

Annual report 2013/14: Our year in numbers

Chairman & Chief Executive's Foreword

In a year with many highlights we secured a credible A1 Rating with Moody's, pursued our first Private Placement Bond Issue, and launched our new Corporate Strategy.

The new Corporate Strategy addresses the changes in the housing sector and how the Group plans to respond to them. Our vision of developing 'A business with social objectives' is anchored upon the mission 'Building upon our foundations, delivering our future.' With this context we have identified five challenges for the Group:

1. Valuing our history, developing our brand and enhancing our reputation.
2. Providing quality homes.
3. Offering sustainable tenures.
4. Building without public subsidy.
5. Delivering value.

Our ability to deal with these challenges will determine whether the Group will be as successful in the future, as it has been in the past.

Welfare Reform continues to present challenges, but we are yet to see a material impact upon the Group's finances. The introduction of Universal Credit will be the litmus test of the new arrangements, but no firm date is on the horizon for this.

Part of our strategy to minimise the impact of Welfare Reform upon our customers is to assist as many as possible with gaining employment. I am pleased to report that since establishing Southern Works, just over two years ago, this year we passed the milestone of helping our 250th resident into work. This important area of work remains a priority for the Group.

Finally, we welcomed one new Group Board member, Maureen Corcoran. Maureen joins the Board as Chair of the Customer Service Committee, having previously been an independent member of the Committee.



Business

1 new Chairman welcomed

We welcomed 1 new Chairman, Malcolm

Groves. http://www.shgroup.org.uk/media/96644/25_southern_housing_group_welcomes_malcolm_groves_as_new_chair_080713.pdf

1 new Board member welcomed

We welcomed 1 new Board member, Maureen Corcoran.

5 new challenges and responses

We launched our new Corporate Strategy with 5 new challenges and

responses. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/group-launches-new-corporate-strategy/>

35% savings on legal fees

We saved 35% on legal fees since bringing our legal counsel in

house. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/adding-value-in-house/>

58,890 repair jobs

We completed 58,890 repairs jobs, from fixing broken taps to tackling mould and condensation.

£175m bond raised

We raised £175m on the bond

market. http://www.shgroup.org.uk/media/148174/bond_issue_jan_2014_final.pdf

A1 credit rating secured

We were awarded an A1 rating from credit agency

Moody's. http://www.shgroup.org.uk/media/99371/27_shg_secures_a1_credit_rating_from_moody_s_150713.pdf

3 issues of Open Door

We produced 3 issues of our resident's magazine, Open

Door. <http://www.shgroup.org.uk/residents/keeping-you-informed/>

£21,000 invested in Lend a Laptop programme

We invested £21,000 in the Lend a Laptop programme, which makes laptops available to residents.

150 to 25 external contractors reduced

We reduced the number of external contractors on our estates from over 150 to 25.

£2,750 charity donation

We donated £2,750 to our corporate charity, Agrovivienda.

3 registered care services meet standards

3 of our registered care services on the Isle of Wight met all the standards assessed by the Care Quality Commission (CQC) for health and social

care. http://www.shgroup.org.uk/media/73629/08_cqc_standards_280313.pdf

800 people attended a work fair

800 people attended a work fair on the Isle of Wight where our Social Economic Regeneration Department (SERD) and Care and Supporting Independence (CASI) Team talked about working here.

Social trends

Social media stats:

- 630 new [Twitter](#) followers
- 20 new [Facebook](#) likes
- 200 new [LinkedIn](#) followers

Website referrals

More people are finding our [website](#) through social media channels:

- 933 from [Twitter](#)
- 469 from [Facebook](#)
- 129 from [LinkedIn](#)

18 new videos online

We produced and uploaded 18 new videos to our website. <http://www.shgroup.org.uk/about-us/what-we-do/video-library/>

9% savings on print

We made 9% savings on print after appointing a single supplier for the whole business.

