

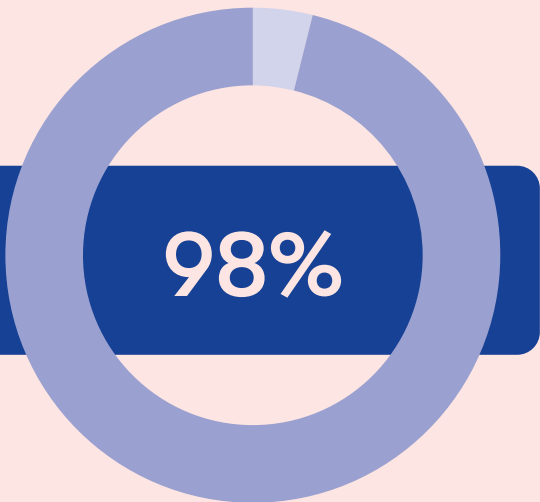
A photograph of a man in a grey LiveWest uniform shirt with a blue collar, working on a blue door handle. He is smiling and looking at a woman in a green sweater who is looking at him. The background shows a hallway with framed pictures and a light fixture. The text 'Annual report for customers' is overlaid in large white letters with a red underline.

Annual report for customers

Year ended 31 March 2020

How we performed for you

Overall customer satisfaction



Our income generated

£61m from sales of new homes £170m from renting our homes

We've reinvested

£167m on completing 1,158 new homes

£57m on maintaining and improving our existing homes

£2m on community investment

£19m carrying out repairs

£6m repairing empty properties (voids)

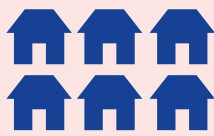
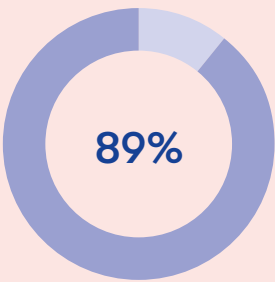
£6m on keeping our homes safe

£33m on letting and supporting you in your homes

£29m on interest

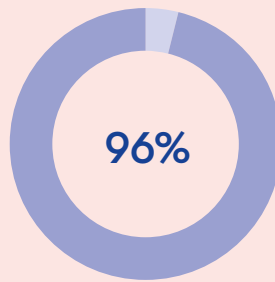
£21m on replacing kitchen, bathroom, window, doors and boilers

New homes



89% of you were satisfied with your new home

Lettings

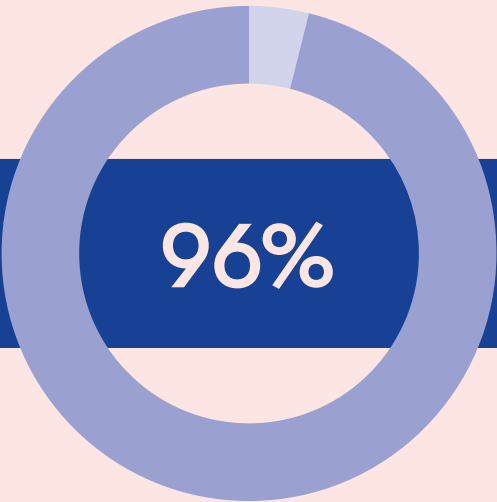


96% of you were happy with our lettings process

3,315 homes let and re-let during the year

Customer service

96.3% of you were happy with the service you received from our Customer Service Centre



943 compliments received from you our customers

2,171 complaints received

70% of these complaints were resolved as part of the initial call

69% of you were satisfied with the way we handled the complaint

Our homes

103,494 repairs completed

96% of you were happy with the convenience of your appointment time

96% of you were satisfied with the repair

86% of you were satisfied with the quality of your home

100% of our gas servicing was up to date

85% of you were satisfied with your neighbourhood as a place to live

99.4% fire risk assessments were up to date

99.9% of our properties met the decent homes standard

Your views matter

To ensure we understand your views and experiences, we provide a range of opportunities for you to have your say on matters that are important to you. Working together, we have procured new suppliers, tested our new website and customer portal and reviewed our policies and standards. We have collated and incorporated the feedback from more than 2,000 customers to improve the services we provide to you.

InFocus, our customer scrutiny group, provides oversight and scrutiny to ensure your feedback improves the way we deliver services to you. InFocus has looked at a range of topics, including reviewing the Empty Homes standard, development of our customer services strategy, and a review of our tone of voice in all our communications.

