

HELPING OUR ENVIRONMENT

2015/16

ANNUAL REPORT

WWW.SHROPSHIREHOUSING.ORG.UK



WELCOME

Shropshire Housing Group (SHG) has faced a number of challenges over the last twelve months, but has overcome them and emerged fitter, leaner and stronger. As an organisation we have had to be versatile and nimble, responding quickly and effectively to outside influences affecting the business. We have, for instance, had to revise our Business Plans to take into account the one percent reduction in our Tenants' rent payments for the next four years whilst planning ahead for the next wave of Right to Buy and Welfare Reforms being applied to the sector by the Government.

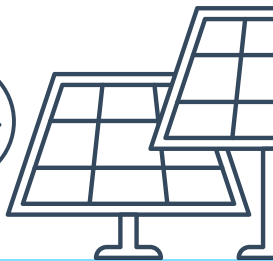
For the business to be able to grow and thrive, we acknowledge the need to adapt, change and innovate whilst fully appreciating the emerging risks that the sector and our business face. Our open approach to collaborative working has helped us to maintain strong relationships with Shropshire and Herefordshire Councils and other local housing providers.

We have continued to scrutinise our costs and make efficiencies, delivering substantial value for money savings, whilst remaining passionate about our core purpose, which is to support our tenants and communities by providing and managing quality homes. We have had to be increasingly resourceful, whilst remaining focused on our Corporate Plan ambitions. It has been both

insightful and helpful to work alongside our tenants scrutiny panel, TRIP. In doing so we have improved our 'right first time' repairs service and we have also saved money.

We are well into our journey of achieving our Corporate Plan targets by 2020. The savings we make through being more efficient and providing services differently go directly into building more homes. In the last year we have completed 23 new homes, and commenced 81, whilst helping 418 people to move home or become a tenant of either South Shropshire or Meres and Mosses Housing Associations. We also spent £3m on improving tenants' homes.

As a Group, we have had a lot of success in recent years with our Community Led Housing approach, building schemes around community aspiration and partnerships with local people. A recent change that we are still adapting to has been the complete loss of grant from the Government to help us build affordable homes to rent. We have responded by developing the Floreat Homes brand to support open market sales and to cross-subsidise new affordable homes. This has been very successful over the last year, contributing to the Group's turnover and surplus.



Total Response Ltd, our repairs and maintenance company, has had a solid year, meeting agreed targets for tenants whilst increasing its offering to a wider customer base. Our HomeLife community support service has continued to develop a strong reputation and has expanded its customer base, delivering 10,028 hours of service in the last year, across South Shropshire. Our IT service, uniTe, has continued to support digital inclusion projects at the Mayfair Trust in Church Stretton, Ludlow Foyer, Whitchurch and Market Drayton. The uniTe service has also improved its offer to the Group, helping us all work differently, and make significant savings through joint procurement.

At Shropshire Housing Group we take our pledge to care for the environment seriously. Total Response Ltd has kept its ISO14001 accreditation, meaning that it operates to the highest industry recognised standards in terms of waste recycling and disposal. Although resources are limited we have continued to provide 'green' heating and other energy saving solutions for new homes, and where practical retrofitting existing homes, all of which lightens the burden on tenants and the environment.

Working with our Community Panels, we have spent £85,000 this year through the Community Development Fund, whilst also supporting local charity, Grow, Cook, Learn who run the Shropshire Hills Discovery Centre on our behalf. Our

published social accounts detail some of the fantastic initiatives which we have been able to help realise, building links with the communities in which our tenants live. Some of which are about forging intergenerational links, skill-building to support work opportunities or developing play and recreational activity, but all of them depend on the hard work and resourcefulness of local people.