74 contracts saved £1.88m

Our procurement team worked on 74 contracts, worth a total of £31m, making savings of £1.88m over the life of the contracts.

16,017 hours of staff training

Our staff undertook 16,017 hours of training to learn, develop and improve the service we offer to customers.

1,046 years of service

We celebrated 1,046 years of service from those colleagues recognised at our long service awards.

£273,000 funding for training secured

We secured £273,000 of external funding for staff to undertake NVQ training and qualifications.

Places

411 homes purchased, 230 homes disposed of

We purchased 411 homes and disposed of 230 as part of our stock rationalisation programme.

740 new home sites purchased

We purchased sites for 740 new homes in Bromley-by-

Bow. http://www.shgroup.org.uk/media/157780/bromley_by_bow_handover_apr_2014_f.pdf

£100,000 invested in community improvements

We invested £100,000 to improve community facilities at Charterhouse Road in London. http://www.shgroup.org.uk/media/88711/22_charterhouse_road_in_hackney-completion_of_community_facilities_redevelopment_final.pdf

£1M invested at Caledonian Park

We celebrated our £1m investment in the redevelopment of Caledonian Park at the Parkside Place launch. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/celebrating-new-homes-with-islington-residents/>

40 homes completed in Brighton

We completed the construction of 40 homes at Vega in Brighton. http://www.shgroup.org.uk/media/78615/13_vega_building_lights_up_brighton_and_hove_170413.pdf

40 new affordable homes opened in Dover

We opened 40 new affordable homes in Dover at our scheme Maison Dieu. http://www.shgroup.org.uk/media/95683/23_open_day_event_at_maison_dieu_dover_200613_pdf.pdf

1,076 social homes developed and constructed

We won [BRE's](#) award for the housing association that has developed and constructed the highest number of social homes, with a total of 1,076 homes certified at post construction. http://www.shgroup.org.uk/media/89170/20_code_for_sustainable_homes_040613.pdf

5 housing awards received

We received 5 awards for our development programme. <http://www.shgroup.org.uk/about-us/latest-news/awards-and-accreditations/>

261 units completed

261 new units were completed/handed over at Barking, Reading and Horsham.

1st Passivhaus scheme started

We started our 1st [Passivhaus](#) scheme on the Isle of Wight.

214 homes handed over

The first 214 homes for rent and sale from Triathlon Homes at East Village were handed over by the Olympic Delivery Authority. <http://www.triathlonhomes.com/wp-content/uploads/2013/04/PRESS-RELEASE-Nov-2013-First-Triathlon-Homes-residents-move-into-East-Village.pdf>

1st Help to Buy reservations

We took our 1st reservation through Help to Buy at Bennett Court, West Sussex, after our sales arm, Southern Space was Help to Buy approved.

People

250th resident into work since July 2011

We supported our 250th resident into work through our employment and

training advice service Southern Works. http://www.shgroup.org.uk/media/159691/42_southern_housing_group_helps_its_250th_resident_into_work_070414.pdf

139 residents into work this year

We helped 139 residents into work through our Southern Works programme. <http://www.shgroup.org.uk/residents/get-support/employment-and-training/>

179 residents supported to access training and volunteering

We helped 179 residents to access training, volunteering and work placements this year through our Southern Works programme. <http://www.shgroup.org.uk/residents/get-support/employment-and-training/>

51 peer-to-peer registrations

51 young people registered with our peer-to-peer programme in Hackney. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/hackney-youth-project-shortlisted-for-award/>

6 awards given to residents

We recognised 6 individuals and groups at our resident awards. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/celebrating-our-resident-volunteers/>

100 sports challengers

100 residents attended our Sports Challenge day. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/over-100-residents-attended-this-years-sports-challenge/>

13 food safety accreditations

We helped 13 residents get their Level 2 Food Safety Accreditation. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/residents-celebrate-food-qualification-in-hackney/>

£55,000 housing payments secured

We secured £55,000 in discretionary housing payments for our residents on the Isle of Wight.