Over 1,000 of you have helped shape our services and standards relating to fire safety, mobility scooters, anti-social behaviour and our new website.

Community investment

Whilst the Covid-19 pandemic has changed the way our team is currently working, prior to the pandemic our team of 11 community connectors worked across our geography and in a number of our priority areas and Neighbourhoods In Focus (NIF). These are areas where we and our customers have identified needs or issues we can support with. We want to create long-term sustainable communities where people want to live and can thrive through working in partnership with others. Our aim is to engage and involve as many customers as possible; we undertake listening events at the outset and seek ongoing feedback and involvement in a variety of ways.

A big thank you to all our customers who got involved.

Customer voice

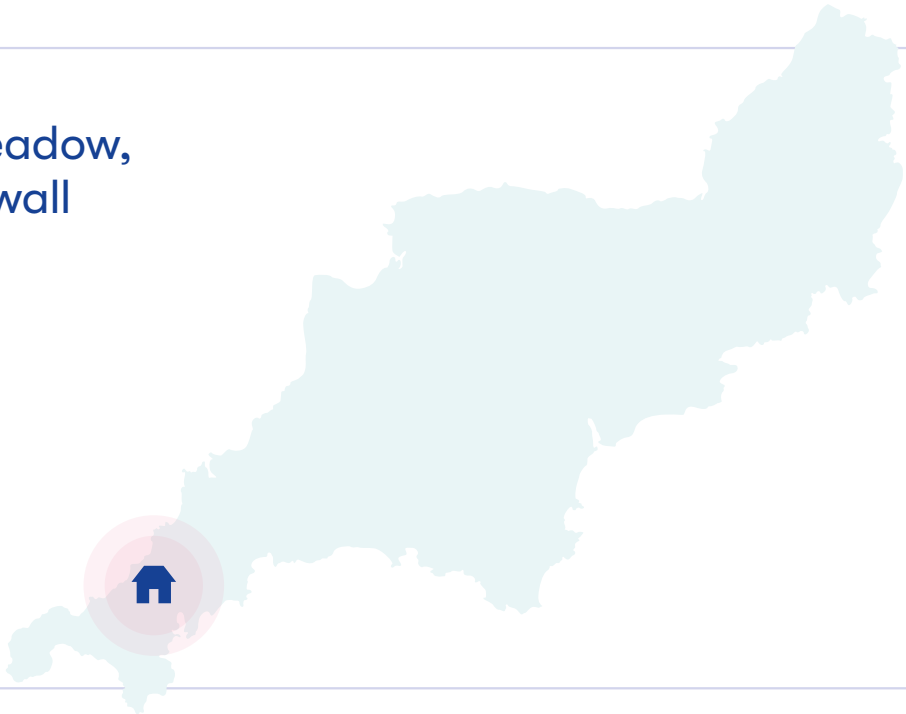
Community Connector Mai Evans consulted with residents about what they felt was needed in their neighbourhood.

There were some ongoing neighbourhood disputes in the area, some gardens not being maintained and accumulations of rubbish. The community green space and planters were also not being used. The residents wanted further engagement and feedback, especially from young people and projects to enhance community pride and involvement.

Mai arranged a community clean-up day with a litter pick and waste amnesty where two free skips were filled. The young people created 'A Van Load of Ideas'. Further activities informed by these consultations included a play day and an after-school growing project for children and their families, which has brought the planters and surrounding green area back into use.

LiveWest geographic location:

North Roskear Meadow,
Camborne, Cornwall



It's brilliant to see lots of neighbours helping each other.



Bulb planting. Our Community Connectors have a wealth of experience working in the heart of our communities.



Car stickers. We empower young people to take pride in their communities.

Working in partnership

LiveWest was contacted by local councillors from Devon County Council and West Devon Borough Council as families wanted a play area and there were concerns about overgrown gardens and rubbish.

