



Housing with Care



Annual Report to Residents 2018

More specialist housing for older people in and around Lincolnshire

Welcome

No-one is more important to the Board and staff at LACE Housing than the residents living in the homes we provide and manage. Our purpose is to offer great homes and services where everyone can live in dignity, independence and with a supportive community around them. From decades of experience, we know that security and overcoming loneliness are very important, particularly in later life. So, we try very hard to make sure our schemes provide such a place for all of our residents.

Our Annual Report provides evidence of how we are meeting our aims. It reflects upon the work we have done, how we spend resources, and information about our amazing team who make these things happen.

We were particularly busy during 2018 as we started work on 82 new homes, working closely with the local communities around each scheme so that our new residents can quickly become or remain a part of their community. We continue to ensure that our existing schemes are kept in good condition and are safe, comfortable places to live.

We maintain our gardens and the environment around the schemes, despite the challenging weather conditions, so that they always remain well-kept and attractive places.

At LACE Housing, we are always planning for the future, as we develop more homes working very closely with our partners in local councils, as well as our consultants and contractors, without whom we would struggle to build new homes. We thank all these colleagues for their support and work with us.



Nick Chambers
CEO



Bob Walder
Chair of the
Committee of
Management

What we do

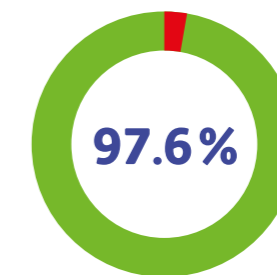
LACE Housing specialises in the provision of housing and support services for older and vulnerable people in Lincolnshire and the surrounding area. We pride ourselves on providing homes which exceed statutory requirements and meet our own LACE Housing standard.

We offer a broad range of housing, which includes self-contained bungalows and apartments for rent and sale. We also offer a level of support to suit you: from housing with optional call system and 24-hour monitoring to Housing with Extra Care, suitable for older people who need more specialised amenities and a high level of support.

that your home continues to meet our LACE Housing standard.

On call 24/7, the teams' presence and knowledge of the premises bring residents great peace of mind.

Resident feedback 2018



97.6% overall satisfaction with repairs service.

Help when you need it

Our support staff are available to assist residents, encourage social activities and respond to emergencies. They include our Property and Ground Maintenance Teams, who undertake repairs and maintenance to ensure

Cost of repairs	2018	2017	*Acuity median 2017/18	LACE target 2019
Average weekly cost of responsive repairs per property	£13.51	£15.24	£8.21	£11.88
Average weekly cost of cyclical repairs per property	£2.55	£4.17	£3.45	£3.52
Average weekly cost of major repairs per property	£2.34	£0.00	£9.48	£0.46

The cost of our responsive repairs reflects the higher cost of maintaining communal facilities in Housing with Extra Care. The cost of cyclical and major repairs is low compared to peers, as our housing stock is relatively new.

Repairs completed within targets	2018	2017
% of routine repairs completed within target (within 28 days)	99.1%	98.9%
% of urgent repairs completed within target (within 3 days)	94.4%	92.3%
% of emergency repairs completed within target (within 24 hours)	100%	100%

We've improved the percentage of routine and urgent repairs completed with target, and maintained our perfect score for emergency repairs.

** Please see page 4 for information on Acuity.*

How we work

LACE Housing is led by a Committee of Management. Drawing upon broad-ranging skills and experience at senior level, the Committee ensures that its activities comply with all relevant law and its own code of practice.

The Committee, which is responsible for appointing the Chief Executive Officer and the Executive Management Team, meets at least six times annually.

Self-assessment

The Committee undertakes an annual self-assessment to ensure that it continues to have the right skills and experience to address the needs of the business. An ongoing training programme ensures that members' knowledge keeps pace with change.

