



A New Way Forward

Tackling Loneliness and
Building Inclusion

Peter Bedford
Housing Association
Inspiring Brighter Futures

Biennial Impact Report
for financial years
2020/21 & 2021/22



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Letter from the Chief Executive Officer and Chair of the Board

It has been a very unusual and challenging couple of years across the world and society at large as we have coped with and are coming through Covid-19. The pandemic impacted significantly on the Peter Bedford community – tenants, participants, staff and volunteers. We were not able to meet as a community and support each other as we would usually do, however we have found new ways to get together. Zoom and Teams opened up a whole new world for us to meet online. When we could not meet in person, we celebrated Burns Night with poetry and song, and Christmas and Black History Month with online parties and quizzes. We supported tenants who may have been experiencing loneliness or hardship with new Wellbeing, Befriending and Foodbank schemes run by volunteers, running our Over to You and Peer support groups online and providing mobiles to those tenants without one so we could call for a chat. Tenants and staff have generally been safe taking up the vaccine and practising isolation and safe distancing well. A few have been seriously ill, but fortunately, no-one lost their life to Covid.

As we came through the immediate effects of the pandemic, we have experienced a quite topsy turvy time financially. We returned one of the highest surpluses ever in 2020-21 followed by a break-even position the following year 2021-22. Two large contracts came to an end in Islington which led to a great deal of turnover and upheaval and from which we are still recovering. We have exceeded our fundraising target raising over £350,000 in 2021 and launched a new housing service in Newham for former rough sleepers.

This new partnership with the Greater London Authority and Social and Sustainable Capital bodes well for our future and our duty to house as many people in need as possible. We are very grateful for this support and the support from trusts and foundations and the local community who donated to our appeals and attended our events. We have improved our value for money in all aspects and when we compare to other supported housing associations in London we have moved up the performance tables considerably. We really value our staff and volunteers who have made this happen while continuing to provide a good service for tenants and participants. There are areas we need to still improve in, most notably tenant satisfaction and lettings. We are making progress but there is still a way to go. We are working closely with tenants responding to their concerns and so to improve their satisfaction.

Andrew Love stepped down as the Chair of the Association in 2021 after 6 years in the role. He said then it was time to pass the baton on, for PBHA to embrace fresh ideas, and that he gained and learned so much from his time with us. Andrew thanked us for the opportunity to serve our interests and he remains on the Board. He handed over to Jon as the new Chair, who very much enjoys and relishes the opportunity to guide and lead over the coming years, protecting and safeguarding Peter Bedford for the future.

Until we see each other again, warm wishes to you all.

Jon Sibson Chair of the Board	Clare Norton Chief Executive Officer
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Digital Inclusion

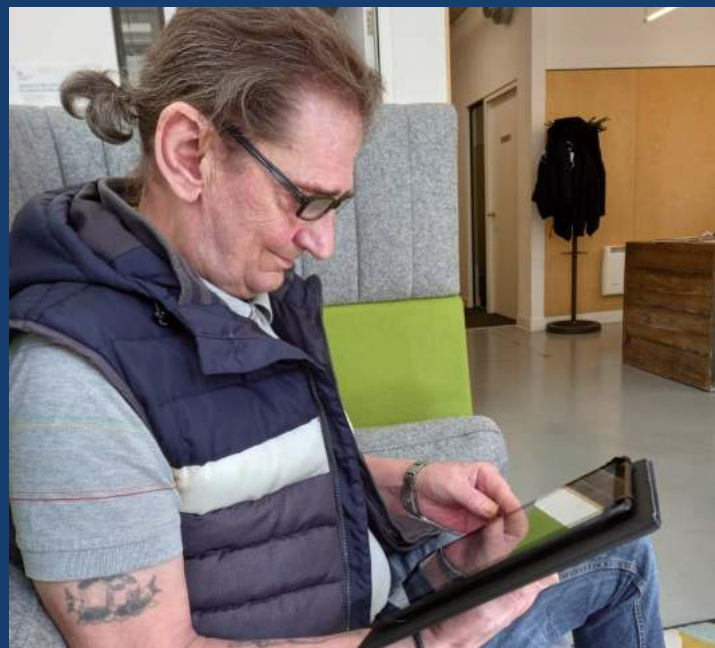
The Peter Bedford Enterprises and Training Team has been working to alleviate the digital divide by equipping local people and our tenants with digital skills through 1-1 sessions.



To maximise the positive impact of our digital inclusion project, and in response to requests from local organisations who support digitally excluded adults, we designed, piloted, and rolled out the Digital Skills Train the Trainer course to our local partners. Our aim was to equip frontline staff and volunteers with the skills and confidence to support their service users and clients to use digital devices.

Our commitment to alleviate some of the digital barriers has also involved partnership work beginning by piloting the "Train the Trainer: Digital Skills" course between January and April 2021. We learnt that it was both needed and beneficial, and then promoted the offer to a wider pool of organisations across Hackney and Tower Hamlets. We focused on working with organisations that support some of the most digitally excluded people and went about delivering these sessions to frontline staff and volunteers.

We focused our outcomes on having better connected people, who can continue to access wellbeing and support activities remotely and in-person, especially for those that are more vulnerable and were unable to leave home during the pandemic due to shielding.



Being digitally connected enabled vulnerable people to maintain contact with others and alleviate loneliness and isolation. We supported 26 staff members across 12 voluntary organisations to build their capacity and skills.

The outcomes of the Train the Trainer course are likely to have a wide-ranging positive impact within the borough of Hackney, as it has enabled five organisations to confidently move forward and offer digital skills training and support to their service users. Many of the people being supported by our partners face multiple barriers alongside digital exclusion including refugee / immigration status, speaking English as a foreign language and low income. Gaining digital skills has benefitted them in a huge number of ways, including, but not limited to, being able to access the support they need, connect with local people and services, find training and employment opportunities, and manage their finances. As an organisation we have extended our reach by supporting smaller grass roots organisations to upskill and support their beneficiaries directly.

"Many of the people being supported by our partners face multiple barriers alongside digital exclusion including refugee / immigration status, speaking English as a foreign language and low income."

Tackling Loneliness



Over the past year we have experienced a steady increase in face-to-face participation following the full lifting of Covid 19 restrictions, including group activities, 1-1 sessions and events. Our Enterprises and Training Team has consolidated a range of functional skills-based activities in the Make and Meet Space at Kingsland Hub as The Workshop in Hoxton moved in.

We offer creative and wellbeing focused sessions such as: Information, Advice, and Guidance, Drop-in Digital Inclusion/ Money Management, ICT courses, Joinery/ DIY, Employability support, Peer Support/ Telephone Befriending, Events and Social groups and Co-production.

