

SCHEDULE 2
Form of Annual Statement on Social Impact

Annual Impact Reporting

1. Your Activities

Give an account of the activities you have undertaken in the previous year as a result of the loan finance raised.

Hightown has utilised the money raised by the Retail Charity Bond, along with other bank loans and its own operating surplus for the year, to fund the delivery of 347 new unit of affordable housing including 66 for shared ownership, and 16 units of care & supported housing.

We have spent £49.9 million on the delivery of these units and units under construction in the year. This included the construction of a new care facility at Fletcher Way, Hemel Hempstead, that will be completed in 2016 and provide living accommodation, care and support for service users with learning disabilities and severe physical disabilities.

2. Your Impact

Give examples of how the activities described above have had a positive effect on the lives of some of your beneficiaries.

As set out below:

Social and Environmental Return on Assets - examples of Hightown's Value for Money achievements that impact Hightown's residents and wider society:

The social and environmental outcomes from Hightown's work that benefit Hightown's residents, service users and the wider community can be more difficult to calculate and quantify but nevertheless are as important as measurable financial outcomes. In previous years our VfM self-assessments have reported on the benefits of our services with reference to independent research into other organisations providing similar outcomes. This year Hightown engaged RSM Consulting (RSM) to produce an impact report relating to three Hightown projects working with homeless people across Hemel Hempstead and St Albans in Hertfordshire.

The projects are two temporary accommodation schemes providing rooms for individuals and couples for up to two years; and 'Open Door' which provides temporary overnight accommodation for street homeless, drop in services and hot meals on a daily basis. Hightown wanted to understand how these services deliver value for the wider community and local services as well as the individual service users.

RSM were able to map out the outcomes Hightown are delivering as well as financially evaluating a range of cost savings and value creation these projects deliver to the local area. In total from the support given to approximately 80 individuals over a 12 month period at the three facilities are calculated to have delivered cost savings to local partners of almost £600,000 split across Healthcare (£300,000), Policing (£80,000) and the local authority encompassing housing and employment (£220,000). This saving results in an average of over £7,500 per individual.

The savings modelled are as a result of reduced hospital stays, reduced demands on police time and an increase in individuals able to take up long term accommodation due to the support provided by Hightown staff. The team from RSM commented that the savings modelled represent a prudent figure and the total impact delivered through the three facilities will be in excess of this once non-financially evaluated outcomes are taken into account.

Working in partnership with local authorities to deliver a large number of new homes, Hightown is having a significant social impact in those local areas, reducing the use of expensive temporary accommodation and improving the quality of life of a significant number of households. An analysis by the National Housing Federation in 2013 concluded that 'for every £1 spent on housing, £2.41 is generated in the wider economy and every new home creates 2.3 jobs'.

In 2015/16 we rented homes to 418 general needs households, mainly through choice based lettings schemes, 37% of these were homeless; and facilitated 64 exchanges. We provided 66 new shared ownership homes. This has transformed the lives and well-being of 484 households.

We spent £49.9 million on the construction of new homes in 2015/16, including homes still under construction at the end of March. The DCLG has estimated that for every £1 million of housing output, 20 workers are needed for a year, and that one construction job supports 0.78 elsewhere. Our output in 2015/16 has therefore supported over 1,100 jobs.

Through the delivery of our care and supported housing services we improve the quality of life of a large proportion of our 890 service users. We provide around 23,000 hours of support each week.

Here are a few more smaller scale illustrations of how Hightown's work has achieved a social return on assets during 2015/16:

Four young homeless scheme residents were supported to complete a 12 week Princes Trust Programme, which culminated in a qualification awards ceremony. This included a 1 week residential programme, team building and confidence building, life skills training, employability / getting into work, interviewing and CVs, English & Maths Skills, a Group Community project and 2 weeks work experience. All of the attendees commented on their growth in confidence and the drive it has given them to go on to further training or job opportunities; one person has now moved into independent accommodation with another Housing Association.

We received funding from the St Albans District Council Community Grants Fund to carry out a series of 'Pathway to Employment' courses for service users across our three homeless projects. The aim was to improve the chances of course participants gaining paid or voluntary employment. The project is a series of workshops initially focused on practical skills such as improving participants IT skills; skills analysis; job searches; signing up with recruitment agencies. As participant's progress along the pathway, the workshops focus on 'soft skills' such as confidence building; interview preparation, identifying what employers are looking for in successful applicants and effective budgeting. ICT equipment was made available for participants to check job applications and emails and volunteering opportunities were set up with local organisations such as a local radio station, and a wood recycling project. There was also a contingency fund available for those who completed the course to assist with work related costs, such as train fares to interviews, and work boots. Eleven service users successfully completed the course.

Hightown held sessions for service users with the aim of reducing costs to the NHS including: health and wellbeing, oral hygiene, healthy eating and smoking cessation sessions. Around 150 people, mainly service users but also staff, attended a mental health event at our central office.

Ten service users attended Keeping Safe in the home/outside of the home sessions organised by Hightown.

Individual success stories include a tenant from a homeless families scheme who has been supported into regular voluntary work, driving people to attend hospital appointments, so benefitting other members of the community and a tenant with addictions who is now attending a support service 4 times a week, which has reduced the number of calls to SPA (Single point of Access) and the emergency services.

