

Annual General Meeting 18th June 2015

Adrian Waite,
Chair
Impact Housing
Association



impact
IMPROVEMENT THROUGH ACTION

Our Mission

“Improvement
Through
Action”



Key Challenges

- ▶ Austerity and Increased Poverty
- ▶ Welfare Reform including:
 - Universal Credit introduced December 2014
 - Additional savings of £12billion
 - Ending Housing Benefit for young people
- ▶ Extension of 'Right to Buy' and Freedom of Information Act to Housing Associations
- ▶ Reduced Social Housing Grant
- ▶ Reduced local authority budgets leading to reduced financial support from local authorities
 - Cumbria County Council re-tendering Supporting People
- ▶ Increased risks



Forward Projections

A Joseph Rowntree Foundation survey has found that:

- ▶ Private rents will increase by 90% in real terms between 2008 and 2040 while income will increase by 40%
- ▶ By 2020:
 - Only 10% will live in social housing.
 - Social rents will increase by 39%.
 - The cost of Housing Benefit will increase by 125%.
 - 1.3million more will live in poverty - up to 25% of population.
 - House prices will increase by 57%.



Statements by Conservative Ministers

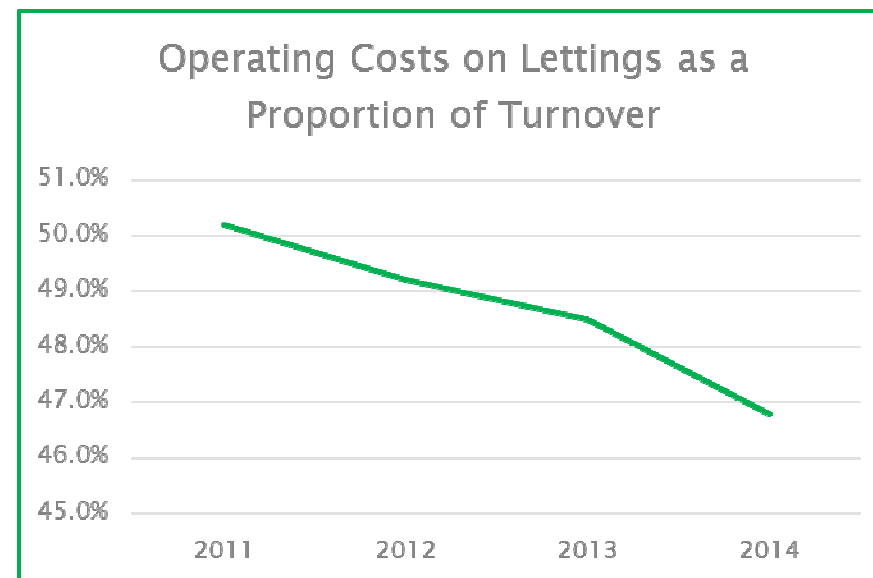
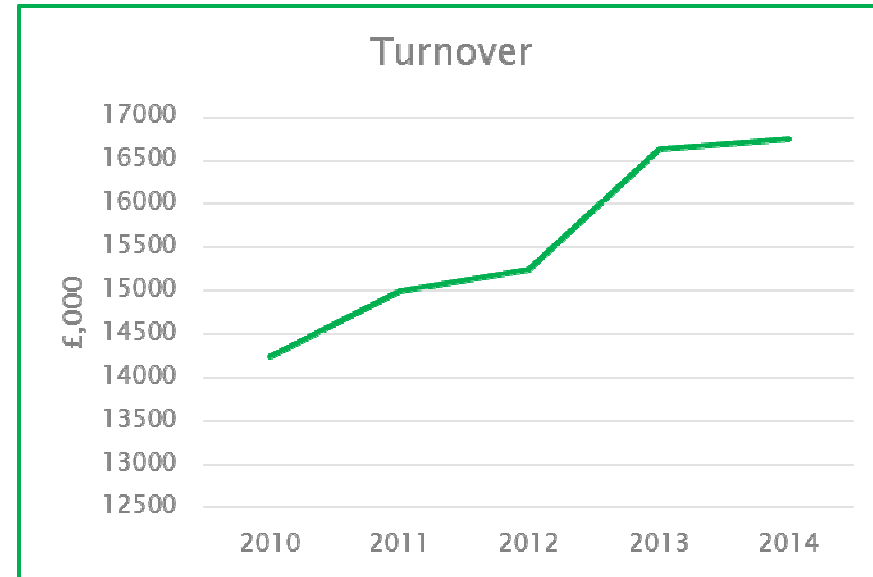
“We will continue to challenge the established complacent consensus around social housing, which has plainly contributed to an inefficient system” - 2011 Housing Strategy