Reducing face-to-face contact over the pandemic made it much more difficult for beneficiaries to maintain existing relationships and access our services. As we emerged from the other side of the pandemic, the impact on services became increasingly clear. Low levels of engagement reflected the nervousness and lack of confidence our tenants and participants were experiencing, and appeared disproportionately greater for the more

vulnerable, and particularly those with health conditions. We put plans in place to mitigate against these risks by making use of our outdoor spaces and reducing our group sizes and continuing with our 1-1 activities.

The overall numbers coming through our doors has been increasing as we leave the pandemic, however there is much more work to be done in terms of repairing the damage done by the pandemic. The key to this is in enabling our tenants and participants to build greater resilience as we believe this will be critical to them developing better coping mechanisms and greater independence. The pandemic also risked undermining self-confidence and resilience therefore creating new needs arising from isolation.



“The overall numbers coming through our doors have been increasing as we leave the pandemic, however there is much more work to be done”



Ade's Story

Ade recently moved into a PBHA property and suffers from a long-term health condition/ disability. He arrived hoping to find a community, as he had been shielding to protect a housemate in his previous accommodation, his family is not based in London, and his work involves cold calling. Ade is a very sociable person, so the last year was very difficult for him. He expressed that he had been feeling demotivated and hopeless about the future. Before lockdown, he attended some yoga classes and had tried to practice mindfulness. He explained that he has not been doing either and his only source of exercise is a short walk to the shop every other day. He talked about being self-critical and struggling to switch off the negative thoughts.

Ade has been supported to rebuild confidence, discover his passions so that he feels more motivated and excited about the future, and eventually pave a new career for himself. Ade has expressed that he already feels 'lighter and brighter' and has started to make plans for the first time in a year. He has started researching local yoga classes so that he can sign up as soon as they re-open. He is re-connecting with his love for writing and we are starting to think about ways he might be able to incorporate this into his plans for a new career. Ade has also shown interest in engaging with other PBHA activities such as Share and Connect; we are hopeful that we will be able to support him to grow in confidence and build a sense of community by connecting with others in our Make and Meet Space.

Building Resilience



Over the past year, we have created resilience coaching sessions for our tenants and participants in order to rebuild relationships of trust, reconnect people with each other and the community, and help them build resilience for the future.

With the outside world becoming an increasingly tough place, tenants and participants needed to rediscover the self-esteem, social connectivity and basic life skills they need to begin to move towards independence.

After living in a pandemic for so long, we noted that our tenants and participants have expressed feelings of exhaustion, being fed up, depressed or anxious. Some have experienced bereavement, furlough, or unemployment as well as loneliness, disruption to normal life, and relationship stress. Deteriorating mental health and reduced access to community services generally, in turn has impacted on engagement levels, while some of us have been able to enjoy new family routines or more time outdoors, for many of our tenants and participants life feels difficult and uncertain.



We found that motivations for attending the Resilience coaching range from wanting to improve confidence in managing change, feeling more connected to people and society, wanting to nurture a sense of overall wellbeing and learning how to better manage long-term health conditions / disability which impacts on day-to-day life.

The Resilience Coaching course has been developed to assist tenants and participants with the following:

- + Better resources to cope with stress.
- + Better awareness of strengths and lived experiences.
- + Better prepared for facing challenges.
- + Better management of health and wellbeing.

"After living in a pandemic for so long, we noted that our tenants and participants have expressed feelings of exhaustion, being fed up, depressed or anxious."

Stories



Billy's Story*

Billy was completely new to technology and had recently been released from a long sentence in prison.

His aim is to get back to life in society and he would like to volunteer and coach ex-offenders. Billy is now confident using email, able to attend and host Zoom meetings, search online for information safely, and complete online forms. He can also create spreadsheets and manage folders and files. He now feels more confident and better equipped to apply for a volunteering role.



Hardeep's Story

Hardeep feels more confident using her tablet, she is also very grateful for the opportunity to leave the house, to go somewhere she knows is safe, and be able to communicate with someone outside of her immediate bubble.

As a very sociable person, the lockdowns impacted her mental health. She began to feel anxious about leaving the house and described symptoms in-line with panic attacks when going to the supermarket. She felt low and missed human interaction. As she lives alone she soon realised how important it is for her to connect with friends, acquaintances and strangers. She has also joined the Creative Art classes allowing her to discovered her artistic side and uses the tablet to take pictures of her artwork to share via email.

* Some names and images may have been changed for the privacy of the individual.



"She has praised her digital champion for his patience and kindness, and she is enjoying and looking forward to her sessions"

Ed's Story

Ed has worked in tech and digital for about ten years and he wanted to start giving back to those in need during the pandemic. Ed works full-time, but his employer is giving him time to volunteer for a Digital Inclusion project.

He joined the Digital Champions team at PBHA a few months ago and his first participant was an over 60's lady referred by the East London NHS Foundation Trust.

Completely new to technology, the participant, Brenda had a new smart phone but did not know how to use it. Brenda has several conditions and needed to be able to access the NHS group video calls and physio sessions. The invitation to the group is sent via email and she needed help to set up an email account and learn the basics.

At first, for new Digital Champion Ed, "on paper" it seemed a challenging undertaking as the support would be delivered over the phone and not on Zoom; but thanks to Ed's excellent communication skills and patience, Brenda can now use Safari on her phone to open Gmail, is familiar with resetting passwords, is able to open her inbox, can receive and send email and has been given online security advice and information. She has praised her digital champion for his patience and kindness, and she is enjoying and looking forward to her sessions and learning more.

Fundraising

We have been fortunate to receive the support of a substantial number of charitable trusts and other funding bodies over these 2 years.



Their generous support has allowed us to both continue our work during this challenging time and ensure our tenants and participants continue to access support.

We were granted an amazing £50,000 by the Westcroft Trust – an unsolicited gift from a trust who were in the process of closing down - we had no previous contact with this funder but they clearly knew all about us! We are particularly grateful they reached out to us at that time.

We continued to gain support from our long-standing funders: the City Bridge Trust who provided a two-year grant of £125,000 towards our adult learning and wellbeing work, the Mercers' Company gave us a three-year grant of £84,592 via their affiliated charity The Charity of Sir Richard Whittington, and the Garfield Weston Foundation gave us another generous grant of £25,000 for 2021-22.

We are particularly grateful to the City Bridge Trust who, as the pandemic began, approached us to offer additional flexibility in the use of their grant during the first year, which allowed us to carry out vital work to respond to the crisis and meet beneficiaries' additional needs.