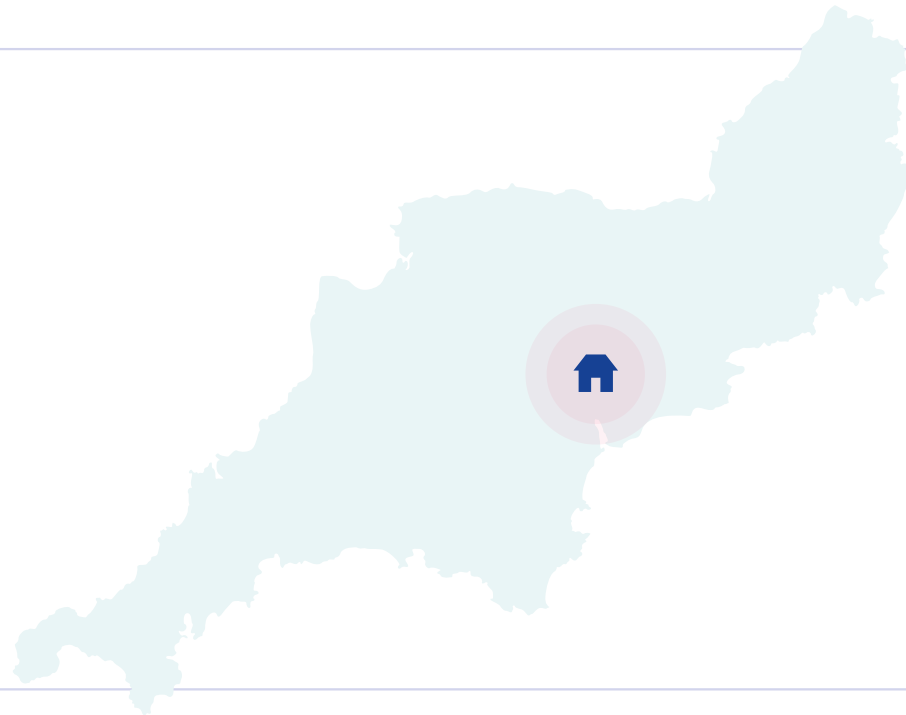
The local Police Community Support Officer had also raised some concerns about anti-social behaviour. Ali Knight, our Community Connector, consulted LiveWest and non-LiveWest customers through a survey, a community event and through additional consultation to ensure the views of young people and young families were heard.

Prior to the Covid-19 pandemic, this project was in its early stages, and so far, with Ali's support a residents' association has been restarted which is discussing and helping to resolve issues in the area,

and residents have been involved in a community clean-up. Residents helped clean their bus shelters. These stood at the entrance to the estate and were very dirty and a visual symbol of the estate being neglected. The estate already looks much smarter as West Devon Borough Council is now meeting its estate services obligations on the estate and more residents are managing their gardens, rubbish and recycling. Residents are set to make lots more improvements and Ali is continuing to work with partners to deliver more successes in the future.

LiveWest geographic location:

**Greenlands,
Tavistock, Devon**



Ali Knight, our Community Connector, consulted LiveWest and non-LiveWest customers through a survey, a community event and through additional consultation to ensure the views of young people and young families were heard.

Working in a new community

Marie Burke, Community Connector, has continued to work with partners and residents in the new community at Lyde Green in South Gloucestershire.

Marie uses her knowledge and expertise to support The Lyde Green Community Association who has just passed its first year of managing the community centre. This centre is thriving and has become a hive of activity for local people. It also champions the needs of the residents through partnership meetings and working alongside local agencies.

This year has seen two of our residents set up the Many Hands Community Group to help other people within this new neighbourhood who are feeling isolated. By organising events and activities, they have successfully engaged local individuals and families of all ages. Marie has worked alongside them and helped them access funding which contributed to bringing their projects to fruition. They ran several 'Creating Happiness All Together' social events, bringing people together for coffee and chats in informal settings.

LiveWest and Sovereign Housing Association co-funded 'Community Organising' training which some of the local community benefited from. We always want to create sustainable communities where people feel they have a voice, and this training promotes bringing people together to take action around their common concerns and overcome social injustice.