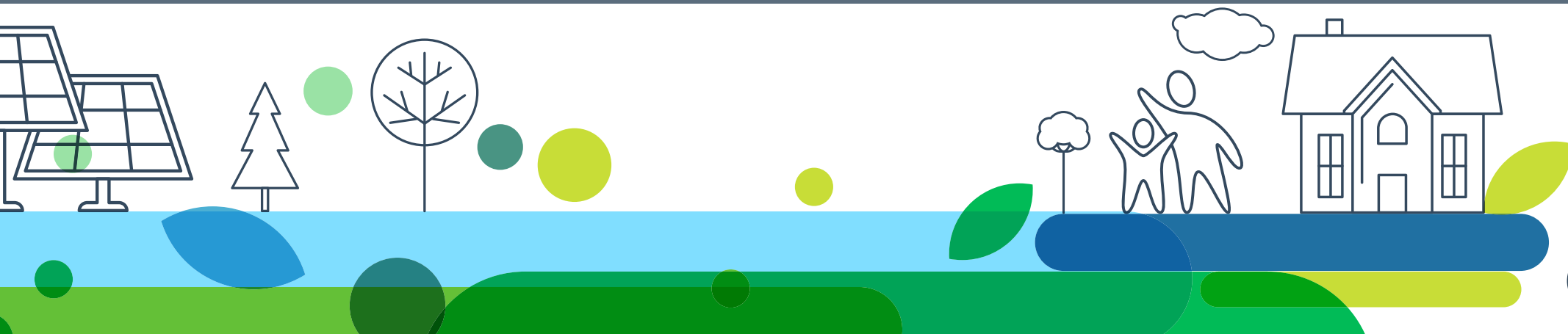
We recognise that for the Group to be effective in delivering on its promises we depend on our staff and would like to thank them all for their dedication and professionalism. Our staff are great advocates for Shropshire Housing Group wherever they go, often going 'above and beyond' to deliver excellent customer service to all of our tenants and customers. Further to this, our performance figures, shown throughout this report continue to improve, demonstrating an increased overall service to our customers.



Jake Berriman,
Chief Executive



Tim Ralphs,
Chair,
Shropshire
Housing board



New Homes



Shropshire Housing Group consistently builds homes to demanding design and environmental standards. We ensure that our homes fit sensitively in their setting and come as standard with environmental features, such as water butts, high levels of insulation, low energy heating systems and low flush loos. Where appropriate, photovoltaic panels and air source heat pumps are included to homes not served consistently by a mains gas supply. This helps our tenants to reduce their costs whilst reducing the overall impact on the environment.

Increasingly our new developments include sustainable urban drainage systems which minimise water run off and also provide an opportunity for new ponds and the planting of local species which support biodiversity.

Current and Completed Developments

Completed:

- Station Road, Baschurch 14 homes for rent and 6 for shared ownership
- We also completed 3 homes for open market sale during 2015-16

Current:

- Barnard Street, Wem. 6 homes for rent
- Westlands, Wem Phase I. 4 homes to rent
- Oak Avenue, Wem. 10 homes for rent and 2 for shared ownership
- Oakfield Farm, Craven Arms. 19 homes to rent, and 6 for shared ownership
- Callow Drive, Minsterley. 17 homes for rent, 5 for shared ownership
- Ranford Way, Wem. 4 homes for rent
- Sycamore Way, Market Drayton. 8 homes for rent
- We also have 2 homes for open market sale currently being built, with the profit from these sales being added to our budgets for new social housing.

95%

of people are very
satisfied with
their new home
after the first year



Oak Avenue, Wem



Station Road, Baschurch



Rural housing week 2015



Shropshire Housing Group celebrated rural housing week in July 2015, with the official opening of 10 homes to rent, and 4 shared ownership properties for local people in Orleton, Herefordshire. The scheme was officially opened by Cllr Sebastian Bowen from Herefordshire Council and children from the local school that had visited the site during construction to learn about site safety and the build process.

The homes at Orleton were built under our community led housing approach that involves members of the local community at every stage of the build process. Shropshire Housing Group has established Marches Community Land Trust Services to help guide communities through the community led development process.

By working together on this project, Shropshire Housing Group has been able to help the community rebalance the housing supply to meet local needs whilst dealing with speeding traffic in the village and a local water run off problem through a new balancing pond.



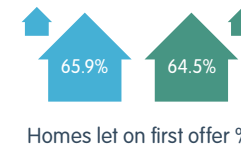
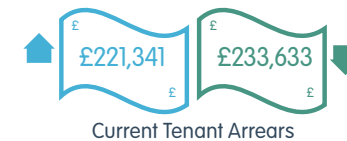
Orleton official opening



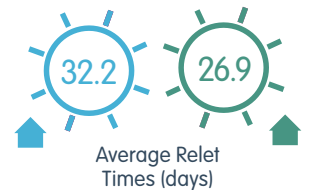
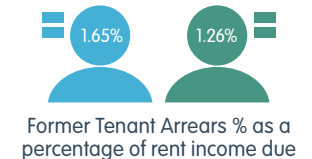
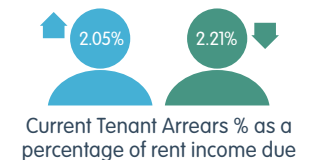
Balancing pond, Orleton

