



JRHT Social Value Report 2016



JRHT Social Value Report 2016

JRHT is committed to investment over and above the day to day maintenance of homes and our landlord functions, and that investment has always been significant. Measuring its value is beneficial to enable us to make a judgment about what works in terms of the benefits to individuals and communities; and how and where maximum impact can be derived from that investment. Measurement also enables consideration of what we do not only in terms of social value but also in terms of value for money, helping us make informed decisions in the future around which activities we continue to invest in.

We use a range of approaches to measure social value: Some look at the benefits that can be reasonably assumed as a result of our activity, other methods generate an identifiable monetary social value. Those measurements can be based on the financial savings or additional income for residents or worked out by using the HACT (Housing Associations' Charitable Trust) social value calculator. We are explicit in the text about the context of each measurement and are cautious of the need to avoid overstating the social value of our activities.

The 2015 report demonstrated £1.7m worth of social value from our work. Much of the work carried out previously has continued and additional social value has been gained. This report sets out the 2016 social value profile for JRHT and, while we are keen not to unnecessarily repeat information presented in the 2015 statement, it is also important that each annual statement is able to stand alone and fully reflect the total social value in any given year.

We have looked at social value in terms of:

- our homes;
- our residents;
- our communities;
- our employees.



*The total social value identified in this report is **£2,131,440**, with an additional **£494,254** savings or new income generated for residents.*



Our homes

Rent levels: JRHT, in line with its founding principles, needs a “commercial return” but that return should not be achieved through high rent levels. JRHT has chosen not to adopt Government policy which would enable us to introduce higher rent levels for social housing, levels that we believe take rents above that which is affordable. Instead, JRHT has elected to charge rents at social rent levels. This makes a sizeable difference to households’ disposable income.

We aim to make best use of our housing stock. In 2016, 36 allocations were made to households in temporary or insecure accommodation, generating a HACT social value of £577,368 (based on an average two-person household). In addition, there were 30 transfers within our housing stock; moves which were supported, when necessary, using our Moving Assistance Grant of £10,000.

In 2016, JRHT continued the **modernisation programme**. The table below sets out the number of properties benefitting from the different elements of the programme and the financial benefit to residents in the form of lower energy costs.

Description of the works	No. of properties	Amount	Annual average saving per resident	Total annual saving
Replacement Kitchens	68	£316,200	n/a	n/a
Replacement Bathrooms	53	£164,000	n/a	n/a
Replacement Boilers	105	£332,475	£340	£35,700
Replacement Windows	50	£517,700	£100	£5,000
Cavity Wall Insulation	81	£17,000 (external funding)	£150	£12,150
TOTAL ANNUAL SAVING				£52,850

Adaptations can have a significant positive value for individual residents, enabling them to continue to live independently in their own homes. In 2016 we carried out 175 adaptations at a total cost of £37,992, almost doubling the amount spent on adaptations compared to 2015.

Case study

Moving Assistance Grant: With the help of financial support from JRHT, Miss C downsized from a two-bedroom to a one-bedroom property as she could not afford the housing benefit shortfall with the introduction of the bedroom tax. This has saved Miss C £89.96 per month.

Our residents

JRHT is committed to tackling poverty by reducing the amount of debt residents have as well as looking to maximise income and supporting residents into employment, education or training.

In 2016, the newly formed JRHT Moneysmart team developed their work across five strands:

- debt management;
- affordable credit;
- employment, education and training;
- reducing household costs;
- Moneysmart advice – increasing income.

We also introduced a mechanism to enable us to capture the social value of the Moneysmart work, measuring savings and additional income secured for residents. From June to December 2016, the team secured 451 direct outcomes for 269 residents:

- The annualised benefit value of those interventions totalled £60,578.
- The one off payment/grants secured for residents totalled £3,627.
- The savings secured for residents (such as energy savings) totalled £5,034.

The total value of the work of the Moneysmart team between June and December 2016 was £69,239 and in the first two months of 2017 we achieved savings and increased income for our residents of £69,867. The annual cost to JRHT in terms of staff time is around £60,000.