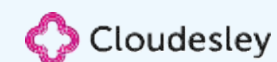
Covid-19 specific grants included a one-year grant of £98,098 from Homeless Link to support work to increase our capacity to house more people at immediate risk of homelessness during the pandemic, and a grant of £9,615 from the Community Response Fund, supported by London Funders, to distribute food and cleaning supplies to tenants.

We also received £13,000 from the Bailey Thomas Charitable Fund towards our work with people with learning disabilities



SUPPORTED BY
MAYOR OF LONDON

OUR FUNDERS



Through the London Borough of Islington's Community Energy Fund, we received a grant of £11,600 to fund an audit of our properties to identify how to make them more energy efficient.

Thanks to a grant of £25,000 via the Responding to Resilience Risk 2 fund our frontline staff were able to go on a training course to strengthen their personal resilience to the challenges they face. This was co-developed by City Bridge Trust, Homeless Link, Guildhall School and Renaisi, and co-funded by Oak Foundation and City Bridge Trust.

The Good Things Foundation, who have previously funded our Digital Champions programmes, provided us with access to over 30 digital devices for individual beneficiaries, including those with learning disability, together with pots of funding amounting to £5,600, enabling some of our tenants to get online for the first time.

Finally, we remain grateful to our longstanding funders Hackney Learning Trust who provided us with continued funding for our adult learning courses amounting to £16,937 for the 2020/21 financial year, and Cloudesley, who along with the Cripplegate Trust, continue to grant us over £10,000 each year to support individual tenants with hardship and development funds.

Aside from the above, we became an Investment Partner for the GLA, and secured capital funding in partnership with Social and Sustainable Capital to provide 12 homes in Newham for former rough sleepers. This is enabling us to support LB Newham to provide much needed homes for their residents, and builds and strengthens our offer, meeting our purpose.

Equality and Inclusion

Becoming an Anti-racist organisation



Peter Bedford is a diverse community of talented people in Northeast London. Diversity and inclusion are amongst our strengths; however, we know equality is very hard to achieve, and we will do more to stand up for change.

The killings of George Floyd, Breonna Taylor and Jacob Blake and numerous others in the US have shone a light on how black and people from other ethnic minorities frequently experience racism and discrimination. In 2017 in our own neighbourhood, Rashan Charles' death showed us how young black men are disproportionately arrested and charged by the police in the UK. At Peter Bedford, we condemn the killings and support the struggle for change.



Half our staff are from ethnic minorities as are a similar percentage of our tenants. Of the local population, 58% are from ethnic minorities. Both Islington and Hackney have become more and more ethnically diverse over the past 20 years. Listening to colleagues' and tenants' experiences is essential to tackle any discrimination and explore how to improve our practice and reject racism. Learning and Development on equalities, and in particular race, for leaders and staff is one of our highest priorities in our journey to create an inclusive and diverse culture. We are committed to listening to our colleagues' and tenants' experiences of racism and opening dialogue across the organisation in order to change our practice and create an inclusive and anti-discriminatory culture. We will use our spheres of influence and support our community to advocate for and bring about change.

“Listening to colleagues’ and tenants’ experiences is essential to tackle any discrimination and explore how to improve our practice and reject racism.”

Our leadership, while diverse in other ways, does not reflect the ethnicity of the staff or local population we serve. We are committed to increasing the ethnic diversity on our board and senior leadership team and will look to recruit talented individuals who may have experienced a ceiling on their careers. We recognise that there are barriers to the careers of people from ethnic minorities developing as far as those from white backgrounds. We will ensure that coaching or training support is identified and provided.



“We are committed to increasing the ethnic diversity on our board and senior leadership team”



Since the death of George Floyd, we have opened a dialogue within Peter Bedford on race, triggered by the Black Lives Matter protests which our community is committed to support. Our Equality and Diversity group has met frequently to research and develop how we will tackle racism. This statement of commitment is born from the work of this group.

OUR COMMITMENTS AS A SUPPORTED HOUSING LANDLORD ARE:

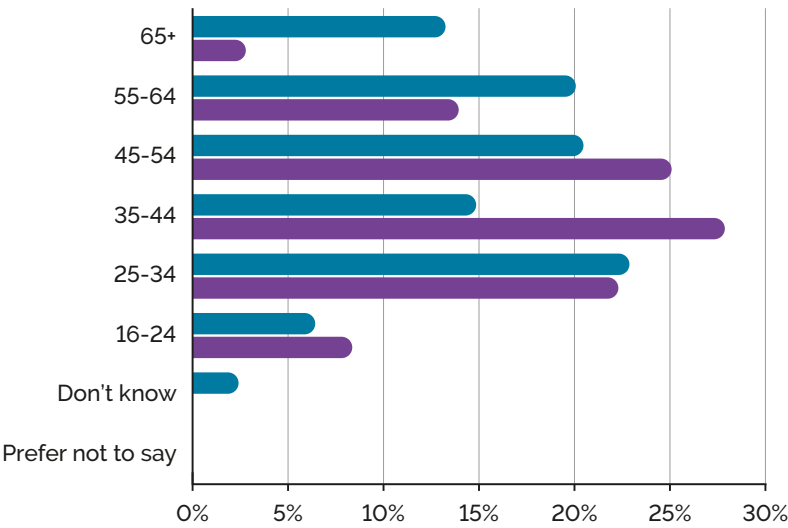
- + To create a space for all of us at Peter Bedford HA, to come together to reject and tackle racism
- + To understand the impact on tenants and participants of race discrimination through dialogue and for staff to support them through working groups and communications to influence changes in organisations' or institutions' practice
- + To identify and address any discrepancies which tenants and participants experience with our service or outcomes, and undertake improvement inclusion and equality actions

To ensure we reflect the diversity of our tenant cohort our Equality & Diversity Group is made up of staff who volunteer their time to meet and discuss issues around inclusivity for staff, tenants, and participants.



