

Impact Report 2022-23



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Social value and impact 2022/2023

SOCIAL VALUE AND IMPACT



£28,067,250

recorded gross social value within **HACT**

RETIREMENT LIVING



Increased number of Wellbeing Activities meant increased social impact within our Retirement Living teams and significantly increased social impact **by £4m**

TENANCY MANAGEMENT AND SUSTAINMENT



306 Longleigh grants secured, totalling **c£22k**

79 customers referred to Circles of Support for financial, mental and physical wellbeing support

SUPPORTED LIVING



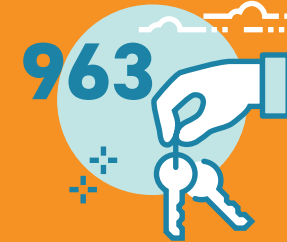
100 customers supported into work
72 customers supported into training
77 customers supported into education
188 customers assisted into independent living

DOMESTIC ABUSE SERVICES



134 customers supported into work, education or training
226 customers received mental health support
78 supported into independent living

DEVELOPMENT



963 homes delivered; **165** of these free from fossil fuels
492 private outside spaces provided

INCOME AND LETTINGS



£623,490 in DHP payments secured
863 customers signposted for additional support
43 individuals supported from rough sleeping to secure housing

COMMUNITY GRANTS



428 grant applications authorised
4,963 households now benefiting from investment in gardening projects, pet therapy and more, and individual help such as with school uniform.

COMMERCIAL SERVICES & HOME OWNERSHIP



£12,280,188 secured in receipts, supporting **204** customers (Q2-Q4)

AREA	GROSS SOCIAL IMPACT 2021/2022	GROSS SOCIAL IMPACT 2022/2023
Community Grants	£780,715	£1,087,888
Neighbourhoods	£359,620	£8,568
Community Catalysts	£66,216	Not measured
We are Digital*	£2,004,016	Not measured
Charity Sector and Fuel Engagement (Tenancy Management and sustainment)	£0	£2,093,332
Community Champions	£92,120	£123,446
Employability and Volun-teering	£54,588	£106,125
Resolution	Not recorded separately	Not recorded separately
Retirement Living	£4,180,671	£18,075,547
Supported Living	£2,140,023	£1,585,101
Income maximisation and lettings	£2,105,699	£1,317,951
Domestic Abuse and Safe-guarding	£67,332	£335,582
Commercial Services (and Home Ownership)	£17,444	£1,104,696
Development	Not measured	£1,501,584
Environment and Sustainability	Not measured	£402,680
Damp and Mould Works	Not measured	£324,750
Total	£11,868,444	£28,067,250

Community investment grants

Headlines



- 347 Community Investment Grants applications received – value: £114,404
- Four project grants carried over from 2021/2022 completed – value: £9,279
- 3,736 residents from more than 1,100 households benefiting from the investment

Activity and outcomes

Work continued in Q1 to refine the [Community Investment Grant](#) guidance and application process. We now update this regularly on OurPlace Community Investment Grants. There are now process maps for all grant types.

In alignment with our tenancy-sustainment ambitions, we awarded five grants in Q2 to assist customers with property-condition issues.

Social value to date

£1,087,888

Learning and next steps

Of the 46 (individual) financial support grants awarded in Q2, we received 20 feedback responses. The 43% return rate is disappointing, and we will work to improve this.



Case study

Project grant – Community Investment Grant 2022/060

Lorraine Hocking applied for £630 to help Dorchester Mind's Young People Services to create a sensory garden.

The aim was to provide a soothing environment for young people to sit and enjoy nature surrounded by calming scents. Lorraine explained that several of the residents suffer with mental health issues and that a garden like this would have a positive impact. All nine young residents took part in the project. Here is some of their feedback:

We had a sensory garden planting session and BBQ @ Dorchester Young People Service on Wednesday 1 June

Be good if we could do this every month - Harvey

Loved getting my hands dirty! – Romany

Very Relaxing – John

Can't wait for it all to grow so it's a nicer place to hang out - Kellie

Great way to meet you all, looking forward to becoming part of the team really soon. Thank you for Inviting me – Meg.

We will continue to check in to monitor the impact of access to the garden.

Neighbourhoods

Headlines

- 2,313 Neighbourhood cases closed
- Mobile associates:
 - 1,557 site visits
 - 1,483 estate inspections
 - 5,108 hours of work



Activity and outcomes

Clean Sweep

Clean Sweep is available for quick-win projects that would improve an environment (physical space) within a neighbourhood and improve customer satisfaction and engagement within a community. £70,000 is available to make a positive difference in Stonewater neighbourhoods and the lives of our customers.

We aim to:

- reduce anti-social behaviour and crime
- improve community cohesion
- improve the health and wellbeing of customers

- improve the general appearance of the area
- build links with local organisations and other partners
- increase tenancy sustainment
- increase customer satisfaction
- reduce costs to customers.