More recently, JRHT has demonstrated an increased focus on supporting residents to access employment as a way of getting out of poverty. In 2016, we began to pilot the Myworksearch website. This website is an online tool which enables us to assist residents back into work through job search, CV writing and guidance for interviews and applying for jobs. The one-year subscription for Myworksearch is £3,000.



Case study

Provision of affordable credit: In 2016 JRHT provided four smaller loans amounting to £1,870 and three larger loans totalling £13,250. Measuring the social value of this work is limited to the “saving” of interest payments, however it is evident that the value to residents of an affordable loan extends much wider than the financial saving as the burden of debt is reduced. In 2016, the social value of the JRHT loans scheme, based on interest savings alone, is £15,490.

The total value of the work of the Moneysmart team between June and December 2016 was

£69,239.

Reducing household costs continues to be a priority and in 2016 this was achieved by:

- **Energy switching advice:** 41 residents switched energy providers, changed tariffs with their existing supplier or received the warm home discount. Residents who switched made a total estimated per annum saving of £9,448.
- **Working with Yorkshire Water,** we visited 150 residents who were not on water meters and worked with them to calculate if they would benefit from being on a meter. As a result, 20 residents switched to a water meter and made a total estimated saving of £2,759.
- **Working with Smart Energy GB** we secured £4,000 of external funding to promote smart meters to sheltered housing residents.
- **Trialling a new voids energy switching process** to guarantee that incoming residents have access to some of the cheapest gas and electricity rates on the market. Sixty households benefitted from this new service in 2016.

Reverse staircasing enables shared owners to sell a share of their home back to JRHT. JRHT supports reverse staircasing in cases of need or financial hardship, each case being considered on an individual basis. In 2016, we helped four residents all with very different personal situations: A home owner in sheltered housing needed to release funds to meet the costs of replacing their heating; reverse staircasing enabled a mother and her children to remain in the home following a relationship breakdown and another resident was able to reduce their working hours in order to care for a seriously ill child. The total cost of this to JRHT was £243,000.

The Neighbourhood Services team has access to a **Neighbourhood Services Budget and estate budgets** to fund initiatives which fall outside of mainstream activity, supporting individuals and community projects. These grants total £12,500.



Case study

We have recently added a supported housing scheme to our commercial energy portfolio to enable residents to take advantage of the cheaper rate offered to JRF/JRHT via our commercial contract. We can pass these lower rates straight to the residents. As a result, residents have made a £900 per annum saving. We are currently exploring options for how we can pass that saving on to residents in our general needs housing.

Case study

A £500 grant was paid to support a family in crisis who were struggling to look after their home. We paid for additional security measures and the cleaning of their home.

Our communities

We are committed to working with our residents and the wider community to secure active engagement and involvement. As reported in the 2015 statement, across JRHT communities several formal residents' groups have been established and all receive grants to cover administrative costs. There continues to be seven **formal residents' groups** and an additional **community group** on the Victoria Geldof estate in York. Using the HACT social value calculation for these groups, based on an average 10 residents attending each group (£4,870 per person based on being part of a residents' group), the social value is £292,200. In addition, the Victoria Geldof Community group provides a Social Value of £9,588.

The New Earswick Residents Forum (NERF) addresses local issues and organises events for the local community. The group receives additional funding from JRHT of £28,000 per annum, which they allocate to local groups that meet the grant criteria. Recent grants include £2,400 to a local theatre group and £3,000 to support creative writing classes. Using the HACT calculator, the social value of NERF is £48,700. The residents' group at Derwenthorpe generates a social value of £117,880.

In September 2016, we held our first **Community Fun Day** at which residents and staff from across JRHT came together to enjoy the many activities and to learn more about JRHT services. We will build on this for the second Community Fun Day planned for September 2017. The cost of the event to JRHT was £6,500 - it attracted over 200 visitors, 40 of whom were JRHT residents.



Case Study

In 2016, the Residents' Scrutiny Panel (RSP) carried out an in-depth analysis of the Resident Involvement Strategy and the catering service at Hartrigg Oaks, Hartfields and Plaxton Court and the café at the Folk Hall. With five active members using the HACT calculator, the social value of the RSP is £24,350. We are also able to do a calculation on the value of the RSP to JRHT based on the "volunteering hours" this group offers to JRHT. The total number of hours for last year was 723 at £11 per hour which equates to £7,953.