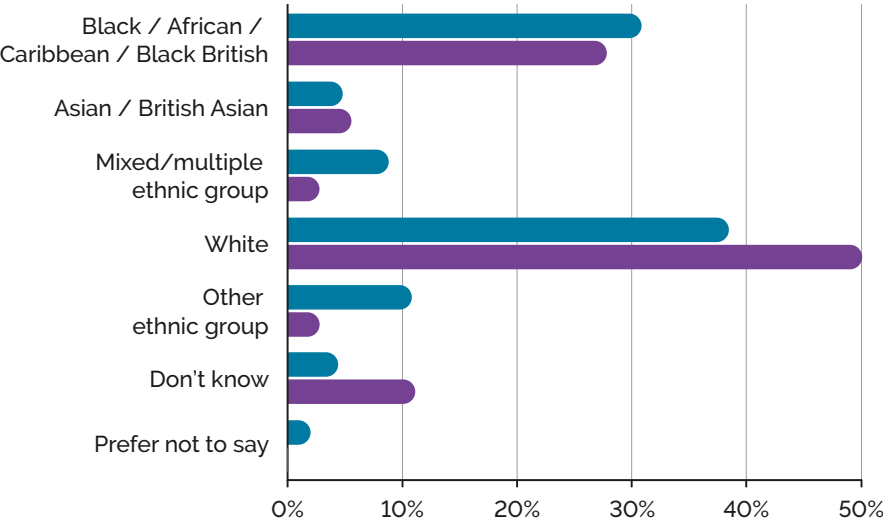
AGE OF TENANT & WORKFORCE

- Tenant
- Workforce



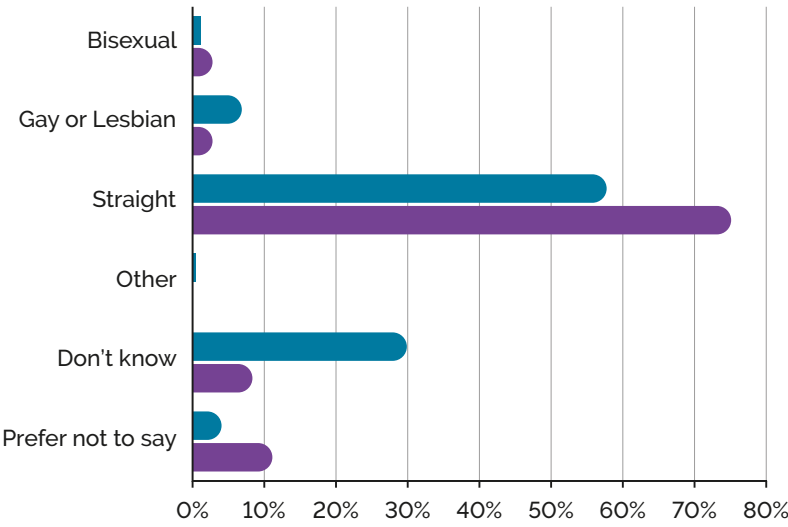
ETHNICITY OF TENANT AND WORKFORCE

- Tenant
- Workforce



SEXUAL ORIENTATION OF TENANT AND WORKFORCE

- Tenant
- Workforce



Celebration Days

Our events in the past 2 years have included: Pride, World Mental Health Day, Great Cultural Get Together, Black History Month and International Women's Day. The Enterprises and Training team has made a real impact in focusing our events on challenging stigma, raising awareness and celebrating diversity, encouraging people to re-join and participate after the isolation of the pandemic.

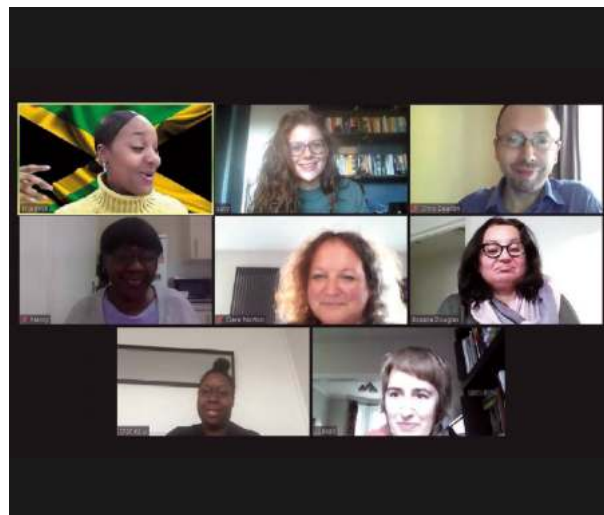
PRIDE

Pride is an opportunity for us to celebrate and share joy. However, it is also important to commemorate the struggles faced, and sacrifices made, by members of the LGBTQ+ community throughout history, and to acknowledge that homophobia and discrimination still exist in the world today. The gay rights movement was sparked by trans women of colour, who continue to be some of the most marginalised and at-risk members of our global community. Pride 2021 was celebrated at Clissold Gardens and was focused on the values of visibility, unity and equality. We focused on the importance of our rights to protest inequality and protect those that are most vulnerable. Our aim was to raise spirits and energy after emerging from the lockdown and the most recent world events to use our voices to drown out hate and inequality.

PBHA had proudly celebrated Pride for the past 22 years and 2020 was no different!

Ordinarily, we throw a tenant-initiated festival to mark the occasion in our calendars. That summer, we could not get together in the same way, but that didn't stop us from singing, dancing and laughing together on Zoom.

Events were split over three days and included Fun & Games, Film Club and a Talent Show. Highlights included: Pictionary (for the most rubbish drawing), an LGBTQ+ Quiz, Fifty years of Pride (short film), Guess the Song, and a Flamenco lesson!



GREAT CULTURAL GET TOGETHER

In keeping with our ethos as an organisation, we have continued to celebrate diversity through focusing on the things that unite us as opposed to divide us. This cultural event is a way to celebrate values, culture and traditions that are attached to our diverse PBHA community. In 2021 we kick started this event post Freedom Day at Clissold gardens where we shared in food, music, dance, and stories of migration. The dance activities were incredibly insightful as we discovered that dance forms using sticks transcended cultures such as Dandiya-raas used in South Asian communities, Ball de bastons from Catalonia Spain and English Morris dancing.



MEMORIAL EVENT

We have sadly lost several members of our PBHA community due to their passing and set about hosting a memorial event to celebrate their life and contributions to the PBHA community. The event enabled us to share stories about our PBHA friends, share in our grief and say goodbye. We were able to mark their memory through documenting words and images on to wooden heart ornaments, creating a living tribute on an apple tree in Clissold gardens.



"The event enabled us to share stories about our PBHA friends, share in our grief and say goodbye"



Many tenants were either having to socially distance or shield themselves due to long-term health conditions, self-isolate due to being unwell, or felt fearful about going out in public due to severe and enduring mental health needs. Our Housing, Enterprises and Training, and Funding teams came together to create the Food Deliveries Project during Summer 2020, providing additional support to, and alleviating some of the pressure on, our most at-risk tenants.

We are enormously grateful to London Community Response Fund for granting funding which enabled us to deliver bi-monthly food and hygiene parcels to 30 of our tenants. These parcels contain cereals, rice, pasta, soup, frozen and tinned meals, fruit and vegetables, plus essential toiletries.

Project delivery was made possible thanks to a team of local volunteers and PBHA staff members who sourced supplies, packaged and labelled parcels, and delivered them to tenants in their cars and on bikes.



Food Delivery Project



Peter Bedford Housing Association is committed to working with the most vulnerable people in our community, which has taken on increased importance during the Covid-19 outbreak. The pandemic has created challenges for many of the people we support, and one way that we have been able to meet these needs is through the establishment of a Food Deliveries Project.