Social value to date

£8,568

Learning and next steps

We have carried out a full review of our scripts. This has enabled us to manage customer expectations from their first contact with us and identify areas where Customer Service Centre (CSC) can provide support in getting it right first time for the customer. The changes mean:

- we can deal more quickly with customer enquiries around key service areas such as fly tipping and waste, trees and parking
- we can focus on more complex cases that require intervention from a Customer Partner
- with an increased focus on performance and reporting, we can identify hot spots and manage them proactively.

Case reviews

We have implemented a robust programme of monthly case reviews across the team. These reviews help us identify efficiencies and minimise duplication. We are also looking at how we can better manage our cross-team cases.

Case study

Fosse Park Road, Yeovil

Following improvements to a parking area; the team organised a community planting day in partnership with our contractors Engie, and in support of our Community Champion at Fosse Park Road.



The day was well attended, with customers of all ages wanting to make a difference in their community. This project increased community cohesion and improved the overall appearance of the area.

Tenancy management and sustainment

Headlines

- More than 570 cases created for Longleigh and charity referrals
- More than £140,400 in Longleigh grant funding secured to help our customers



Activity and outcomes

Tenancies and Sustainment team

The Tenancy Monitoring and Property Condition team have again experienced exceptionally high levels of customer contact.

Cost of living

The team has created a support library to help distribute grant applications amongst local charities and organisations to complement Longleigh. The team has also registered with Redress to access grant funding for fuel vouchers.

Social value to date

£2,093,332

Learning and next steps

The team has made connections with local charities that offer starter packs to customers who need furniture when they have taken on a new tenancy.

The team has increased the information in the new support library to help distribute grant applications amongst local charities and organisations. We have added this information to the Customer Hubb.



Case study

Tenancy sustainment

One of our customers was in significant debt while a home swap was in progress. One of our Customer Partners helped the customer with an application for help from Longleigh. She was awarded eight weeks' worth of food vouchers, and electricity and gas top-ups.



In her Trustpilot review, the customer wrote:

“[The Customer Partner] has been a great help and support to myself when things were at the worst for me. She has arranged a grant with Longleigh for food and fuel vouchers. Her help and communication have been excellent and very prompt. Thank you”.

Employability and volunteering

Headlines

- Eleven customers supported into government training
- Stonewater's first Dragons' Den

Activity and outcomes

Stonewater Dragons' Den

In October, we hosted our first Stonewater Dragons' Den. Twenty-six customers applied for the chance to win a grant towards setting up or moving their existing business to the next stage.

Six shortlisted customers were able to present their bid to Stonewater Dragons Sue Shirt, Nick Harris, Juliana Crowe and Abi Deeprise.

Our winners Piotr, Laura and Emma each received £3,000 towards their ventures. Updates will follow in future reports.

Social value to date

£106,125

Learning and next steps

We will work on the green skills programme in partnership with HACT and the other four social-housing providers in the Bournemouth, Christchurch and Poole area involved in the programme.



Retirement Living

Headlines

- 106,587 contacts made to check on our customers
- 3,775 water-flushing tests in communal areas
- 662 estate inspections
- 2,652 fire alarm tests
- 456 residents engaged with us around redesigning our monthly RL newsletter to ensure customers are reading what they want to hear about and contributing local information
- 100 fire drills
- 100 residents participated in the INVITE project over the year
- 6 residents joined our Ageing Well Board and participate on this influential Board.

Social value to date

£18,075,547

Learning and next steps

- We will strive to continue with improvements in recording.
- To embed learning from the INVITE project across RL schemes and bring our demonstrator kits to life .
- To continue to grow local partnerships to provide opportunities for improved wellbeing and engagement for our customers to support Ageing Well.

Case study



The memories of Bedford High Street Project, engaged over 50 residents from four of our RL services in Bedford (Raglan Court, Warwick House, Presentation House and Clapham Lodge) The project was funded by Historic England. Local staff supported customers to engage in this project with residents sharing their memories of Bedford High Street over the years, contributing artefacts and their stories. The full archive is now part of The Higgins Bedford Collection. (photo attached). It was a real showcase of the diversity of the area and a great opportunity for Asian elders at Presentation House to engage in a community project.

[Here is the YouTube link for our High Street Film.](#)

Across the country we have held over 900 Wellbeing activities on site for our customers. We recognise the importance of holding activities on site to ensure accessibility, and easy engagement. Some of these have been delivered in partnership with local agencies such as Age UK, CAB, the fire service, NHS services. We worked with a local organisation in Yorkshire called "Be Well" and we opened an intergenerational space in our Copley Mill House Retirement Living service, where young parents bring their children for a weekly playgroup, which residents take part in. One resident said ""It's the best day and the highlight of my week, every week. I just love seeing the little ones and cuddling them, it really does make me smile"

Our partnership with Revitalise has financed 23 Stonewater customers and their carers going on a seven day holiday at a Revitalise holiday centre. Revitalise's holidays in the UK provide disabled people and carers with the respite break that they need, all completely catered for. Rooms are fully equipped to the needs of a wide range of disabilities, with expert staff and nurses there to support. Respite breaks are vital to both disabled people and carers, with time away helping prevent the caring relationship from breaking down. These holidays meant so much to customers and their carers.

