

Barrhead
Housing



Annual Performance Report 2023/24

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Chair's Welcome

Welcome to our 2024 annual report. Reflecting on a year brimming with challenges and achievements, I'm thrilled to share our journey with you.

New strategy, a bright future

In March, we launched our visionary strategy: Build Homes, Grow Communities, Delight Customers. This collaborative, team effort involved customers, stakeholders, the board and our entire staff.

Together, we crafted a roadmap placing customers at the heart of our mission, focusing on delivering more and better homes and strengthening our community impact



Making a difference, in the face of challenge

Amid rising costs and economic uncertainties, we delivered robust financial results and added 30 properties to our housing stock.

Our rent arrears increased slightly to £229,000, highlighting the tough circumstances faced by our customers. Yet, the feedback from tenants about their positive experiences with our customer service officers has been immensely rewarding.



Enhanced services

The successful appointment of new contractors resulted in the repairs service being revolutionised, with nearly 90% of repairs completed right first time while a redesigned factoring service now offers local estate support for both tenants and owners.

The commercial subsidiary is set to provide mid-market rental homes, addressing the needs of those unable to access home ownership or affordable rentals.



Investing in our team

Our people are our strength and main asset, and we continued to invest in learning and leadership development.

This included introducing wellbeing initiatives and implementing technology to streamline processes.

These efforts were recognised with Investors in People Gold accreditation, testament to our commitment to creating a supportive and dynamic workplace. This was recognised and acknowledged by Investors in People assessor Ruth Kelling who reported: “Your people love working for you, saying that Barrhead Housing is a great place to work.”



Navigating financial challenges

The 6.6% rent increase was a tough, but necessary decision due to rising costs and inflation. We remain dedicated to delivering high-quality services, whilst maintaining transparency and being accountable to our customers.

Our continued collaboration with communities and partners helps support a wide range of local activities and services aimed at reducing inequality and poverty.



Milestones and celebrations

A highlight of the year was celebrating our 1000 homes milestone in August 2023, with the housing minister joining in and acknowledging this landmark and our commitment to growth and development and excellent customer service.

I extend my heartfelt thanks to Vice Chair Drew McKinney and our dedicated Board members. I am immensely proud to chair an organisation committed to providing unwavering support to customers and communities during these challenging times.



Thank you for your support and I hope you enjoy reading our report.

John

People

Customer satisfaction

The cost-of-living crisis continued to pose huge challenges throughout 2023-24. Our priority and focus was on supporting customers through making more than 700 local visits, actively listening to feedback and providing tailored support.

Partnering with East Renfrewshire Council and the Health and Social Care Partnership, we aimed to prevent homelessness by offering homes directly to those in need, including social care applicants. Our allocations policy was updated to ensure 50% of empty properties are offered to homeless applicants, helping to reduce homelessness in our communities.



Facts and figures

[Click here for 2023/24 financial statements](#)

718
visits



to check in and support tenants

80
homes



let, including 25 new builds

38
homeless



people housed

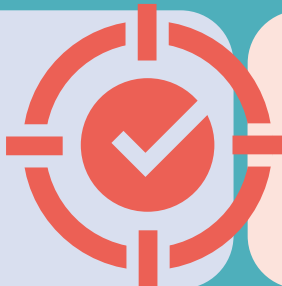
1380
people



on our waiting list

86%

overall customer
satisfaction rate



80%

average customer
rating for our HUB staff



100%

of all Stage One and Stage
Two complaints responded to
throughout the year.



over £326k
across **211**
cases



secured by the Welfare Rights
service – surpassing all targets

People

Customers in need were identified and supported, minor repairs addressed promptly and owner-occupiers engaged in the process of enhancing the in-house factoring service.

The Service Improvement Group, launched in June 2023, worked and collaborated with tenants to refine our processes.

Customer feedback

"Absolutely loving my new home!"

"The whole team made it so easy for us. Sean and Sandra were great."

"Professional and friendly staff, always helpful."

"Barrhead Housing dealt with my repairs with utmost professionalism."

"Staff are always friendly and helpful."

A Gold standard team

Achieving Investors in People Gold accreditation reflected our commitment both to developing and engaging our team, highlighted by:

INVESTORS IN PEOPLE™
We invest in people Gold

★ **92%** employee engagement

★ **1.8%** sickness absence rate

Personal and professional development was enhanced through programmes, such as GEM, Masters in Housing degrees and leadership training.

Celebrating milestones, ranging from reaching 1000 homes to participating in charity events, helped to keep staff motivated, engaged and united, while our agile-working approach continued to promote work-life balance and wellbeing.

Team highlights:

Several staff participated in GEM and master's programmes.

There were three internal promotions.

Reaching 1000 homes was celebrated with a charity cycle event.