Peter Bedford's Board



Board members have the opportunity to work together with the staff as a highly motivated and committed team, to make a real difference to current and future tenants' and service users' lives.

There are many more people who are currently homeless who need our help, and there is a great deal we know we can do to help them. Our challenge is to be innovative and resourceful in how we meet their needs.

Being the leader of a housing association, which lives its values of inclusiveness, participation and empowerment, is incredibly rewarding. PBHA aims to have a balanced Board reflecting a wide range of skills, knowledge and experience. Board members provide leadership, direction and overall control of the organisation, working in partnership with the executives as reflected by Board members here.

Corinna Bishopp, Chair of the Finance, Risk and Audit Committee

When I joined the PBHA Board, I was excited to expand my experience and learn and develop as a professional in other streams of income in the housing world and different challenges faced. I was also keen to use my experience to benefit others. I love being part of a tenant led organisation, love coming to PB employee days and being part of the community. My favourite memory of being a board member is coming to an employee away day and hearing about challenges, but also some of the brilliant work the team have been doing with our tenants.

I would like to see PBHA evolve by continuing to ensure focus on tenants and delivering what the tenant wants and needs, to continue focussing on being a tenant led organisation.

Kevin Farrell, Board member with Lived Experience

When I joined the PBHA Board, I wanted to become more knowledgeable about the workings of a charity housing association and to become a positive part of Peter Bedford moving forward in the future. Peter Bedford has given me the opportunity to have a home and to build a fulfilling life for myself. I really enjoy volunteering

and have had some wonderful experiences over the years with lots of fellow residents and Peter Bedford staff.

It has been fantastic to see how well Peter Bedford has been doing over the last few years, especially through the pandemic. I am very proud to be a board member and very honoured to be a part of this board and the organisation as well. I would like to see PBHA to keep innovating and to keep being an organisation that offers housing to some of London's most needy.

Louise Graham, Vice Chair of the Board

I work within the social housing sector as I have a strong belief in the power that safe and secure accommodation can have on people. I wanted to give something back to the sector in a voluntary capacity and felt the Board member role with PBHA allowed me to do this whilst also gaining new skills and meeting new people. I enjoy being part of the PB community as the organisation supports a range of people from varied backgrounds and with a range of skills. During my time on the Board, I have been lucky enough to hear some of the success stories from residents and it is truly amazing to see what people have achieved through their determination combined with the support of PBHA. Seeing PBHA take on new properties in Newham recently has been wonderful. Knowing that the organisation is keen to support more people and offer safe and secure homes to Londoners makes me very proud to be a part of the team. I have also enjoyed the various celebrations over the years showcasing some of the work the PBHA community has produced through a range of artistic formats.

I would love to see PBHA remain a strong provider of social housing and support within London. I hope the organisation continues to support and build sustainable communities.



Services Committee

PBHA's Services Committee is a sub-group of our Board, with responsibility to oversee the services we provide. It was established in 2020 with the Director of Services reporting to and seeking advice from the Committee.



THEMES COVERED BY THE COMMITTEE HAVE BEEN

- + Health & Safety of tenants. An annual report on health and safety matters comes to the Committee. The Committee oversees PBHA's health and safety requirements and legal obligations and monitors compliance quarterly. Key health and safety policies are reviewed by the Committee.
- + Key Performance Indicators. The Committee scrutinise our quarterly key performance data, covering matters such as rent collection and lettings levels, rates of tenants' digital inclusion and repairs performance.
- + Tenant satisfaction. The Committee noted the impact on tenants when our support service (Recovery Team) ended in Islington. There were a lot of changes in our staff team at that time.

- + Tenant participation. The Committee were pleased to hear of the success of the Over to You group, which led to the co-development of the new Anti-Social Behaviour Policy.
- + Incidents and safeguarding. A summary of incidents and safeguarding cases are now routinely overviewed by the group.
- + Major Refurbishment Works. The Committee advocate for our plans for major refurbishment works in our homes and provide expertise and advice. Progress reports are given throughout the year. The group were pleased to recommend PBHA's 5-year plan for major refurbishment works, informed by a stock condition survey carried out in early 2021.

- + Decarbonisation. The Committee discussed in detail a report by Calford Seaden who PBHA commissioned to advise us on how to reduce carbon emissions from our homes. There was broad consensus that we will take a 'fabric-first approach', meaning that we will start by improving insulation and energy efficiency. Only once this has been achieved will we start replacing gas central heating with clean energy options.
- + Rent setting. The Committee scrutinised PBHA's proposal for rent changes and made a recommendation to the main Board for approval.
- + The Committee were supportive of the steps we took to keep people safe as the Covid-19 restrictions changed.

"Our Vision is a society where everyone is valued and seen as having something to contribute."



Reporting to Tenants on Performance

Repairs & Maintenance



As part of our commitment to transparently providing good quality services to tenants, this report explains our performance and your satisfaction in the homes Peter Bedford provides.



DAY-TO-DAY REPAIRS

Tenants tell us that repairs and maintenance is one of the most important issues. In 2021-22 we achieved the following:

94%

+ Satisfaction rate with reported repairs

85%

+ Repairs completed on first visit

80%

+ Emergency repairs responded to within target time



MAJOR REFURBISHMENT WORKS

Between 2020-22, we have invested £218k on major works in our homes which included:

- + 30 new boilers (70 in total over the past four years)
- + 26 fire doors
- + 32 new kitchens
- + 26 new bathrooms
- + Roof works at 4 homes
- + Flooring replacement at 2 homes
- + 1 fire alarm replacement



LONG TERM ASSET MANAGEMENT

We have a Programme to improve and update the quality of our homes. Over the coming year we plan to spend over £500k in improving our homes. Including:

- + 44 Fire alarm replacements
- + 15 new A-grade boilers (most energy-efficient models)
- + 3 bathroom and kitchen replacements
- + Flooring of communal areas at 15 homes
- + Internal decoration of communal areas at 12 homes and External decoration of 1 home
- + We will carry out 21 fire door remedial actions including installing hold open



Housing and Community Services



We made 102 lettings to new tenants and supported 71 move ons successfully over the past two years.

Anti-social behaviour remains an important issue to tenants. A group of current and former tenants have helped us to review our practices in dealing with ASB, in the Over to You group. We offer a mediation service to tenants which has been used successfully during the year.



Since October 2020 we have been one of the delivery partners in a pilot to transform Hackney's community mental health services. During the year, East London Foundation Trust created 8 Neighbourhood Multi-Disciplinary Teams across Hackney, bringing together a range of specialists in each team, including mental health clinicians, Occupational Therapists and social support in the form of Community Connectors. Duncan, PBHA's Community Connector for the Clissold and Woodbury Wetlands neighbourhood works to support and to make it easier for GPs and other community services to refer people with low-level mental health needs into statutory support.