Supported Living

Headlines

- 84 customers supported into work
- 72 customers supported into employment training
- 68 customers supported into education
- 188 customers have moved on to independence

Activity and outcomes

Exeter Foyer

Claire (we have changed her name to protect her identity) came to Exeter Foyer 18 months ago. She had a difficult background and struggled to stay in her placements and engage.

Claire was encouraged to build rapport and trust with staff over time. She was supported to complete her maths and English exams, which she passed with flying colours. She then decided she would like to become a personal adviser with social services. We spoke to her personal assistant in social services, and Claire has now been accepted for mentoring and will progress to an apprenticeship with children's services.

Social value to date

£1,585,101



Income maximisation and lettings

Headlines

- 714 customers signposted to financial support and guidance
- More than 200 customers assisted out of rough sleeping and temporary accommodation

Activity and outcomes

Customer support

We continue to focus on supporting our customers through the current cost challenges they are facing.

We have referred 657 customers to organisations such as Clean Slate, Jigsaw, Longleigh, Citizens Advice Bureau (CAB), StepChange and Turn2us, and for help regarding Discretionary Housing Payment (DHP) and Universal Credit (UC). We are starting to see more referrals for energy-saving advice.

Clean Slate offers a range of support, enabling customers to benefit financially and non-financially.



Social value to date

£1,317,951

Case study

Referral to Clean Slate

A general-needs customer with two children, one of whom is autistic, was working part-time and caring for her daughter. The customer did not realise she would be entitled to UC for carer allowance and was also subject to bedroom tax. Working with Department for Work and Pensions (DWP), we made a referral to Clean Slate for financial support and helped with a claim for Discretionary Housing Payments. She was awarded DHP and now gets a monthly UC payment.



As a result of working with Clean Slate, the customer was able to get her water, gas and electricity bills capped. She can now care for her daughter and continue to work part-time. She will be able to start covering the full rent plus extra towards her arrears, which has helped improve her mental health.

“Customer wanted to thank everyone at Stonewater for the support she has received and also Clean Slate as they have helped her tremendously.”

Domestic abuse services

Headlines

- 53 households have moved to more secure accommodation
- 186 customers and 175 children supported by our domestic abuse (DA) services
- 78 customers supported into education, employment or training
- 136 customers have received mental health support
- 46 events held by our DA services
- Within three months, 97% felt they had the right support in place and felt safer from external risks.
- Refuge staff provided assistance to 79 (78%) children in securing suitable school placements, resulting in 92% of school aged children actively engaging in education.

Social value

£335,582



Case study

South Hampshire Women's Refuge

At our South Hampshire Women's Refuge, we have refurbished the garden to create a more homely space for the women and children to sit and relax. New garden furniture means the residents can have breakfast or evening meals together, which has helped them come together and enjoy the sunshine, especially during the summer.



Commercial services and home ownership

Activity and outcomes

- Nine Right to Acquire Transactions completed, totalling £1,584,800.
- 43 shared owners bought extra shares in their home.
- 20 shared owners completed the sale of their home to a new shared owner, through our in-house resales service.
- 86 shared owners completed the sale of their home on the open market at 100%.
- Seven shared owners/leaseholders extended their lease via Stonewater's voluntary lease extension process.

Reverse staircasing

We prepared the case for Executive Assets Approval Team (EAAT) approval in February. The shared owner had an interest-only mortgage and the term expired May 2023. She was unable to remortgage because of her age and lack of income. The bank was going to repossess her home had she been unable to pay the balance.

Social value to date

£1,104,696



Development

Headlines

- **963 new homes completed.**
- **At least 963 trees planted within developments and 4,815 trees funded in partnership with the Community Forest Trust**
- **Winner of South West Insider Property Award for Sustainable Project of the Year**

Activity and outcomes

Development Directorate

Across the Development Directorate, we managed an average of 63 projects and 2,300 homes on site. We exchanged contracts on nine extra sites and made 368 offers on new opportunities.

We helped over 800 households find a new home, with 573 new homes let and 259 shared ownership homes sold.

We put placemaking at the centre of our development programme, building communities and environments that encourage people to interact and embrace their surroundings, to improve well-being and societal cohesion. This includes the Blunden Prize, a public art prize giving talented artists across the country a chance to deliver pieces for our development schemes.

We plant one new tree on each site for every home we build, with the Community Forest Trust (CFT) planting a further five trees for every home we build. Based on the 963 homes built in 2022/23, the CFT alone will plant 4,815 trees on our behalf.

Social value to date

The social value to customers of the private outdoor space provided in homes completed is £998,004.

Learning and next steps: The current HACT social value model does not quantify most development impacts but instead assesses the social value experienced by customers. HACT is working on a regeneration and development value bank for use in the future.

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Case studies

Topcliffe Road, Dishforth



The site at Topcliffe Road, Dishforth saw the unveiling of a beautiful contribution to the public realm. We appointed a stonemason artist to carve a large sculpture to pay homage to the local British and Canadian soldiers who operated out of RAF Dishforth during both World Wars.

We also appointed a local poet who held workshops in two local schools where the students helped come up with a poem the artist then chiselled into the sculpture.