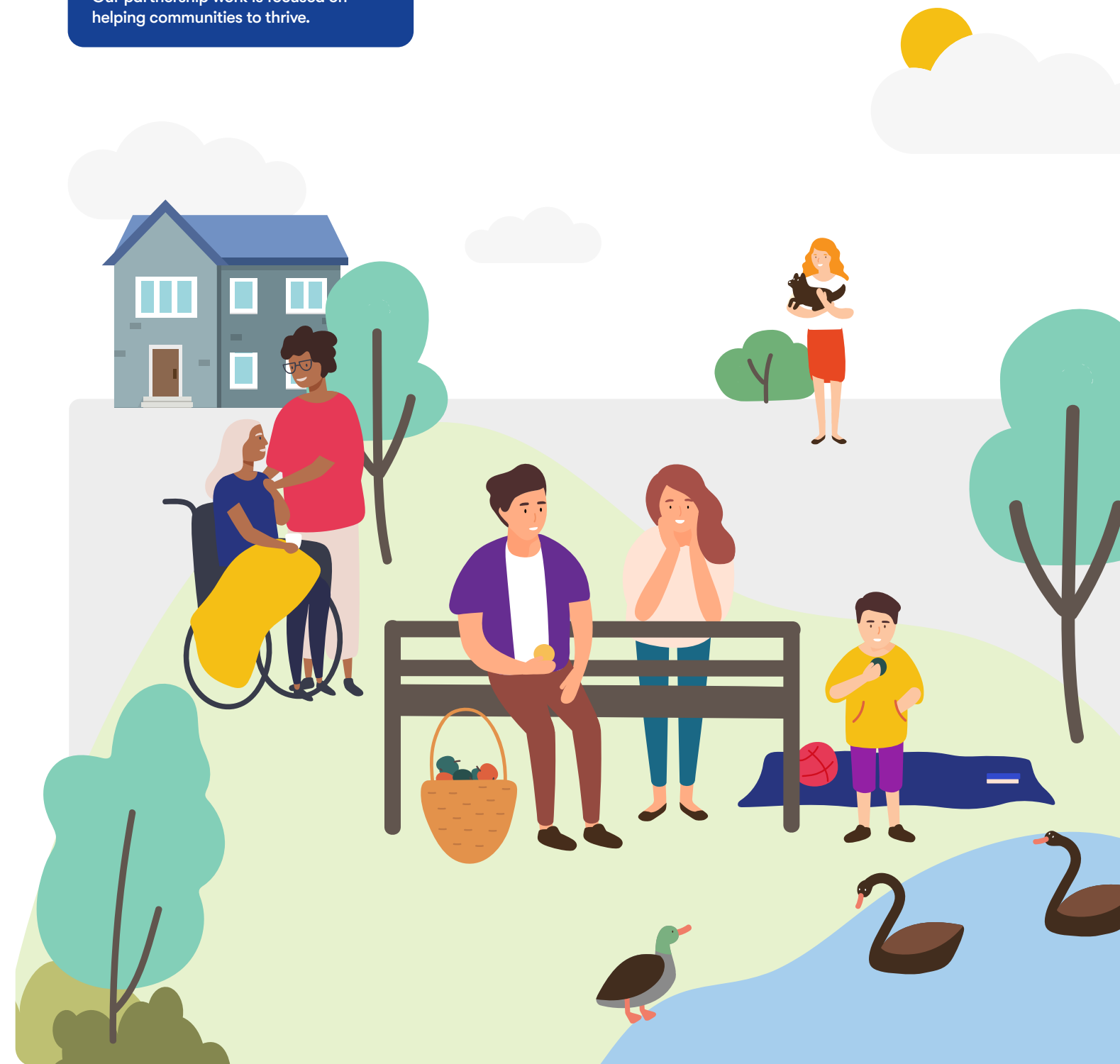
Marie has also worked with The Lyde Green Open Space Group which has received LiveWest funding. This funding will contribute towards enhancing green space within the community, organising wildlife-focused community events and creating new wildlife habitats for hedgehogs, bats, and insects. Marie said: "LiveWest has provided funding for this group as we can see the real importance and positive impact that green spaces have on wellbeing within our communities."

LiveWest geographic location:

Lyde Green,
South Gloucestershire



Our partnership work is focused on helping communities to thrive.



LiveWest has provided funding for this group as we can see the real importance and positive impact that green spaces have on wellbeing within our communities.

Our grants programme

Through our grants programmes we provide a range of support to you, both through our individual grants and our support of local groups, charities and initiatives which directly benefit our customers.

During 2019/20, our grants for customers have supported nearly 250 households facing crisis, through the provision of emergency funding to cover urgent costs or purchase essential items. In addition, we have supported a further 162 families via our Resident Opportunity Fund, which helps people overcome barriers into work, get digitally connected or to fulfil personal goals which will enhance their lives, health and wellbeing or help them play an active role in the community.