We have run initiatives to support people into work in conjunction with partner organisations and our use of local contractors for repairs and catering helps the local economy.

We have been coordinating a GP rota at Open Door direct access hostel where we refer new clients to GP surgeries in St Albans on a weekly rotation – GP surgeries do not accept anyone using our address unless we have referred them – thus reducing the instances of clients seeing different GPs and obtaining multiple prescriptions. By referring individuals with chaotic lifestyles we are reducing the impact on A&E services.

We have seen significant increases in the number of people supported through some of our key projects; for example:

- Our **St Albans support and resettlement service** worked with 86 people to sustain their tenancies this year, compared to 70 last year, with 34 reaching a stage where support could be withdrawn.
- Our **Young People's Housing Services** provided safe accommodation and support to 114 young people in 2015/16, compared to 99 in the last year, across Dacorum and Watford. This scheme helps to tackle youth homelessness, unemployment and antisocial behaviour.
- Our **Supported Housing Mother and Baby services** for teenage mothers and their babies in St Albans and Hemel Hempstead supported 53 mothers, compared to 47 last year. This project reduces pressure on Social Services.
- Our **Domestic Abuse services** for women fleeing domestic abuse, have helped 74 women this year, compared to 66 last year, and their children. 38 have moved on from our two refuges to safe accommodation, a further 12 have returned home with safety measures in place.

Energy efficiency / heating improvements – to reduce heat loss and energy used, improve the warmth of people's homes and to keep residents' utility bills down we have continued to install gas central heating to replace electric systems, upgrade boilers and carry out window replacements.

Hightown is a member of PlaceShapers, a national network of community-based housing associations. One member piloted a project entitled Boilers on Prescription – which has been shown to reduce GP appointments by 60%, A&E attendances by 30% and emergency admissions by 25% among participants. As a result, in March 2015 the Government announced funding of £3million to roll the scheme out across the UK. Hightown's programme of upgrading boilers within its homes, as well

as the other works detailed above is thought to contribute similarly to the health and wellbeing of its residents.

Decent Homes work – Hightown continues to ensure that our homes meet the Government's Decent Homes standard. An independent value for money report carried out into the impact of Bassetlaw's Decent Homes programme found that two winter deaths a year were avoided. Works such as heating upgrades, double-glazed windows, loft and wall insulation, new doors, kitchens, bathrooms and solar panels, not only had a positive impact on the health and wellbeing of tenants, but also saved residents money and improved the communities in which they live. Other notable points were: Living in a warmer home has positive effects on health, reducing the risk of heart problems; easing breathing problems such as asthma; adaptations reduced falls; homes with new windows and/or doors had lower rates of attempted burglary than other properties; Decent Homes investment boosted the local economy and created jobs, most of which were filled by local people. They estimated that every £1 invested generated £1.62 spending across the County, of which £1.40 was spent locally. Hightown carries out these types of works to its homes and this will have positively impacted Hightown residents and local communities in similar ways.

What were the results against the outcome indicators you described in your application?

Outputs	Indicator	Results
Build 200 homes a year to let at sub-market rents	Number of new homes completed for rent at sub-market rents	272
Let those 200 new homes for sub-market rents to people from local authority housing registers who cannot afford to rent or buy at market rates	Number of new homes let at sub-market rents	291* (*12 homes handed over in last week of 2014/15 and let in 2015/16)
Let 40 of those homes for sub-market rent to people who have are statutorily homeless	Number of lets to homeless people	93 (* 1 of these completed in 2014/15)
Build 100 new homes per year for shared ownership	Number on completed shared ownership homes in year	68
Part sell/part rent 100 new shared ownership homes a year to people who cannot afford to buy outright.	Number of new shared ownership homes built	65

Describe any evidence of wider impact created to date as a result of your activities

As set out above and as in separate Social Impact Report.

3. Your Response

How do your results compare with your targets and objectives? Are there any lessons you have learned and changes to you intend to make as a result? Do you see any other factors arising that may affect your future impact?

The financial year to 31 March 2016 was a very successful year for Hightown. We exceed the budgeted net surplus by almost £6 million (*subject to final audit). Our performance KPI's remain strong. Our value for money measurement through HouseMark benchmarking continues to show Hightown as a strong performer with upper quartile performance in the most important areas.

We delivered 343 new units of Affordable Housing of which 66 were new shared ownership units. This exceeded the 300 unit target set for the year.

The imposition of a -1% rent reduction in social rents introduced in July 2015 has been managed and due to the growth in our new unit numbers, we are able to manage this income reduction without a detrimental impact to our services. We continue to believe that we will be able to manage the reductions to 2020 by increased efficiency in managing the pressure for growth from new units within the additional income created.

We have over 1,000 units in the development pipeline with a strategic objective to deliver at least 350 new homes a year for each of the next 5 years.

From 1 July 2016 we have taken over the supply of care and support to a further 142 clients with Learning Disabilities in 26 schemes in Buckinghamshire and Berkshire from another housing association with 237 staff transferring to Hightown under TUPE arrangements.