New Earswick Community

We have continued developing and enabling a programme of activities at the **Folk Hall** that will help create a vibrant community hub for New Earswick. With the appointment of a Folk Hall Manager and a renewed effort to promote this community resource, we have seen use of this facility increase considerably in 2016 – not only in terms of room hire and events but also use of the café. At the same time, operating costs have reduced by £22,000. Around 35,000 people attended activities at the Folk Hall in 2016, with upwards of 35 room bookings per week and 50 regular users.

In 2016, approval was given for a **Post Office** to be opened up within the Folk Hall, bringing back to the village a much needed facility. The Post Office was subsequently opened in January 2017 and has been well used.

A number of local **community groups** use the Folk Hall, some of which, like Café Nelli, emerged from the Neighbourhood Approaches to Loneliness JRF research programme, which JRHT continues to support. With 15 members in 2016, Nelli generated a social value of £27,750, based on the HACT calculation of being part of a social group. Film at the Folk Hall has also proved highly successful and, with 62 signed-up members, the HACT Social Value of Film at the Folk Hall based on being a member of a social group is £77,033.



Case Study

The 'We Are Theatre' community drama group, established with support of a JRHT grant of £5,530, has a core of 20 members attending weekly. The group secured additional funding from the Parish Council as well as the community theatre company The York Stars. The group has developed good links with some of the older local teenagers and one 16-year-old from Huntington School has taken over the role of choreographer and is volunteering her time with the group. The HACT calculation of We Are Theatre based on being a member of a social group, gives a social value of £22,200.

Case Study

New Earswick Creative Writing Classes: The aim of this project is to provide an opportunity for local residents to develop their creative writing skills building on the first series of workshops that were provided in 2015. Up to eight residents attend each session and, within the duration of the workshops, the group saw participants becoming more confident in their creative writing skills. The HACT social value calculation of New Earswick Creative Writing group based on being a member of a social group is £8,880.

The HACT social value of the seven formal residents' groups is **£292,200.**

Developing the **digital agenda** is increasingly important and JRF/JRHT, working in a partnership venture with Talk Talk, Sky and City Fibre, have provided 1,200 homes and 373 residents with Super-Fast Fibre Optic broadband in New Earswick. JRF/JRHT has been able to negotiate a similar package at Derwenthorpe.

Another key community project is the **'Open Shop'**, a three-month pilot project in a long-term vacant shop in New Earswick between January and April 2016. The cost to JRHT was £16,838, with £2,000 of work from our contractors Keepmoat who helped improve the space before opening and an additional £30,000 of JRF funding for the scoping, research and evaluation. Such was the success of the project that the shop will re-launch in September 2017. The HACT social value of the Open Shop initiative is calculated at £56,632.

We know that the provision of **early years education** is critical therefore we have maintained and subsidised early years provision in New Earswick. The subsidy of £55,000 in 2016 enables us to keep the charge affordable at just £5 per session. Compared to using a local private provider, the saving to a family for a three-year-old attending five sessions a week is just over £800 a year.

JRHT has always also had close connections with **New Earswick Primary School** and at one time the facility was owned and run by the Trust. Two members of staff are on the board of governors. JRHT makes an annual contribution to the school of £28,000 to provide an additional staffing resource. In addition, we make a 10% contribution to the cost of major repairs – which in 2016 was £1,090. This figure varies significantly each year dependent upon what major works are planned.

Case study

Digital hub: JRF/JRHT has partnered with TalkTalk to open the New Earswick Digital Hub to help residents of New Earswick get more confident and better skilled in using digital technology. Residents can drop in for digital support or can attend any of the free sessions. In 2016, we provided 45 free sessions. People have told us they feel an increase in confidence and are more eager and willing to engage with digital technology.



The Open Shop was made available to groups and individuals providing a shared space leading to a more collaborative way of working with local people. It was a huge success, engaging 400 local people in 120 activities. An independent evaluation found increased feelings of connectedness as well as opportunities for personal development, to learn new skills and start new projects among those involved.

