to do our bit for the environment.

We've worked closely with our partners and suppliers to minimise waste and recycle more. We've provided advice and support to our customers that has helped them to save money, keep warm and improve the energy efficiency of their homes.

As a business we've made great progress in cutting carbon emissions with a 50% reduction between 2020 and 2023 and we will continue to lower carbon emissions through changes to our offices, vehicle fleet and energy use.



£3m

was spent on energy efficiency in customers' homes and communal areas



£15,000

Provided to Citizens Advice to enable customers to receive energy saving winter items



180

Customers provided with energy saving advice

Safety and compliance

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



12,083

gas safety checks



3,295

electrical installation
safety checks



40,060

compliance safety
visits to residential and
communal properties

Our people

Our aim is to be an employer of choice and a great place to work.

We've made great strides in changing our culture and defining an employer brand to help us attract and keep talented, committed colleagues.

We have a unique culture and want colleagues to feel valued and that they belong. Livv is an inclusive place where differences are respected. We have invested in making sure that equality, diversity and inclusion are embedded across our business and within our culture.

We look after our people and they look after our customers. This year we've invested in programmes that support our people's health, safety and wellbeing to enrich their life at Livv.

We've invested in nurturing talent and offering opportunities for young people as well as offering opportunities for all for colleagues to develop their careers.

Our people are dedicated and want to make a difference in our communities and our volunteering programme gives our people the chance to take part in local volunteering opportunities that help them gain new skills and experiences to boost their confidence and help them to see their direct contribution to our social impact.



85.3%

Would recommend us
as a good place to work



3102

Days training and learning
opportunities have been delivered



46%

People have taken part in volunteering opportunities



12

Young people supported into apprenticeships



5.6%

Of colleagues are apprentices
(target 5%)

The 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, QuIP, in the overall self-assessment to really challenge us on our evidence and bring a customer perspective. The QuIP 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



£74,010,000

Turnover

The amount of money into the business between April 2023 and March 2024.



£14,411,000

Operating surplus

This is the difference between the money in and the money spent, before interest payments. This money is re-invested in existing homes, improving our communities and offering customer support.

To find out more about our financial performance, including repairs, maintenance and pay visit our [website here](#).