PERFORMANCE figures as at 31.03.16

SSHA MMHA



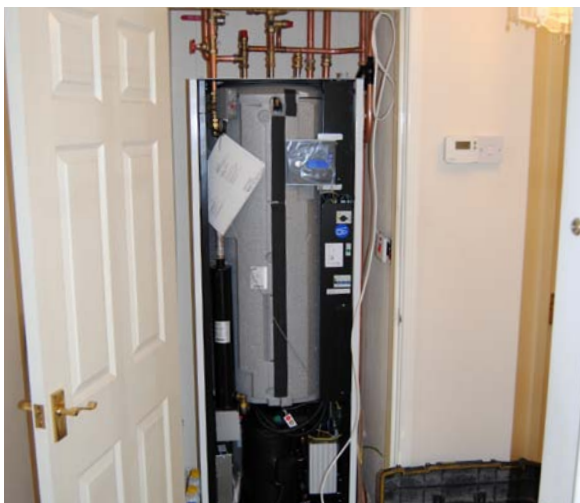
better performance than last year
worse performance than last year
same performance as last year



Home Improvements

100th renewable heating installation






With 24 new air and ground source heat pumps installed this year Shropshire Housing Group has celebrated over 100 renewable heating installations in the last 5 years. Having many properties off the mains gas grid this is another way that Shropshire Housing Group can help to address fuel poverty and reduce our overall environmental impact. The pumps work a bit like a standard fridge in reverse and use the temperature from the air outside the building or underground to heat the home, and produce hot water. In the last 12 months we have been busy replacing windows and doors and adding external wall insulation all to the highest modern standards to ensure that our older properties are as comfortable and affordable to live in as new ones.






A ground source heat pump system



This year Shropshire Housing Group has spent £3m on investment in our homes. This is how it was spent:

	Kitchens	173
	Bathrooms	142
	External doors	86
	Windows	34
	Roofs	35

The following items have helped Shropshire Housing Group improve its overall energy efficiencies (SAP) rating to 65.7, and also contributes towards lowering tenants' heating bills.

	A rated boilers	14
	External wall insulation	15
	Air or Ground source heat pumps	24

Whitefriars win £2,000 for communal gardens

Our concern for the environment doesn't just stop at the front door. Shropshire Housing Group takes pride in providing appealing open spaces around its homes, and encourages tenants to look after their gardens. In the past we have helped tenants to live a healthier lifestyle by building communal gardens and growing their own edible produce. This year we have helped residents at Whitefriars sheltered housing scheme in Ludlow to transform their communal garden and supported them in their bid, coming 3rd in a national competition.

The competition sponsored by B&Q asked for housing associations to submit entries on projects for their residents and communities. Residents helped with the submission, working closely with Shropshire Housing Group's repairs and maintenance company, Total Response Ltd.



Whitefriars awarded with £2,000 for communal gardens



Strengthening Communities

Shropshire Housing Group works across north Herefordshire and Shropshire, amongst the most attractive environment in the country. An environment of attractive countryside, towns and villages and diverse communities. Our stewardship of the environment extends to our support of these communities. Our Community Development Fund is available to support projects which have the potential to transform lives, helping tenants and wider community alike.

Men's Sheds

This is a project that helps tackle isolation and loneliness often felt by retired men. The international scheme, started in Australia in 2006, creates a place where men can work on a project or hobby, help others or get help, relax over a cup of tea and discuss the world and its problems. The £2,000 grant has enabled the Market Drayton group to move to a new shed, while the current shed be converted to a workshop.



Market Drayton Men's Shed

Cleobury Mortimer Smartwater Campaign

We were very pleased to assist Cleobury Mortimer Parish Council and WM Police to help Cleobury Mortimer become the first town in the country to be totally protected by the Smartwater marking system. The Community Development Fund grant of £2050 allowed the parish council to offer smartwater marking kits free of charge to all of the town's residents.



Cleobury Mortimer Smartwater Campaign

“ This is a very big deal for our community and a big step to assist in making our community less desirable to criminals, ”

Sean Thorogood, chairman,
Cleobury Mortimer Parish Council.