Homes

Better lives, better communities

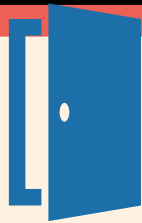
Investing in people's homes improves the lives of our tenants and communities. Ongoing repairs and investment also ensure the long-term sustainability of our homes and the business, and the provision of responsive, efficient services to tenants.

2023/24 achievements:



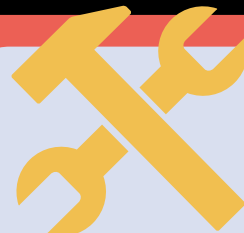
74

new kitchens



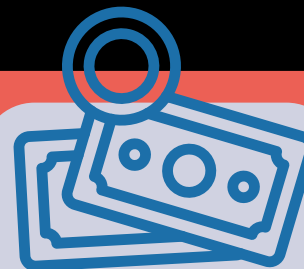
118

new windows & doors



2,791

repairs completed



£1.6M

invested in housing stock



25

new energy-efficient homes



87%

of tenants are satisfied with their homes



25

home adaptations for independent living



0

failures to meet statutory obligations for completing gas-safety checks

There were

74 re-lets

17 to existing tenants

35 to individuals on the waiting list

1 from another source

21 through Section 5 homeless referrals

Homes

Key Initiatives:

energy efficiency focus: partnering with other housing associations and John Gilbert Architects to retrofit properties



new developments: 25 energy-efficient homes completed at Netherton Farm with Taylor Wimpey and six properties purchased across East Renfrewshire



home adaptations: this involved collaborating with East Renfrewshire Council's occupational therapists and investing £60,000 in property adaptations to promote safe and independent living



Future plans:



upgrades:

next year, we will be replacing windows and doors in 77 homes, as well as installing 79 new kitchens.



repairs:

continuing to improve the repairs service, with the express aim of increasing customer satisfaction and efficiency further.

It was a challenging year for our reactive repairs contractor as several economic drivers impacted, including availability of labour and materials. The overhaul of the service began with the procurement of three new local contractors.

The onboarding process was a great success, with tenant satisfaction and “right first time” performance improving considerably. On average, **75%** of repairs were fixed first time in the year to date.

The aim is to continue improving the reactive repairs service through 2024-25. Future procurement plans include tendering for additional services, such as roofing and building works to ensure value for money and, ultimately, the best service possible.

Community Impact

Brighter futures Barrhead project

Launched June 2023, this community-led initiative runs until 2026. Led by Barrhead Housing and involving no fewer than 11 local partners, it aims to fight poverty and inequality in our most deprived areas.

The Community Investment team is a key and integral part of Barrhead Housing's mission to create and maintain better homes and lives for its tenants and factored homeowners.

This is underpinned by a co-ordinated partner and community volunteering approach.

The Community Investment team made a huge difference again this year, securing funding and delivering impactful projects.

For every £1 spent, £5.11 of external funding was secured, generating £7.3M in social value.



Project highlights:

£4M in social value delivered

46 food-waste cooking workshops

428 participants, 325 reporting positive impacts

45 digital-engagement sessions

43 volunteers contributed over 3500 hours

112 personal-development sessions for youths

81 exercise classes

50 new school uniforms provided

48 arts & crafts sessions

43 food-share sessions and distribution of 30 bags per week

Impactful parent programme

Funded by East Renfrewshire Council's No One Left Behind programme, our arts-based employability sessions gave parents the opportunity to showcase their creativity and boost their job skills, while earning an SQA qualification.

The ambitious aim of the 12 and eight-week blocks at St Andrews Church was to "transform lives, one creative skill at a time" by:

- boosting employability and creativity through SQA qualifications
- involving 12 BHA customers from a total of 17 participants
- leading to two parents finding jobs and six pursuing further training

Community Impact

Energy support:



£15,092 in fuel vouchers distributed

citizens advice

partnership with the Citizens' Advice Bureau to provide energy advice



£37,500 in fuel debt payments, helping 95 customers

Customer engagement highlights

Community Café at the ARC with free soup and pancakes on Mondays

Digital drop-in support at the sheltered housing complex

Happy Dunterlie Group's summer scheme activities.

Parent quotes:

"Initially I just hoped this project would help me with my employability and give me some structure. Now, after working with the tutors, it's given me a different hope for the future for what my employment can look like."

"This has helped me feel like I have enough skills and experience to apply for the kinds of jobs I want to apply for."

"I scored my confidence in creativity at the start 2 out of 10 and now it is 10 out of 10!"

Awards and recognition

The Community Investment team was nominated for several awards during the year

- shortlisted for 'Team of the Year' at the CIH Scottish Housing Awards
- shortlisted for 'Housing Organisation of the Year' at the Tenants' Information Service's National Excellence Awards
- and being runner-up for 'Champion of the Year' at the TPAS National Good Practice Awards.
- Kirsten Oswald MP tabled a motion in the House of Commons to congratulate the Barrhead Housing team on the TPAS Champion of the Year award and commend their efforts in tackling poverty and inequality.