“More social housing is not the solution to the country’s housing problems’ - George Osborne post 2013 budget statement



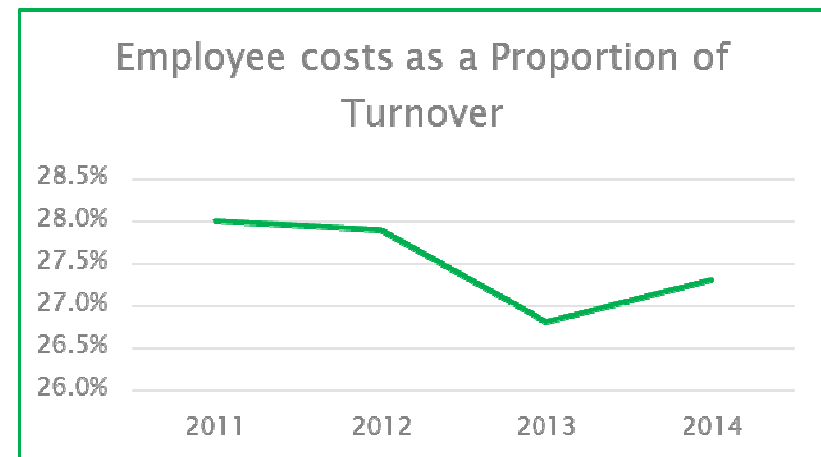
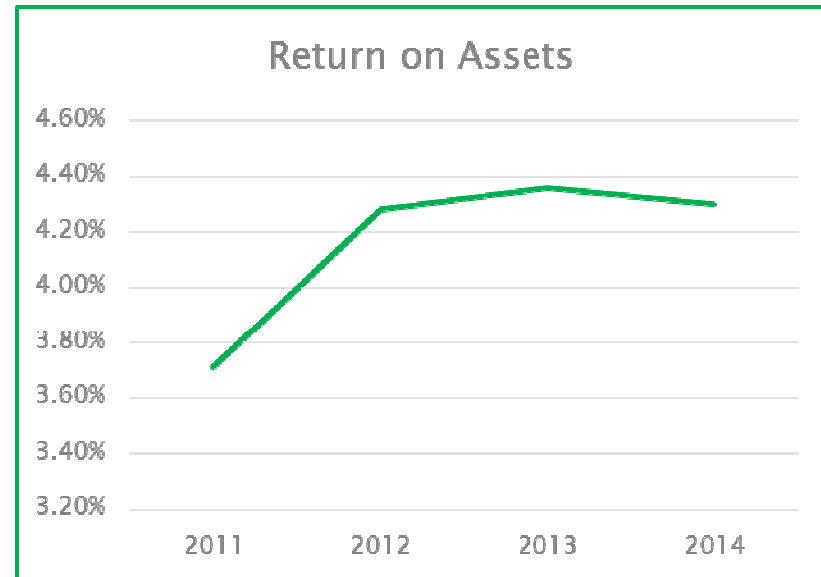
Financial Viability

- ▶ Increased Turnover
- ▶ Reduced costs as a proportion of turnover
- ▶ Increased Surpluses
 - £982,000 in 2013
 - £1,022,000 in 2014
 - Required by lenders
 - Applied to fund development



Value for Money

- ▶ Focus of the Regulator
 - Increased return on assets
- ▶ Economy
 - Reduced costs in relation to turnover
- ▶ Efficiency
 - Level of activity increased
- ▶ Effectiveness
 - Planned outcomes achieved