Pedals2Health

The Pedals2Health cycling club, set up in the Grange Road, Bishops Castle sheltered housing scheme, received £2300. The grant has enabled them to purchase three trikes with disability adaptation kits, and a Feego electric bike. This means all members, including those in a wheelchair can join in the health and social benefits of cycling.



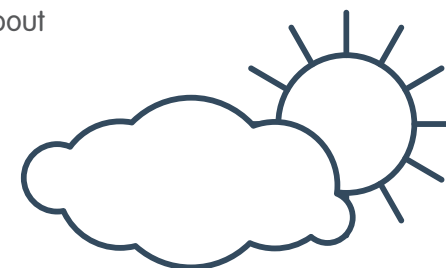
The Pedals2Health cycling club

Media Active

The Media Active social enterprise successfully applied for a £5,000 grant. This allowed them to work with young people to make films, some of which are about Community development Fund projects.



Filming the community canal development in Market Drayton



Supporting Tenants and Tenancies



Drayton Wednesdays 1st birthday

Drayton Wednesdays, hosted at Charter Court, Market Drayton celebrated its first year of drop in sessions. They recorded nearly 1000 individual appointments, 60% of these were Shropshire Housing Group tenants, with the other 40% being made up of local residents.

The initiative includes advisors from Shropshire Housing Group, TCAT and SUSTAIN Support. The Charities Christians Against Poverty and Wheels to Work are also on hand each week to provide help and assistance.

Go Thursdays – employment of apprentice

Go Thursdays is a similar initiative to Drayton Wednesdays, and is now held at the Civic Centre in Whitchurch. Fay Dutson was referred via the job centre to help her find paid employment when an apprentice vacancy was available at Shropshire Housing Group's offices in Wem. Fay was successful and works in the Human Resources department, assisting the learning and development manager.



Drayton Wednesdays



Go Thursdays



Ludlow Foyer

The Foyer is a supported housing project, run by Shropshire Housing Group, that not only gives young homeless people a place to live, but also helps them in to training and employment. As part of the Foyer's goals to help build confidence of the young people that live there, they run workshops and life skills classes.



Foyer walking for health group

The Ludlow walking for health group meets every Monday, bringing together local people aged 16 to 75 and beyond! More than 20 walkers meet for a gentle walk of up to 45 minutes, and finish at the Ludlow Foyer. Here, the Foyer residents provide a cooked lunch for the walkers, allowing the two groups to socialise.



Ludlow Foyer's Walking for Health Group

Foyer Clean for the Queen

On Friday 4th March Tenants, ex-residents and staff from the Foyer were invited to help Clean for the Queen in Ludlow.

All the volunteers met in King Street, for 12pm and headed through the town centre armed with litter pickers and enormous bin bags. The route took the volunteers past the Police Station, along the river Corve, up Old Street until they completed a circuit of the town. Even though it was a bitterly cold day, laughter and positivity kept the volunteers spirits high. A well earned hot drink and a piece of cake, were enjoyed by all!



Cleaning for the Queen

Total Response

Total Response is a limited company wholly owned by Shropshire Housing Ltd. It delivers all property related services to Shropshire Housing Group including maintenance, repairs, technical support, gas and heating services etc. and supports a wide range of outside clients including home owners, housing associations, local authorities and private landlords.

ISO14001 Safely Managing Waste

Total Response has again succeeded in being accredited to the ISO14001 accreditation. This means that Total Response takes into account the effects of the environment on its day to day business and seeks to reduce this impact. This includes miles travelled, and recycling rather than throwing waste materials away.



Grass cutting recycling

The Total Response Grounds maintenance team based in Craven Arms is kept busy during the summer months, mowing and strimming more than 135 tonnes of grass. None of it goes to waste, and instead is being delivered free to a local farm for use as a fertilizer for crops. The team also gives some handy hints as to what to do with grass clippings. They recommend that tenants' clippings are used around hedges to keep weeds down, or around vegetables as this can deter slugs and snails.



Recycling grass clippings



Hedgehog preservation

As a rural housing association, Shropshire Housing Group takes conservation very seriously. Along with caring for the environment as new homes are built, the Group is now encouraging the protection of hedgehogs. The British Hedgehog Preservation Society has produced a new sticker reminding people to check for hedgehogs in the undergrowth before using cutting machines. Total Response Ltd is the first contractor to place it on all its electric garden equipment.