68% affordable rent tenants are working households

68% of our affordable rent tenants are full time working households, part of our commitment to creating sustainable tenancies.

985 hours volunteered

36 digital champions, 13 digital mentors, 23 corporate volunteers and 5 internal staff gave 985 hours of their time to help residents to get online. <http://www.shgroup.org.uk/residents/get-support/computers-in-communities/>

444 learners received digital support

444 learners received one to one training and support in 2,664 hours of training through our Digital Inclusion programme. <http://www.shgroup.org.uk/residents/get-support/computers-in-communities/>

129 small grants awarded

We awarded 129 small grants to our communities totalling £120,000. <http://www.shgroup.org.uk/residents/get-support/apply-for-a-grant/>

100 at supported involvement day

100 customers took part in our Care and Supporting Independence (CASI) Team supported involvement day. <http://www.shgroup.org.uk/looking-for-a-home/isle-of-wight-casi/>

938 residents learned about the web

938 people took part in our consultation about how they use the internet and what they want from us online.

70 residents attended community engagement event

70 residents took part in our community engagement event at Beveridge Mews, London.

12,583 residents shaped our services

12,583 residents got involved in shaping our services through our resident involvement programme. <http://www.shgroup.org.uk/residents/get-involved/resident-involvement/>

10 young residents funded by Bright Ideas

10 young residents were awarded a total of £15,000 through the Bright Ideas fund. <http://www.shgroup.org.uk/about-us/latest-news/latest-news-stories-folder/apprentice-winner-helps-residents-to-start-own-business/>

4 mutual exchange events held

We held 4 mutual exchange events. <http://www.shgroup.org.uk/residents/do-it-online/mutual-exchange/>

Welfare Reform

Bedroom tax

- At the end of March 2014 we were aware of 1,409 residents affected the by bedroom tax, representing 8% of our general needs households.
- There was an increase in payment rates from 55% of residents affected by the bedroom tax paying their shortfall in May 2013 to 81% in March 2014.
- Applications for mutual exchange by under-occupiers made up 10% of the total number of applications over the year.

Benefit cap

- 40 households were affected by the benefit cap over the year.
- The average weekly shortfall of those affected by the benefit cap is £53.41.
- By March 2014, 57% of residents were paying or part paying their shortfall and a further 29% were paying with help from Discretionary Housing Payments.

Financials

What we own

	2014 £m	2013 £m	2012 £m
Cost of investment in our homes	1,758	1,737	1,659
Investment in other assets	67	64	63
Cash plus amounts we are owed less bills to be paid	145	141	154
TOTAL	1,970	1,942	1,876

How we fund what we own

	2014 £m	2013 £m	2012 £m
Social Housing Grant	889	891	856
Loans from our funders	724	742	746
Reserves	357	309	274
TOTAL	1,970	1,942	1,876

Income and Expenditure

	2014 £m	2013 £m	2012 £m
Income	170	186	140
less:			
Cost of services to properties	-18	-17	-18
Cost of repairs to properties	-24	-24	-28
Wear and tear of properties	-20	-22	-17
Cost of management of properties	-52	-66	-42
TOTAL	-114	-129	-105
Operating surplus	56	57	35
Surplus on sale of properties	18	13	10
Interest paid on loans less received on money invested	-35	-31	-27
Leaving a surplus for the year of	39	39	18

Group Strategy Team

- Tom Dacey, Chief Executive
- Rosemary Farrar, Finance Director
- Dale Meredith, Development Director
- Kate Nelson, Corporate Services Director
- Paul Smith, Operations Director

Group Board

- Malcolm Groves (Chair)
- Tom Dacey
- Justin Chittock
- Maureen Corcoran
- Jim Hitch

- Steve Johnson
- Arthur Merchant
- Preth Rao
- Paul Rees
- Tim Richards