The social value of the Open Shop was **£56,632**

There are a number of other community facilities and groups in New Earswick which benefit from a JRHT contribution – either in kind or that receive a direct financial benefit. In 2016, the nature reserve lease was renegotiated to enable the group to erect a building/educational/meeting facility. There are now over 150 members of the angling club and 300 members of the nature reserve group. There are also 25 members of CAN – Community Action for Nature – who organise regular nature based events. The HACT Social Value of CAN based on being involved in a social group is £46,250. NEST (New Earswick Sharing Together) runs a community allotment and various gardening activities. The aim of the group is to be self-supporting through the sale of fruit and vegetables and jams and marmalades. JRHT provide NEST with three allotments free of charge. The HACT Social Value of NEST based on gardening activities is £10,326.

JRHT owns and manages two allotment sites in New Earswick, providing 32 plots. The 2016 annual rent was £16 per plot – the equivalent charge made by other local providers is on average £60 per annum. This represents a saving to JRHT allotment holders of £1,408 per annum. The HACT Social Value of the allotments, based on each allotment being used by a single person, using the gardening activity calculation is £55,072.

Case study

St Andrews Church is an old church building on the edge of New Earswick in need of significant refurbishment. This has been taken on by a community group offering local people the opportunity to develop building-related skills. They have already started activities such as Cake and Company to address loneliness amongst older people, youth clubs for different ages and parents and tots groups. They approached JRHT to help complete the project, which we did at no charge.





Derwenthorpe Community

Eighty-nine new homes (of which 40 were affordable) were completed at Derwenthorpe in 2016. Nearly a third of all homes overall have been let to families with one or more person with a disability. In 11 properties the adaptations were significant with the provision of through floor stair lifts and two with full wet rooms. The result of this is that residents have been able to leave hospital sooner and families have been kept together, living family life as fully as possible. Doing this work before families move in means there is no disruption during the works and the whole household's quality of life is improved from day one.

With the appointment of the **JRHT Derwenthorpe Manager**, 2016 has seen the further development of the Super Sustainable Centre (SSC) as a local community facility, and with the continued development of Derwenthorpe, demand for the facility is likely to increase. Many of the activities on offer are free at point of access, and with usage increasing month on month, there is very little spare capacity. Many of the activities are resident led and many are supported by the JRF Derwenthorpe Community fund, which in 2016 allocated 17 grants totalling £30,347.

Case study

Caterpillar Club: In summer 2016, JRHT approved an application to establish a Derwenthorpe resident-led baby and toddler group. Since its launch in September 2016, there have been weekly sessions and a Halloween and Christmas party. One of the most significant outcomes has been the development of friendships and support and the group itself has flourished over the last few months. The group has been operating at nearly maximum capacity and has also begun to provide support (using their own resources and funds) to other activities and events being held at Derwenthorpe, for example the York Bike Belles' 'travel with tots' scheme. The HACT social value of the Caterpillar Club, with the calculation based on being a member of a social group, is £36,621.



Other grants include:

- A tariff system opens up the Visual and Performing Arts Curriculum course – for people on low incomes. Six people regularly attended, generating a social value, based on being part of a social group including mixed ages, of £8,880.
- Derwenthorpe Book Group Chapter Two, a newly formed book club consisting of 10 local residents is generating a social value, based on being part of a social group including mixed ages, of £14,800.
- Derwenthorpe Community choir, now in its third year with 24 members meeting weekly, generating a social value, based on being part of a social group including mixed ages, of £44,400.
- A very successful film club also operates from the SSC, generating a social value, based on being part of a social group, of £59,200.
- The Wildlife and Gardening group also continues to run, attracting 18 regular volunteers, generating a social value, based on the gardening activity calculation, of £23,112.
- The delivery of sustainable transport options remains a high priority at Derwenthorpe and JRHT operates several initiatives to support this. In 2016, cost of bus travel, 113 bike vouchers and 17 bus vouchers, at a total cost to JRHT of £19,500.



Case study

'Song Box Musical Play Sessions at the SSC': This project ran for 14 weeks, from April to July 2016. The project offered musical play sessions for children's development and parents' social wellbeing. Over the period, 21 families with young children attended. As a result of this programme, it was noted that some families were making new friends and arranging in the session to visit each other socially. The HACT social value of Song Box, with the calculation based on being a member of a social group, is £40,690.