LiveWest recognises we can increase our reach and impact through working in partnership with community groups and, throughout 2019/20, we have directly funded more than 40 community organisations across our geography, providing financial assistance programmes to our customers, establishing gardening groups, supporting health and wellbeing initiatives.

Towards the end of our 2019/20 financial year, we have seen the impact of Covid-19 on our customers and in our communities so, as a response to this crisis, we have invested significantly into our crisis and hardship fund. This additional funding by LiveWest will help our customers where specific needs have been identified, including support with:

- **Food and utilities**
- **Energy costs**
- **One-off costs as a result of a change in circumstances such as unemployment**
- **Social and digital inclusion.**

We have directly funded more than 40 community organisations.



Supporting the GOFA Project, West Cornwall

GOFA provide recycled furniture at affordable prices in West Cornwall. LiveWest has developed a partnership approach over several years that allows LiveWest customers in financial hardship to directly access discounted or free items.

LiveWest funding towards the cost of a new van plugged the funding gap GOFA were facing and helped them develop a new way of supporting our customers without lengthy processes, applications

or any sense of stigma. This is a great example of LiveWest working in partnership with community organisations to provide long-term benefits for our customers.



Tenancy sustainment service

Our Tenancy Sustainment team continues to offer guidance and advice to any of our customers who are experiencing any issues, difficulties or hardship with regards to managing their tenancy. We will work together with you, and our colleagues, to find the best outcomes for you.

Our tenancy sustainment officers have continued to provide up to 12 weeks of one-to-one support and help our customers to:

- **Navigate the welfare benefits system, including Universal Credit and Housing Benefit**
- **Assist customers to find the best deals available for energy providers for your home**
- **Work in partnership with other areas of the business such as your housing and income officer in addressing any tenancy issues our customers may be having**
- **Access external support if our customers have a vulnerability or disability and need specialist support**

- **Look at ways of getting customers online and digitally included.**

Last year we received over 1,800 referrals into our service and were successful in supporting our customers to access over £2m in additional funds which gave them better financial security and helped them sustain their tenancies.

The purpose of our team is to provide our customers with the opportunities to thrive in their homes. Working together to help improve wellbeing and to invest and build strong, sustainable and resilient communities where you our customers want to live.



Customer story

Miss 'R', was referred to the Tenancy Sustainment team after accumulating a large amount of debt. Miss 'R' admitted that she had made some poor choices in her past which had impacted on her, resulting in a huge amount of stress and causing her to become withdrawn. She stopped keeping in touch with her family and friends and weight gain from having her son also affected her health and wellbeing. She lost confidence in herself, felt extremely isolated and passed the time watching TV.

After working with tenancy sustainment to deal with her financial problems, Miss 'R' started to grow in confidence and enrolled at a local college. Over the course of a year, she has completed

multiple qualifications and has now been offered a job at a nearby school.

As her confidence blossomed, Miss 'R' started attending fitness classes and going on long walks where she met her new partner. She has now lost an amazing seven stone.

Miss 'R' regularly attends courses on how to manage her money and follows a budget to keep herself on top of things. A resounding success, with hard work from Miss 'R' and support and guidance from tenancy sustainment, she has made a huge difference to her life.



Supported housing

Our teams have continued to support our more vulnerable customers. We have increased our services for young people and young parents, with an extra 66 homes being provided.

We have seen a new development completed in our learning disability service, providing more appropriate accommodation.

Additionally, we have been working hard to increase the occupancy of our homes which will mean more people are able to live more safely. We have seen some really positive move-on from our services into more independent accommodation.



We are more than a landlord. Our teams provide services and create opportunities for our customers to thrive.

Customer story

Mr 'G' had lived at Newstart (a 24-hour supported scheme), on two previous occasions. Each occasion ended with him being asked to leave due to his behaviour when heavily under the influence of alcohol.

Mr 'G' has lived on the streets for most of his adult life and is well known in the Truro and Launceston areas, both by the police and the homeless community. He used to pop by the office window at Newstart every so often, to let us know how he was doing. He did have periods when he drank a bit less.

He was nearly 60 when on one occasion he came by and expressed a desire to 'come inside' to live, as he was finding it more challenging being street homeless. Sadly a few of his friends had passed away, which had made him think about his own mortality and he was struggling with the grieving process.