“During the year, East London Foundation Trust created 8 Neighbourhood Multi-Disciplinary Teams across Hackney.”

Complaints

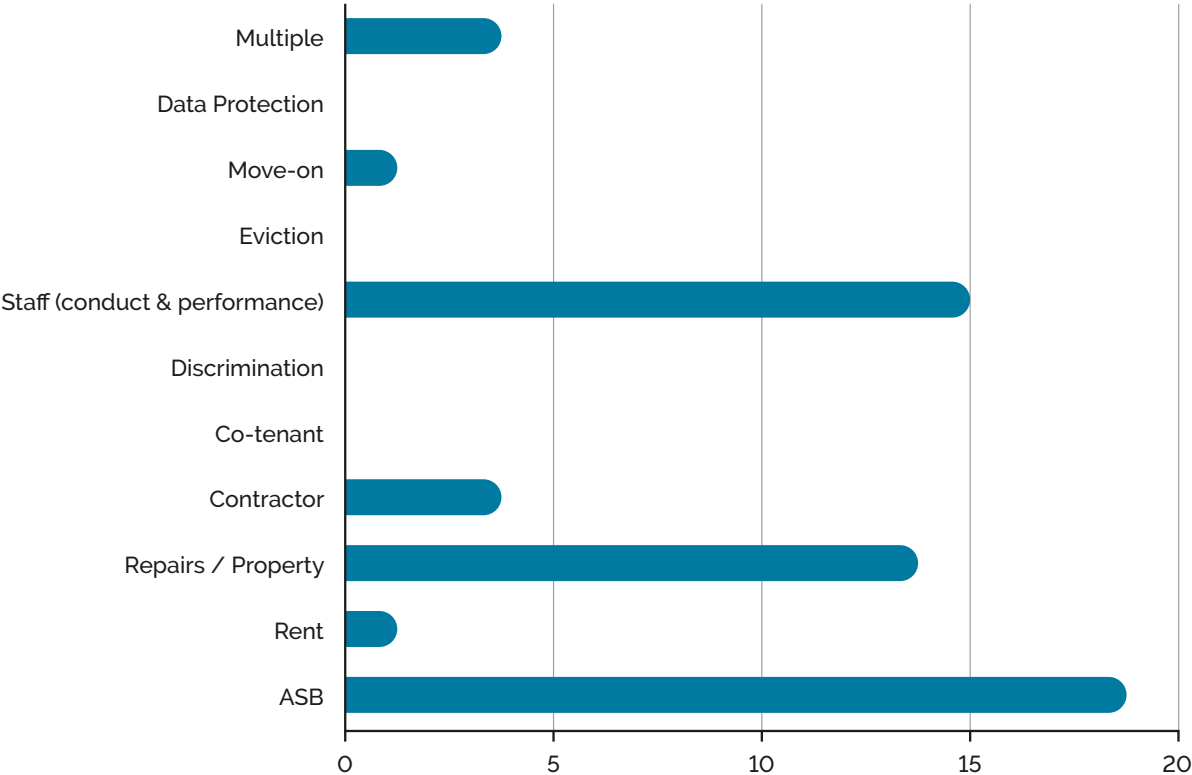


We received 28 complaints in 2021/22 (30 in 2020/21). Our policy is to respond to complaints within 10 working days for complaints at the first stage. However, we only achieved this with 11 complaints during the year. This is a significant area to improve.

The majority of complaints related either to the ending of our support contract in Islington and transition to an Enhanced Housing Management service, or anti-social behaviour (ASB). In 2022-23 we will launch an ASB Forum for tenants to help us put our new ASB policy (developed in partnership with tenants) into practice.

Complaints about repairs and contractors fell this year as we have changed contractors for responsive repairs. We are grateful to the tenants who reported contractors' poor standards as this enables us to address these with our contractors.

THE COMPLAINTS WERE ABOUT THE BELOW



Working Together



We believe that our tenants should have a large say in how we deliver our housing services. We employ a Participation Officer to deliver events and services as well as help tenants to get involved. Highlights from 2021-22 included:

- + Tenants and managers co-delivering training sessions to staff teams
- + Tenants regularly involved in recruiting housing staff
- + Resumption of in-person events as Covid-19 restrictions were relaxed:

The Enterprises and Training team continued to provide training, volunteering and employability opportunities. These were delivered online and in-person and included:

- + Computer 1-to-1 and group classes
- + Woodwork and DIY skills classes
- + Supporting 38 volunteers, including telephone befrienders and community connectors
- + Fundraised to provide 70 devices (tablets) to tenants and participants as well as access to the internet via a 'Mifi' device for 30 tenants.

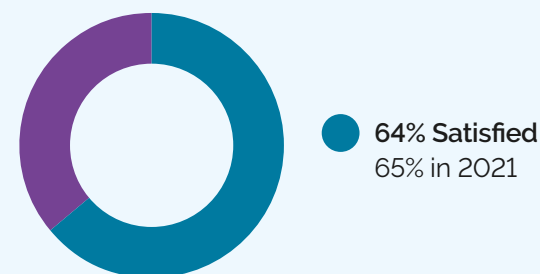
Tenant Satisfaction



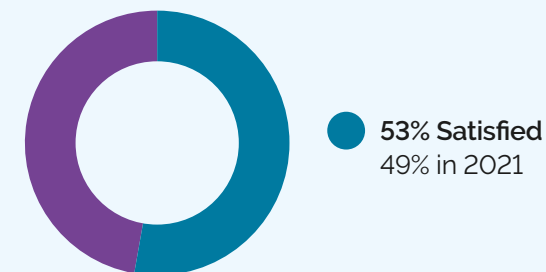
In September 2022 we conducted a tenant satisfaction survey. We made a number of changes to the questions in 2022, so not all results have a comparison with 2021.

An external company, Acuity, conducted the survey on our behalf. In total, 122 tenants completed the survey, more than double the previous year. Thank you very much to those who responded. Here is what you said...

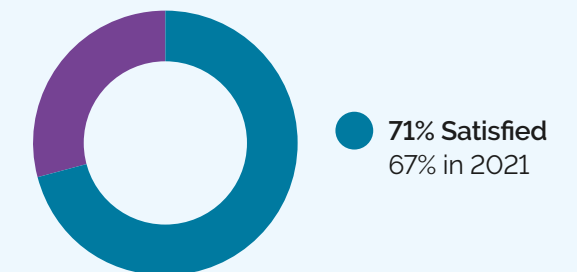
How satisfied or dissatisfied are you that PBHA provides a home that is well-maintained and safe for you to live in?