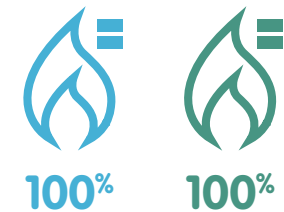


Total Response team members

PERFORMANCE figures as at 31.03.16

SSHA MMHA

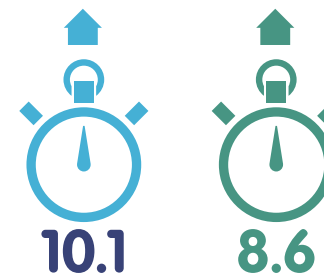
- better performance than last year
- worse performance than last year
- same performance as last year



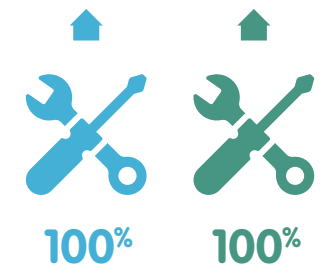
Properties with a current gas safety certificate %



Appointments kept %



Average time to complete repair (days)



% Emergency repairs completed in target time



Regulatory



Code of Governance

Shropshire Housing Group follows the National Housing Federation's Code, Excellence in Governance.

This sets out good practice in issues such as board conduct and effectiveness, recruitment and remuneration, probity and openness. Each year the Group reviews compliance with the code. Shropshire Housing Group complies with the main points of the code. The regulator, The Homes and Communities Agency takes this self-assessment into account when assessing whether the Group meets its national standard on governance and financial viability. Shropshire Housing Group has been awarded a G1 rating by the Homes and Communities Agency, the highest rating it gives for governance.

Risk Management

The Shropshire Housing board is responsible for ensuring that the Group has clear and strong arrangements to manage the risks we face.

The Group's risks include financial, operational, reputational and health and safety risks. Risks are reviewed regularly by senior managers, and are reported to, and considered by the boards. Risks are also reviewed regularly by the Audit and Risk Committee. A separate group, which includes senior staff and specialist advisors, oversees arrangements for health and safety. The Group's controls to manage and limit risks, are set out in our annual internal controls assurance statement, which is reviewed and approved by the Shropshire Housing board.

Board and Committee Membership











Membership of the Total Response Board, the Shropshire Housing Treasury Ltd Board (SHTL) and the Group's two Committees, Audit and Risk Committee (A&R), Remuneration and Human Resources Committee (R&HR) is drawn from the 10 board members who make up the Shropshire Housing, Meres and Mosses and South Shropshire Housing Association's boards.

Board members receive an annual allowance paid in recognition of their time, commitment and responsibilities as board members.



Board Members

Board Members

Name	Shropshire Housing, MMHA & SSHA Board	Total Response Board	A&R Committee	R&HR Committee	SHTL Board
 Tim Ralphs	✓ CHAIR			✓	✓
 James Williamson	✓		✓ CHAIR		✓
 Chris Mellings	✓		✓		
 Paul Turner	✓			✓ CHAIR	
 Stephen Donkersley	✓	✓			✓
 Graham Biggs	✓	✓ CHAIR	✓		
 Gill Jones	✓			✓	
 Sonia Youd	✓	✓	✓		
 Liz Walford	✓			✓	
 Jake Berriman	✓	✓			✓

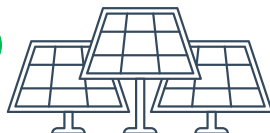
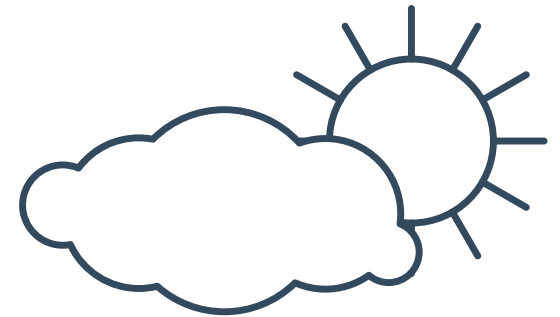
National and Local Standards

Shropshire Housing Group has to comply with minimum regulatory standards. These fall under the following headings:

- Tenant Involvement and Empowerment
- Home
- Tenancy
- Neighbourhoods
- Value for Money
- Governance & Financial Viability
- Rent