We were able to offer Mr 'G' a room in our shared flat. He was delighted. He spent a few months in this room, meeting with his keyworker every week. He paid his service charge and kept his room extremely clean and tidy. He repeatedly thanked staff for the opportunity to 'do it differently this time'. He did so well in the shared flat, and when a self-contained flat became available, he moved into it. He had few belongings other than one carrier bag of clothing. Even when sleeping on the streets, this is all he ever had.

Staff managed to persuade him to buy himself a small television, as he enjoyed watching Christian programmes and didn't want to always use the communal lounge, particularly in the evenings, when it got a bit busier. They also managed to persuade him to buy himself a small electric heater, as he asked for the gas to be capped, so that he could save the money. He managed to accrue a bit of savings whilst living in our supported scheme.

After gently approaching the subject of 'moving on' on a regular basis with Mr 'G', he agreed to go onto the Homechoice housing register, and we managed to get him B-banded. He was nervous at first to even look at what properties were available, but eventually he got quite excited about meeting each Friday

morning, to see what was available and eventually place a bid. He managed to sustain his stay at Newstart, this time around for almost two years.

During this time, he had many ups and downs, when drinking, but never getting to the point where he has been asked to leave. His unmedicated mental health has been a struggle for him too. Due to past experiences in asylums over the years, he has been loathed to try any new treatments.

His keyworker managed to gain access to take him to look around an older person's scheme, as he wanted the security of this type of accommodation. This was in Truro so that it was familiar for him. Mr 'G' was keen to be surrounded by older people and was looking forward to helping others there.

Eventually the right flat, on the third floor, in a scheme across town, came up. Due to anxiety and fear of the unknown, Mr 'G' was very apprehensive about moving out of Newstart. He still struggles with his mental health issues at times, and still drinks for periods of time and then goes without it for several weeks but is doing well.

He pops down to see the team at Newstart pretty much daily, just to let us know how he is. If he is struggling, he will take himself off for a night or two and return home, when he feels okay again.





We have achieved an overall 89% in customer satisfaction and 85% in satisfaction of our repairs and maintenance service.

Repairs service

During the year you may have needed to contact us to report a repair to your home.

Over the past 12 months we have completed more than 103,000 repairs to customers' homes at an average cost of £178 each. We are pleased that 96% of our customers were satisfied with their last repair completed in their home and we remain committed to further improve the service we provide. We have continued to develop our repairs service offer to provide guidance about our responsibilities as a housing provider and to allow us to move towards one that fits around the work

and family commitments of our customers living in their homes.

We are expanding our services for you by providing more digital options for home repairs. We are now using a new smart phone app technology called Techsee which enables us to carry out virtual inspections and we are also regularly updating our website with self-service guidance and videos to help you with minor repairs.

New homes

In 2019, we provided a LiveWest home to 2,536 households who needed affordable accommodation.

During the year, 56% of these homes were provided to households who were either homeless or moving from temporary accommodation - 96.21% of our new customers were also satisfied with the service they received from our Lettings team during this process.

We also undertook research into how we could improve this service further, reviewing best practice

and listening to customer feedback and have now developed a number of helpful video guides on the process of moving home and created a more flexible and user-friendly digital sign-up process that enables new customers to review and consider the LiveWest offer and sign their tenancy in the comfort of their existing home at a time that suits them.

Providing more than 37,000 homes across the South West, we continue to grow and develop services for our customers. We believe in a home for everyone.



Neighbourhoods



We take pride in our homes and our communities, ensuring that customers have a safe and comfortable place to live.

Our Neighbourhoods and Estate Services teams have continued to make sure neighbourhoods are kept clean, tidy and safe for our customers and their visitors to live in and enjoy.

This includes delivering grounds maintenance, communal cleaning and repairs, window cleaning, tree management, estate safety and compliance

services through a combination of dedicated frontline staff and our contractors.

Our Estate Services team is always looking at ways to improve its performance so over the last year we have asked our customers to help us and provide valuable and regular feedback on the quality of the ground's maintenance in their neighbourhood. We now have more than 150 of you involved as "estate champions" and are looking to expand this further over the coming year.

Keeping you safe

Throughout this Covid-19 pandemic, we have continued to maintain all essential safety services.

We have worked closely with our customers when needed, giving assurance that our procedures are safe and thorough. The safety of you and our colleagues remains our highest priority during these unprecedented times.