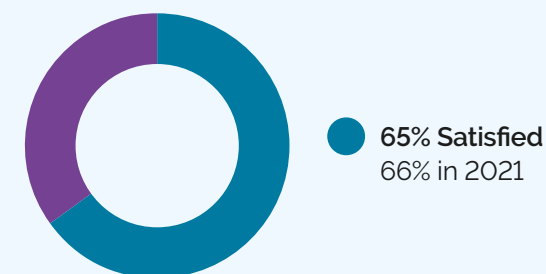
How satisfied or dissatisfied are you that PBHA listens to your views and acts upon them?



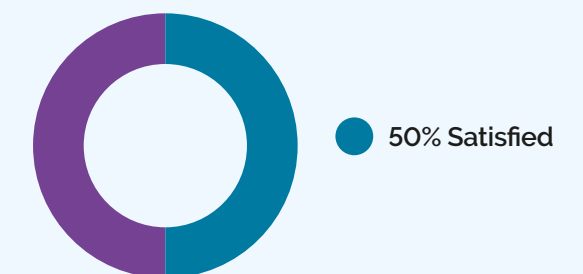
How satisfied or dissatisfied are you with the repairs service you have received to your home from PBHA over the last 12 months?



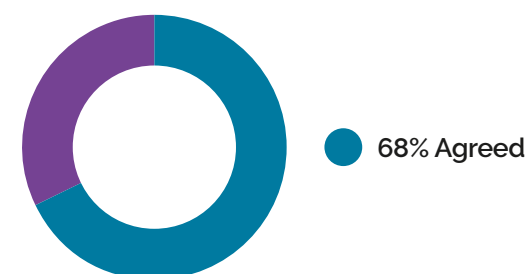
Taking everything into account, how satisfied or dissatisfied are you with the service provided by PBHA?



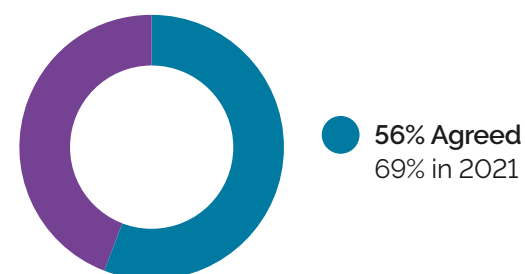
How satisfied or dissatisfied are you with PBHA's approach to handling anti-social behaviour?



PBHA helps me when I have difficulty paying my rent.



PBHA helps me to maintain my tenancy and my home.



SURVEY SUMMARY

To improve satisfaction levels over the coming year we have a Customer Services strategy which includes:

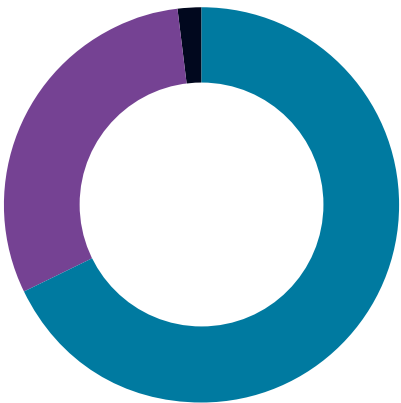
- + Revisiting our values from tenant feedback and supporting staff and volunteers to live these values
- + Continuing our programme of decoration and flooring replacement in communal areas of shared homes
- + Setting up an Anti-Social Behaviour Panel for tenants and maximising communication with victims
- + Prioritising supporting tenants affected by the Cost-of-Living crisis and struggling to pay their rent
- + Investing over £500k in major works to our homes
- + Improving communication through Rising Star, text messages and email and participation opportunities

Statistics and Financial Information



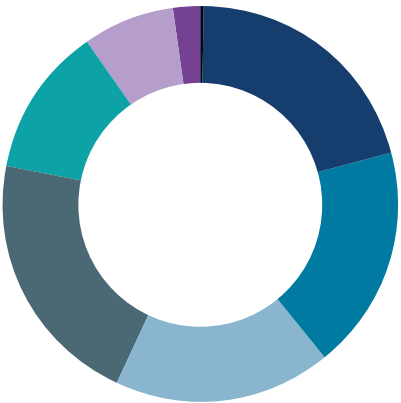
GENDER

- Male, 68%
- Female, 30%
- Blank, 2%



AGE

- Under 20, 0.4%
- 20-29, 21%
- 30-39, 18%
- 40-49, 17.7%
- 50-59, 21%
- 60-69, 12.2%
- 70+, 7.5%
- Not given, 2.1%



SUPPORT LEVEL

- Enhanced Housing Management, 46%
- General Needs, 24.9%
- Housing first, 1.3%
- Over 55's, 2.5%
- Peer landlord, 2.1%
- Recovery, 12.2%
- Turtle Road, 0.4%
- Blank, 11.8%



LENGTH OF STAY

- Less than 2 years, 35%
- 2-5 years, 27.4%
- 5-10 years, 15.2%
- 10+ years, 22.4%



ETHNICITY

- Black, 33.3%
- White British or Irish, 32.5%
- White Other, 6.8%
- British/Asian, 5.5%
- Other, 18.1%
- Prefer not to say, 2.1%



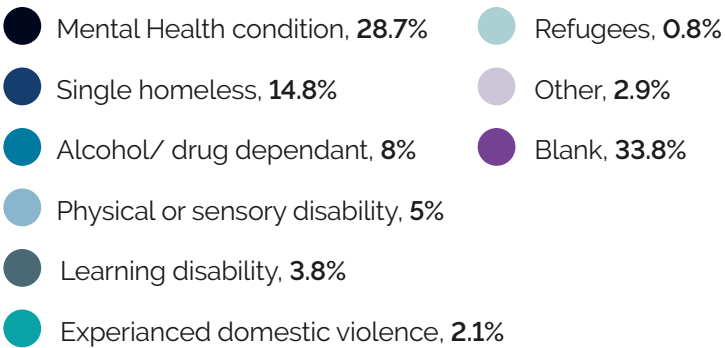
SEXUAL ORIENTATION

- Hetrosexual, 46.8
- Gay, 6.3%
- Lesbian, 0.4%
- Bisexual, 21%
- Prefer not to say, 2.5%
- Other/blank, 41.8%