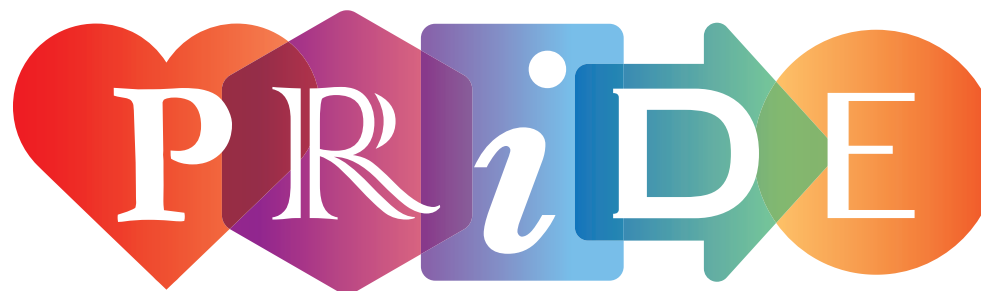
Tenants helped Shropshire Housing Group to agree how they complied with the standards in 2010, when they were first introduced. Since then the Group has continued to work with tenants and partner organisations to meet the standards. The Shropshire Housing Group board also reviews the actions taken to meet or exceed the standards.

Tenants have regular updates through the tenants newsletters, news articles that highlight a contribution to a standard, and an annual update through the tenants annual report.



Vision and Values

The Group's Vision and Values are:



PASSIONATE

Passionate about what we do in serving people and communities

RESOURCEFUL

Resourceful and well resourced with a focus on delivery

innovative

Innovative, creative and forward thinking

DETERMINED

Determined to be the best that we can be

EFFECTIVE

Effective in meeting our ambitions with great quality and value

Annual Accounts

More information on Shropshire Housing Group's financial position can be found in the Financial Statements, found on our website at www.shropshirehousinggroup.co.uk/publications

	2016 (£'000)	2015 (£'000) (restated)
Our income for the year	29,749	24,888
less the cost of running the group	(20,559)	(17,238)
Equals the operating surplus for the year	9,190	7,650
surplus on sale of property	290	344
Surplus/(deficit) on ordinary activities	9,480	7,994
add interest on cash balances	20	30
deduct interest payable on loans	(5,202)	(4,523)
change in value investment properties	0	(808)
Equals surplus for the year	4,298	2,693
taxation on surplus	(89)	(9)
Equals surplus after tax for the year	4,209	2,684
actuarial (loss) / gain for pensions	258	(885)
prior year adjustment		-
Surplus for the year	4,467	1,799



Balance Sheet

	2016 (£'000)		2015 (£'000) (restated)	
Assets held on a long term basis				
software		158		221
housing properties at original cost less depreciation		150,196		144,536
other property, plant & equipment		3,831		3,895
		154,185		148,652
investments/joint ventures				-
Current Assets				
assets held for resale	838		3,332	
stock of materials for repairs	238		236	
money owed to us including rent	1,905		1,703	
long term debtor improvements	11,261		12,245	
cash invested for at least 1 week	1,007		2	
instant access cash	5,377		4,706	
Sub Total	20,626		22,224	
money owed by us	(4,769)		(4,685)	
net current assets		15,857		17,539
Total Assets Less Current Liabilities		170,042		166,191
Creditors				
bank loans and improvements		104,442		105,777
provision for pension liability		3,808		3,686
Government grants		36,007		35,410
Capital and Reserves				
reserves		25,785		21,318
Total Bank Loans and Reserves		170,042		166,191

Shropshire Housing Group has 5 ambitions:



EQUAL OPPORTUNITIES STATEMENT

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of age, disability, gender reassignment, marriage & civil partnership, religion or belief, race, sex, sexual orientation or pregnancy & maternity. This document is also available in:



Large Print



Audio CD



Braille



Other Languages

Translation available



Traduction
disponible



Cyfieithu sydd
ar gael



Tłumaczenie
dostępne



Traduzione
disponibile



перевод
доступный

CONTACT

Email: SHGenquiries@shropshirehousing.org.uk
Tel: 0300 303 1190

Registered office: The Gateway, The Auction Yard,
Craven Arms, Shropshire SY7 9BW

Edinburgh House, New Street,
Wem SY4 DB

Call: 0300 303 1190 Follow us on  /ShropHousGroup www.shropshirehousinggroup.co.uk



Shropshire Housing
Group consists of the
following organisations