All involved in delivering our services, from Board Members and staff to volunteers, are required to uphold the following values:

- **Excellence** - By encouraging best practice, we will strive to deliver quality services to the highest possible standard.
- **Diversity** - We will treat everyone with the respect and dignity that we all deserve.
- **Openness** - We will encourage an honest and open culture without fear of judgement.
- **Potential** - We will empower everyone to achieve their full potential.
- **Innovation** - Together we will seek to be creative exploring new ways of working.
- **Integrity** - We will ensure that our actions are for the right reasons.

Monitoring performance

We evaluate how well we're doing in a range of ways, including:

- monitoring feedback from residents;
- comparing performance figures with those of previous years;
- comparing performance figures with *The Acuity 'Housing for Older People' Group, which comprises 18 housing associations, including LACE Housing.

**It is difficult to draw definitive conclusions about performance by comparing our figures with those of fellow Acuity members, as each housing association faces its own unique opportunities and challenges. However it does flag up areas of activity where we might be able to achieve better value for money.*



Planning ahead

We want to continue to offer housing and services which enable older and vulnerable people keep safe and secure at home whilst supporting their independence.

In 2018, we agreed a range of actions to help us achieve this over the next 5 years, including:

- reviewing current housing and support services to ensure that our standards are maintained;
- exploring all opportunities to respond to the need for more housing for older and vulnerable people in Lincolnshire;
- increasing the involvement of residents and staff in shaping future housing and support services.
- working in partnership with other organisations to enhance the services we provide to residents and the local community.
- exploring a pre-ordered meals system to overcome food waste;
- investing in LED lighting to reduce heat and the cost of energy for residents;
- commencing work on 82 new homes for rent and sale in response to community need and to enable us to achieve economies of scale;
- exploring electronic learning as a cost-effective means of ongoing staff training;
- through our membership of Lincs Independent Living Partnership, we resumed provision of a Hospital Transport Service from December 2018, generating extra income and raising our profile.

Value for money

Value for money all is about providing you, our residents, with the best possible services at the best possible price. We aim to achieve value for money in everything we do, but here are some specific examples in 2018:

- reviewing our working practices to reduce vacant properties and loss of income in 2019;
- investing in Information Technology, including the introduction of cashless systems at catering facilities Olsen Court, to be rolled out in 2019;

Other plans for 2019 include:

- reviewing assistive technology where that currently provided is or will become obsolete;
- through our membership of Blue Skies Consortium, implementing phase 2 of our development programme, providing new homes in Scunthorpe and Market Rasen, as well as exploring further development opportunities where viable.



2018: facts & figures



14 Housing Schemes

Comprising 254 properties	
Rentals	205
Shared Ownership	49

- Bourne** Worth Court
- Grantham** Brick Kiln Place
Conisbrough Close
Lauriston Court
- Lincoln** Almond House
Jubilee Court
Kathleen Court
Olsen Court Phase 1
Olsen Court Phase 2
Olsen Court Phase 3
Richmond House
Sewell Court
- Saxilby** Navigation Court
- Skegness** Chapman Court
Including our holiday
apartment available for over
55s, which received a four-
star rating from Visit England

Schemes under development

Comprising 82 properties	
Rentals	60
Shared Ownership	22

- Ingham** Wellington View
- Nettleham** The Burrows
Frith Close
Baker Drive
- Washingborough** Brighton Place
Marion Close



The LACE team 2018

We are indebted to our staff, Board Members, volunteers, fundraisers and residents who work so hard not only for LACE, but the wider community too. An annual awards evening is our way of saying thank you to our dedicated team.



Fundraising

In 2018, LACE Housing staff and friends got together for:

- a 50-mile bike ride
- cathedral abseil
- charity football tournament
- Lincoln 10k

Raised **£4469.43** for RNLI



Sponsorship

In 2018 we were pleased to sponsor the Welton Arrows under 15s football team, in conjunction with Beal Homes.

And, as part of Lincs Independent Living Partnership, we sponsored the second annual Lincolnshire Health Awards.