Case study

Derwenthorpe bus service: The bus service which serviced the Fulford area was under threat and was due to be stopped. However, recognising the significance of it to the new development and in line with our goals to support sustainable transport options, in partnership with the Council, JRHT agreed to fund the continued provision of this bus service at a cost of £10,000. Initial feedback on the use of the bus service has been positive and on average 200 people per week board the bus at Derwenthorpe.

Hartfields Extra Care/ Retirement Village

At Hartfields, in Hartlepool, there continues to be an extensive range of events and activities aimed at improving social inclusion and tackling loneliness.

Staff and residents at Hartfields celebrated **Dementia Awareness Week** with many activities, including a memory walk along the prom at the Hartlepool Marina, and a trip accessed by 50 residents to the Beamish Museum, subsidised by JRHT to enable residents to purchase tickets at 50% discount. In that week we also held the grand opening of the '1950s parlour' located within Hartfields. Staff fundraising supported the creation of this replica 1950s parlour room providing a safe space where residents can go for quiet time to reminisce and talk about their memories.

A number of **weekly activity sessions** are held at Hartfields subsidised by JRHT through free room hire which enables most activities to be accessed at no or low cost to individual residents. There is also a Healthy Living Suite, subsidised by JRHT at £20,000 to keep access affordable. Annual membership is just £10, with a charge for each visit of £1 for residents and £2 for non-residents.



Case study

The Nostalgia Cafés are held monthly. The aim of the group is to offer an activity to people who may otherwise be isolated and to break down barriers for people living with dementia – either as a carer or someone who has dementia.

Attendance at the cafés has increased, with up to 80 residents and carers regularly attending. The Nostalgia Cafés are supported by a £2,000 grant from JRF, with all other costs covered by fundraising by the staff team and residents. The café is free to attend and includes a two course meal, tea/coffee and entertainment. Staff time is considerable, not only supporting residents to attend but working with residents to build up their confidence and encouraging new residents to take part.

Reflecting the innovative approach, the nostalgia team were nominated for a Housing 24 award and although they did not win the award, the project was highly commended in the Community Achievement category.

The HACT social value of the Nostalgia Cafés, based on being part of a social group, is £148,000.

Activity	Social Value
Tai chi – attended by 15 people on a regular basis.	£27,750
Singing group – up to 25 members who attend regularly.	£46,250
Exercise class – 20 members who attend regularly.	£111,880
Weight management – provided by the local authority, 20 people attend regularly.	£37,000
Art class – run by a resident – seven residents attend regularly.	£12,950
Knit and natter – 10 residents attend regularly.	£18,500
Carpet bowls – run weekly with 10 regular attendees.	£18,500
Bingo – a very popular activity held three times a week with over 30 people attending each session.	£55,500
Social inclusion activities.	£17,210
Breakfast club.	£13,768
Thursday craft club – around 12 residents attend regularly.	£22,200
Total social value	£381,508

In the absence of public transport, JRHT continues to subsidise the provision of **bus services** from Hartfields into Hartlepool town centre. JRHT makes a £5,000 contribution to a local mini bus service. No charge is made to residents - the only alternative transport is private taxi hire, which is prohibitive for most residents. The total saving for residents is £10,000.

As part of their weekly care budget, some Hartfields residents have staff care hours for **social inclusion**. This has been provided on a one-to-one basis. However, by enabling care staff to either set up new activities or access existing group activities, we can make better use of care staffing resources and significantly extend the social inclusion time for residents. As a result, residents have received an additional 4,750 hours of social inclusion time representing an additional monetary value to residents of £61,760. The cost to JRHT of delivering those additional hours is significantly reduced.



The wider community

JRHT staff deliver the management of **Homestead Park** on behalf of JRF. A number of initiatives have taken place at no cost to park users, including working with local schools and groups who are allowed use of the park free of charge, music and wildlife events at weekends and during school holidays and Rowntree History Talks. By opening up the park facility at no charge to community groups and local educational providers, JRHT is supporting and facilitating activities known to be of benefit.

In May 2016, a **Reading Café** was opened in Homestead Park. Run by Explore York (which operates the library service in York), the café offers all of the services that you would expect from a local library. The café is allowed to use the park for a charge of just £100 per month, well below commercial rates for similar space in York.