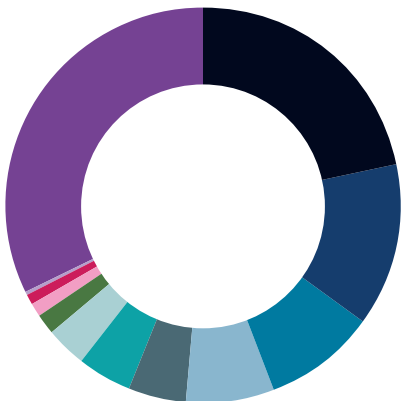
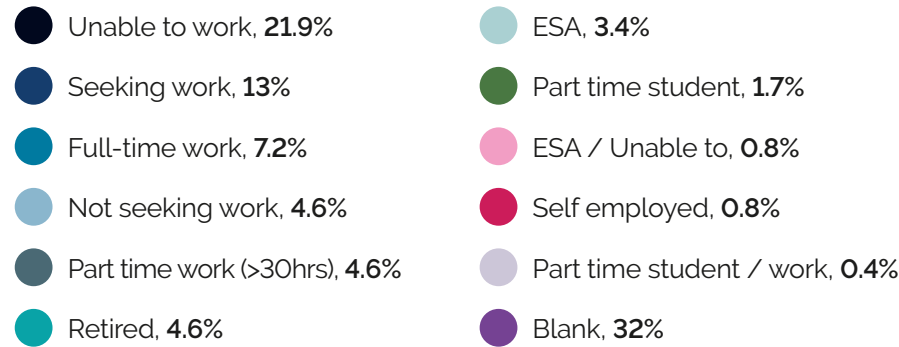


*Where Blank or Other is stated, we are working to complete the data we hold mainly for General Needs tenants.

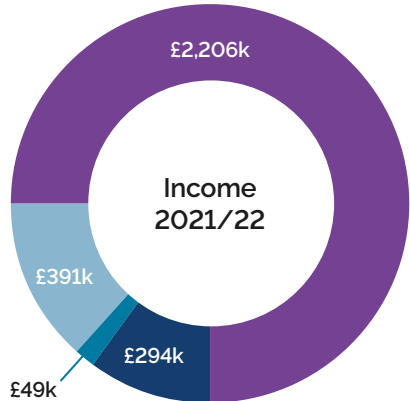
PRIMARY SUPPORT NEED



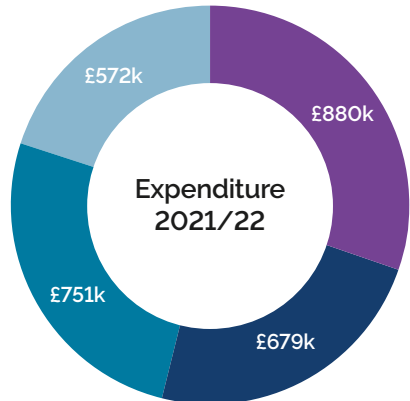
WORK STATUS



FINANCIAL INFORMATION



INCOME	2021/22	2020/21	2021/22	2020/21
	£ '000	£ '000	%	%
Rents & Service Charges	2,206	2,327	76	69
Statutory Income	294	502	10	15
Enterprises	49	83	2	3
Grants & Donations	391	445	12	13
Total	2,940	3,357	100	100



EXPENDITURE	2021/22	2020/21	2021/22	2020/21
	£ '000	£ '000	%	%
Housing	880	785	30	25
Management & Admin	679	660	24	22
Repairs & Maintenance	751	749	26	25
Care & Support	572	859	20	28
Total	2,882	3,053	100	100

BALANCE SHEET EXTRACT	2021/22	2020/21
	£ '000	£ '000
Social Housing Properties	10,950	10,185
Cash	3,480	3,068
Net Assets	7,256	7,225

*Where Blank or Other is stated, we are working to complete the data we hold mainly for General Needs tenants.

HACT SOCIAL VALUE CALCULATOR

For the third year we have completed the Housing Associations' Charitable Trust (HACT) Social Value Calculator which shows our work in 2021/22 has produced an overall social impact of £3.77M, across Housing (£1.65M), Enterprises and Training (£2.03M), and Property (£0.08M). At time of writing budget for these services has not been deducted to produce the net benefit.

The Association made a surplus for the year of £30,931 (2020-21: Surplus of £280,738) which compares unfavourably with a budgeted surplus of £228,049. The lower than budget operating surplus resulted from the end of two long term Housing related support contracts with LB Islington. The scale of the move on, property refurbishment and source of referrals led to a lower than planned occupancy rate.

Plans for 2022/23

THE PLAN FOR 2022/23 IS BELOW

- + To maximise occupancy reducing long term voids and establishing solid new referral pathways to maximise lettings, benchmarking at quartile 3.
- + To prepare for the end of 21-year leases across 68 units of our stock in 2025.
- + To re-establish our Enhanced Housing Management services following the end of two Supporting People contracts in Islington.
- + To expand our homes into Newham with funding from the Rough Sleeping Accommodation Programme and Social and Sustainable Capital for 21 homes, achieving 298 homes in management.
- + To develop a clear Asset Management Plan to 2030 to maximise Return on Capital Employed.
- + To continue our successful fund raising to support the Enterprises and Training services.
- + To rebuild enterprise services at the Kingsland Hub.
- + To improve current rent arrears rates to 6.5%, benchmarking at quartile 3.
- + Increase the number of people we support or house to 650 from expanding into Newham and maximising the Community Connector programme.
- + To achieve a healthy and sustainable operating margin.
- + To achieve Cyber Essentials to augment our cyber security. We will also continue to modernise and improve our systems to increase their efficiency and reduce administrative duplication.

Acknowledgements and Thank Yous

WE WOULD ALSO LIKE TO THANK OUR PARTNERS

- + London Borough of Newham
- + London Borough of Hackney
- + London Borough of Islington
- + L&Q Build London Partnership
- + Clarion
- + Peabody
- + Lightside and Devonshires LLP



Become a Community Champion!

- + Share information about the work and mission of Peter Bedford HA with your networks
- + Help us promote our fundraising campaigns
- + Run your own fundraising events
- + Be part of the change you want to see!

To express your interest, contact opportunities@peterbedford.org.uk or call Fundraising on **020 3815 4100**



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Contact Details

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Email: **admin@peterbedford.org.uk**

Web: **peterbedford.org.uk**



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[Peter Bedford Housing Association](https://www.linkedin.com/company/peter-bedford-housing-association)

Online donations

[Justgiving.com/pbha](https://www.justgiving.com/pbha)

Text / SMS donations

To donate £1, text **KHVX01 to 70201**

To donate £3, text **KHVX01 to 70331**

To donate £5, text **KHVX01 to 70970**

To donate £10, text **KHVX01 to 70191**

Peter Bedford Housing Association Limited is a housing association with charitable aims registered under the Co-operative and Community Benefit Societies Act 2014 (no. 20037R) and a registered provider with the Regulator of Social Housing (No. LH 0888).