50th birthday challenges

A memorable year for our CEO, Nick Chambers, who marked his 50th birthday with a diverse range of challenges, from flying a plane to presenting on BBC Radio Lincolnshire.



LACE rental and service charges

Rental charges are set in accordance with legal requirements. We continually review our operating costs with a view to controlling the charges passed on to residents.

Rental and service charges	2018	2017
Income from housing and support services	£2,471,653	£2,980,862
Average weekly gross rent per dwelling	£98.03	£95.03
Average weekly gross service charge per dwelling	£56.34	£53.98
Average weekly total charge per dwelling	£154.37	£149.02

Fall in income is due to loss of hospital transport service and sales of shared ownership properties. Rent increases for our properties are calculated using the guidance from the regulator. Service charges are calculated to recover our cost in providing the services.

Addressing the issue of empty properties

In 2018 we reviewed our working procedures to reduce the number of empty properties, so that we could better fulfill our mission to provide specialist housing for more people and minimise any loss of income in 2019.

Waiting times and rent loss	2018	2017
Average re-let times (calendar days)	29.7	25.1
% gross rent lost through properties being vacant	1.78%	2.20%

Increased re-let times in 2018 reflected a higher turnover of residents in our Housing with Extra Care schemes. The percentage of gross rent lost through vacant properties has decreased overall, however, due to the demand for our new housing schemes.

Applying for a LACE property

Rules regarding the allocation of properties, including our appeals process, are set out clearly and simply in our pre-tenancy and eligibility policies and allocations checklists.

Housing options

We can provide advice on housing options to help applicants and existing residents make an informed choice about their next move. We also provide signposting to other organisations which can offer support, including Age UK and the Wellbeing Service.

Inclusive communities

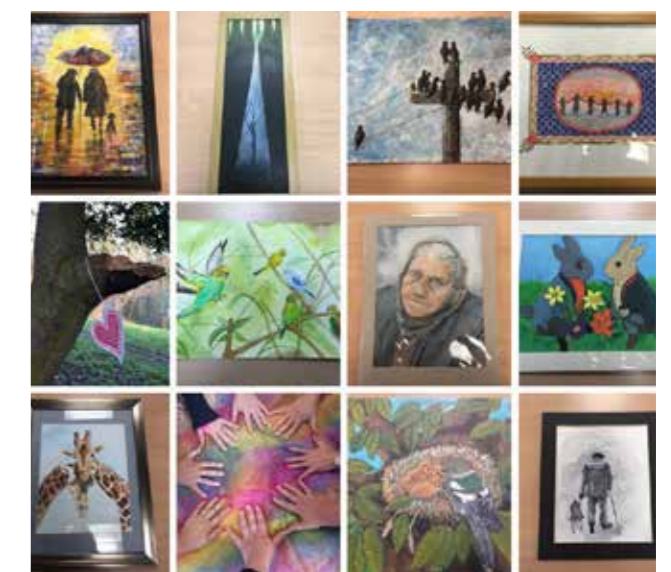
We work in conjunction with all relevant parties, including our residents, local authorities, the police, fire service, church and local schools, to create safe and happy living environments for all.

Our resident Property and Grounds Maintenance Teams ensure that all communal areas, both indoors and outdoors, are kept clean, tidy and safe.

We encourage residents to interact with the local community through visits by local school children and members of the church. We also arrange social events and day trips so that residents can get out and about and make new friends. Details are advertised on noticeboards, our website, social media and in our newsletter.

'Overcoming Loneliness' art competition

In Spring 2018, as a member of Lincs Independent Living Partnership (LILP), we helped to organise an art competition on the theme 'Overcoming Loneliness' and invited members of the public, including our residents, to take part. This was one small way in which we have helped to highlight 'the hidden crisis of loneliness', a particular challenge for many older people in Lincolnshire. We had a fantastic response, and the winning entries are depicted in a LILP Calendar 2019.