JRHT continues to provide and manage **four play parks** – all of which are free to use. In 2016, we introduced some new equipment – two outdoor table tennis tables in Homestead Park at a cost of £3,337, and at Derwenthorpe an accessible seat for disabled users was installed at a cost of £500.

JRHT offers use of its premises free of charge to store supplies for the **York Foodbank**. In 2016, the foodbank provided food to over 3,379 individuals (2,036 adults and 1,343 children). The main reasons given for using the foodbank were low income, delays or changes to benefits, and debt. The zero rent reflects an annual JRHT subsidy to the foodbank of £6,800.

The **Toolbox Project** is run by two youth workers providing motorbike mechanic training to youths who are excluded from the more traditional routes to education and employment. JRHT provides the premises at no charge.

The **York Committee** (JRF funded) makes grants to organisations to help improve the quality of life in York, with particular regard for those who are experiencing or affected by poverty and disadvantage. During 2016, grants typically ranged from £100 to £5,000. The Committee awarded a total of 29 small grants during 2016. This equates to a total value of £127,216. The grants awarded were for projects and activities which helped to realise JRF's vision of a prosperous, poverty-free York. The range of activities funded are diverse and include community cafés, outreach advice sessions and activities aimed at reducing poverty through education and training. The Committee also made £5,000 available towards eligible projects on Spacehive's York Hive, a crowdfunding for social benefit platform, of which a total of £2,500 has been spent.

Case study

Wild Things Family Forest School is a weekly school for children and parents in York. Sessions are for children aged from two to four years and their parents (babies are welcome to accompany their siblings). Activities include foraging, tracking, climbing trees, learning about nature, messy play, storytelling and singing, using their imagination and den building. Three activity providers are allowed use of the park free of charge to deliver the sessions.

Of those taking part:

92%

felt that Wild Things has had a positive impact on their child's learning and development

92%

believe Wild Things has improved their child's relationship with an understanding of the outdoors

75%

believe Wild Things has improved their child's imagination and creativity



Our staff

As well as investing in our residents and our communities, we also support our staff to deliver social value either in their local communities or more widely. Staff have the opportunity to take part in volunteering activities and are allowed up to two extra days annual leave per year for this purpose. Staff can use time during their working hours to support and fundraise for charities and in 2016, staff raised £3,210.

JRF/JRHT operate a staff Give As You Earn scheme which enables staff to make a regular donation direct from their salaries to chosen charities. In 2016, 59 staff across JRF/JRHT contributed to the scheme. The total contributed was £5,771, which was then match-funded by JRF. In addition, 18 employees contributed to appeals run in 2016 to pay a further £512.

Apprenticeships and work opportunities remain a key priority. In 2016, we saw another successful paid intern recruitment programme and our apprenticeship programme continues with eight apprentices now in their third year. We also employ apprentices from a local prison, Askham Grange women's prison, as part of their Pathways rehabilitation programme and have an international exchange with French horticultural students. JRHT also works closely at Derwenthorpe with David Wilson Homes and the National Skills Academy (CITB) to promote careers in construction and there have been 15 apprentices working on Derwenthorpe over the last two years.

Conclusion

Our Social Value Report for our activity in 2016 is the second overview of investment in our homes, our residents, our communities and our employees. Throughout 2017, we will continue that investment and, with more initiatives coming up, we expect our 2017 statement to present further evidence of our commitment to delivering social value for all.

The total social value identified in this report is £2,131,440.

Case study

Catcote Academy is a special needs school/college in Hartlepool catering for students with varying learning difficulties or disabilities. Catcote Sixth Form has implemented a new study programme for its post-16 learners, which concentrates on life skills for independent living, and employability for real life work skills. Hartfields has welcomed students from this programme who travel independently each week to Hartfields, where they order and purchase their own lunch from the restaurant and then engage in various activities with the residents where they chat, play cards, dominoes and boccia. This form of interaction serves to illustrate the progress the students are making and will provide a basis of evidence which will contribute towards an award in life skills. The social value of this work is complex – offering the placement at no cost offers the college a considerable saving while the personal development, wellbeing and employment opportunities are significant (and different) for each individual accessing the programme and are difficult to measure within this short time period.



For more information about this report,
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