Power of Partnership

Partnership working within the community is a vital part of our DNA. Working closely with key partners strengthens our ability to provide customers with the support and services they need and deserve to live safe, fulfilled lives.



East Renfrewshire Council's Mixed Tenure Squad:

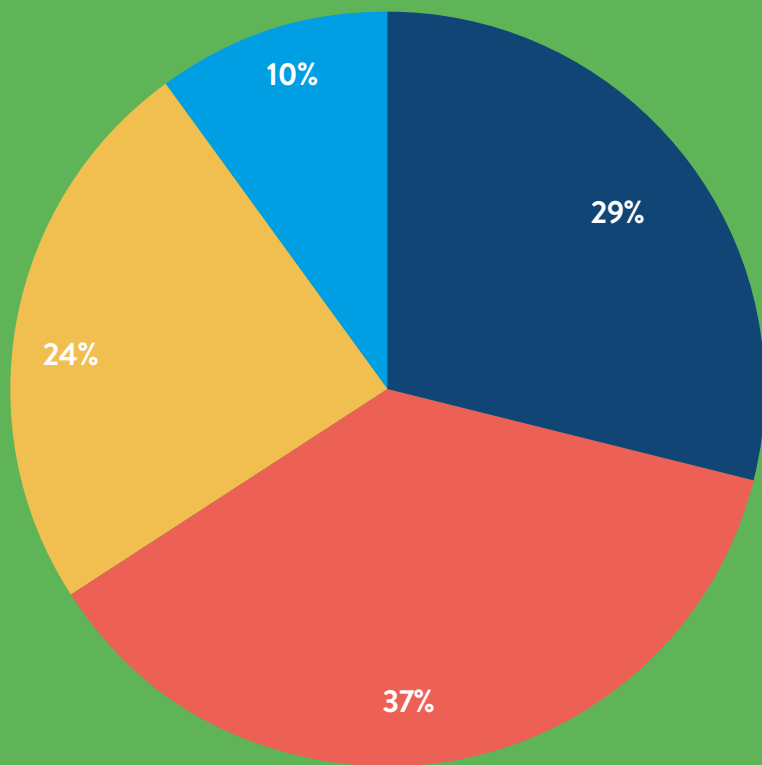
featuring regular visits to tackle estate-management issues, eliminate bulk waste and clear up disorderly areas, resulting in cleaner, tidier, more welcoming estates

**Health and Social Care
Partnership:** providing urgent housing for young people leaving care and those with critical health needs, adopting a proactive approach to reducing homelessness and playing our part in easing the housing crisis

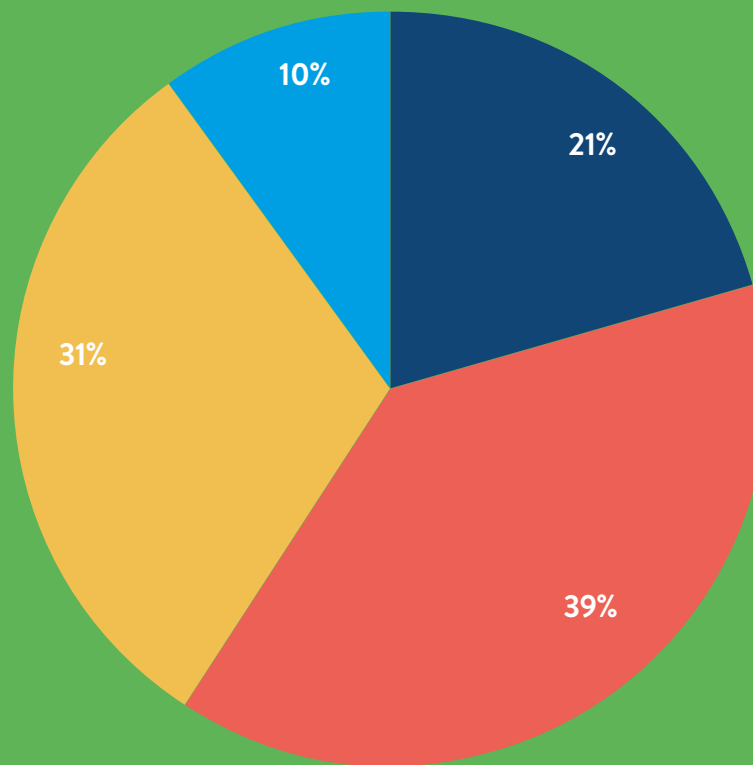
Housing for the Homeless: allocating 38 homes to those in need, freeing up temporary accommodations for others on their journey to stability

Value for Money

How we spent our money 2023/24



How we spent our money 2022/23





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