Our policy on anti-social behaviour is included in the Tenants Handbook. We are proud to report that, as far as records are available, we have never had to report any incidents of anti-social behaviour.

Getting involved

You can find information and news about our association and its services via a range of channels:

- New Tenants Handbook
- LACE Matters newsletter
- Website
- Social media
- Annual Report to Residents
- Calendar

Everything we do serves the ultimate purpose of providing you with a better quality of life and a higher standard of living. Your feedback is very valuable to us, as it shows what we're getting right and where there's room for improvement. You can feedback via:

- residents' meetings
- roadshows
- Resident Focus Groups
- Resident Satisfaction Surveys

Details of forthcoming events are advertised on noticeboards in communal areas, in LACE Matters (our newsletter), on our website and social media.

ENRICHME

We were one of ten organisations across Europe, including the University of Lincoln, to be involved in EU-funded research into the use of robotic technology to assist people in the early stages of dementia with daily living. The project, which involved residents in our Housing with Extra Care schemes, generated income to cover its costs.

We are exploring further research opportunities with the University of Lincoln, involving residents in the development of technologies to support independent living.

Partnerships

We enhance our services to our residents and the local community by working with like-minded organisations through partnerships which include:

Lincs Independent Living Partnership (LILP), a consortium of local charities with a mission to promote independent living. Services begun in 2018 include:

- providing an office for St Barnabas Hospice community nurses to give support and end of life care for local people;
- running a hospital transport service, which supports people returning home after a hospital stay.

Dementia Action Alliance, a movement which aims to bring about a society-wide response to the challenges posed by dementia.

Blue Skies Consortium, a partnership of housing associations working together to provide more high quality, affordable homes in the Midlands.



Statement of financial activities

The turnover of the Association was £2,472k in the current year, a reduction of £509k (17.1 %) on the turnover of £2,981k in 2017. The main reasons for this reduction was the loss of the Hospital Transport Service and sales of shared ownership properties.

Within our core activity, social housing lettings, turnover increased by £99,7k to £1,982k as a result of having the benefit of the first full year's income from 17 new units in Skegness.

which was mainly attributable to costs associated with the 17 new units, and with compliance with fire safety & legionella regulations.

Total expenditure attributable to social housing lettings increased by £143k to £1,774k, an increase

As a result, the Operating Surplus for the year excluding gains and losses on disposal of property plant & equipment was £299k.

Income and Expenditure	2018	2017
Turnover	2,471,653	2,980,862
Operating Costs	2,172,560	2,562,586
Gain / (Loss) on Disposal of Assets	-1,045	300
Interest Received	5,431	6,186
Interest Paid	149,460	135,185
Overall Surplus	154,019	289,577

Balance Sheet	2018	2017
Assets		
Tangible Fixed Assets	24,166,175	20,244,863
Current Assets	4,737,217	5,583,867
Total	28,903,392	25,828,730

Funded By	2018	2017
Creditors (amounts due within one year)	1,556,953	846,040
Creditors (amounts due after more than one year)	19,579,977	17,370,247
Reserves	7,766,462	7,612,443
Total	28,903,392	25,828,730

“ Thank you so very much for making the transition to my new home so smooth. It is fab and you all do a wonderful job. ”
Resident

“ Any maintenance required is always dealt with very efficiently, in a friendly and courteous manner. It is always good to know that repairs are carried out properly by someone who can be trusted to achieve the right result. ”
Resident

“ Having seen these superb projects first hand we can completely understand and appreciate the desire for developers to be associated with LACE Housing. ”
Rippon Homes

“ I still can't believe I was lucky enough to get such a beautiful apartment. I will always be grateful and happy. ”
Resident



For further information

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LACE Housing Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 Reg. No. 16677R, Homes England Reg. No. L0438 and accepted as a Charity for Tax purposes by the Inland Revenue Reg. No. XN17483. VAT Registered No. 886 6889 31. Registered Office: Lace House, 2 Olsen Rise, Lincoln, LN2 4UZ.