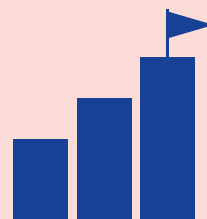
For the year ending March 2020, we had serviced more than 22,000 boilers, and at the end of the year, all our homes had a valid gas safety certificate.

Every year we undertake a fire risk assessment for all blocks of housing and communal areas and 99.44% of these checks were completed on time. We also have ongoing safety programmes to test oil, lifts, electrical safety, fire-safety equipment and water.

The safety and wellbeing of our customers is our number one priority.



Our priorities for the next three years



We have set out our priorities for the next three years in our corporate strategy.

You can see a copy of this on our website at www.livewest.co.uk/about-us/our-performance

Our vision is to:



Be trusted by our customers



Provide homes and communities that people love to live in



Have staff who are proud to work here



Have a growing business, that is fit for the future.

Priorities for the future include:

Listening to you and involving you

Your opinions are key to designing and delivering our future services. We will continue to ask for your views and opinions and will make sure we listen to what you say and act on what you tell us.

- Finding more ways to hear the voice of our customers, using different platforms to enable you to feedback to us and take part in reviews of our service. Ensuring we are using your involvement to make a difference.
- Continuing to grow the membership of our customer groups across our range of customer groups so we can continue to develop the services you want, and we provide to you.
- Working with you to continue to adopt and meeting the commitments of the “Together with Tenants” Charter.
- We will tell you how your views have been used to design and improve services.

Providing more services and options

We know our customers want to interact with us in different ways and we want to ensure we provide a range of ways for you to do this by:

- Offering more digital options of communication with us when you want to, using your preferred way
- Continuing to develop our website and social media platforms to provide helpful information for you
- We will expand our services we offer through our customer portal.

Improving our services

- Reviewing our out-of-hours service to ensure we offer excellent service 24/7
- Sharing our performance data with you on a quarterly basis and how we are performing against our strategy and goals
- Involving you, our customers, in reviews of our service
- We will continue to measure and interrogate our customer service data with continued focus on ‘trust’ and ‘complaint handling’.





We place sustainability at the heart of our organisation and are committed to reducing the environmental impact of our activities to create a clean and sustainable future for our customers, employees and our families.

Our focus on the environment

We have developed several overarching principles that have influenced our priorities, including promoting the right culture by working with residents and other partners to minimise our impact on the environment. These include us:

- Looking to identify and minimise any adverse effects on the environment arising from our activities and offices
- Working to provide efficient heating systems which will support the provision of affordable warmth for our residents in both our existing and new homes
- Targeting a reduction in the environmental impact of our vehicles and the number of miles we travel

- To promote and deliver opportunities which support the efficient and affordable use of energy and water in our offices and properties we manage
- To promote opportunities to conserve our neighbourhood's biodiversity and green spaces and to raise awareness and understanding to all our customers of the part they can play.

Working with residents and other partners to minimise our impact on the environment.

Improving what we do

You told us that we need to do more to improve how we handle complaints. The current level of satisfaction in complaint handling has increased from last year rising from 66% to 69%. We are pleased to see the increase, but it is not at the level we want. We know that you want us to do better and we are committed to improving complaint handling and reducing the number of complaints we receive each year.

We know that you want us to do better and we are committed to improving complaint handling.

Using your feedback, we have:

- Introduced technology that allows us to diagnose repairs via your mobile phone without us needing to visit you
- Provided further complaint handling training to colleagues
- Partnered with a mediation provider to help resolve neighbour disputes.

We continue to improve our overall service by:

- Making the letting of our homes easier by providing a digital sign-up process
- Offering online meetings for customers to access information and support.

We provide safe, secure homes for our customers with a range of care needs.



How you can get involved

There are many different ways you can give us your views, from taking part in a quick survey or attending a focus group or even joining our customer scrutiny group, InFocus.

Your views matter to us

Take part in our exciting campaigns for you to give your views on our different services, strategies and policies. We really want to hear what you have to say. We ask for your views in a variety of ways, including surveys, polls, questionnaires and focus groups.

Visit [livewest.co.uk](https://www.livewest.co.uk) and check out the [My community](#) page as this has more details on how you can get involved.

Join us on social media



Find us on **Facebook** at [@WeAreLiveWest](#) and join our [YourViews](#) group to see more about what has been going on and how you can share your thoughts and opinions with us.



or Instagram [@wearelivewest](#)