Efficiency

- ▶ Some Performance Measures:
 - General needs current arrears – 2.0%
 - Time to re-let a general needs home – 19 days
 - Proportion of repairs done on time – 99%
 - Proportion of tenants satisfied with repairs – 95%
 - Proportion of anti-social behaviour cases closed and resolved – 96%
 - Proportion of anti-social complainants satisfied with how their complaint was handled – 95%
 - Proportion off sickness absence of Impact staff – 2.7%



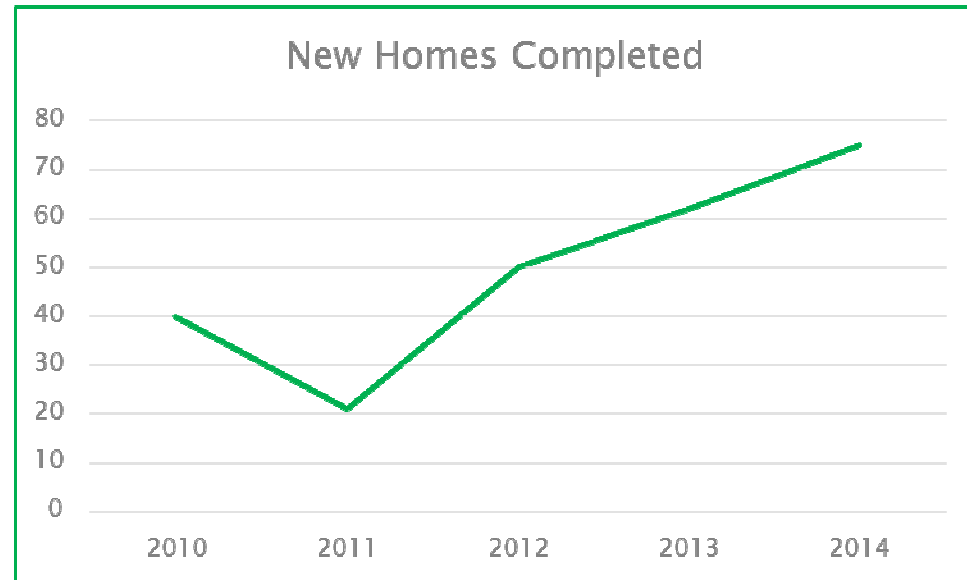
Effectiveness: Our Agenda

- ▶ Provide good, long-term, secure accommodation
 - Spent £3.7million to repair and upgrade existing homes.
 - Provided 75 new homes during the year.
- ▶ Raising Aspirations
 - Six local area plans delivered; 'Living Well' scheme made 'Dementia Friendly'; 'takeover day' for 46 young people.
- ▶ Transformational role for people moving through
 - 576 domestic abuse victims supported; 91% of goals achieved by positive Impact clients; 73 new volunteer placements.
- ▶ Poverty Reduction – including poverty of economy, communities and opportunities
 - 1,096 tenants helped by 'Money Matters', £500,000 additional benefits and grants identified for tenants; 56 tenants switched energy suppliers.



Development

- ▶ Continued Development Programme
- ▶ Development without grant
- ▶ Extra Care Elderly scheme started at Brampton
- ▶ Changing government view of development



Our Foyers

- ▶ Penrith – Our first foyer; award winning; now becoming the location for many agencies.
- ▶ Kendal – Innovative partnership with YWCA who operate the ground floor.
- ▶ Whitehaven – Partnership with Howgill and started on site.



Our Plans for 2015/16

- ▶ Continue with Anti-Poverty work
- ▶ Roll out next phase of Transforming Impact including a new hub at Nook Street
- ▶ Progress our work on Young People's Projects
- ▶ Progress our work on Extra Care Elderly Schemes
- ▶ Prepare Positive Impact for retendering in 2016
- ▶ Roll out next phase of Volunteering initiatives



Accountability

- ▶ Increased role for residents
 - Tenants' & Residents' Association
 - Increased number of Resident Board members
- ▶ Plans for increased membership
- ▶ Who do we want to be accountable to:
 - Government?
 - Residents and Communities?



Conclusions

- ▶ We are a successful, well governed and well managed housing association
- ▶ BUT – We are working in a rapidly changing environment
- ▶ SO – How do we respond?

