# ANNUAL REPORT

2021-22

## For**Housing**



#### Hello!

At ForHousing we are united by our purpose to improve lives, by providing quality homes and places, making more things possible for more people.

In partnership with Cheshire West and Chester council, we're passionate about challenging inequalities and investing in projects that prevent homelessness, improve health and wellbeing and create job opportunities.

I'm very proud of the progress we've made on delivering real change over the last year and we'd like to thank you for working closely with us.

Wellbeing has also been front of mind for both staff and residents, and we have been progressing well with our wellbeing strategy.

This year our report includes performance against key indicators that are important to you, as well as areas of achievement and outcomes that enable people to realise their potential through providing access to activities.

We're excited to continue working together with you and your landlord Cheshire West & Chester Council to develop the Together with Tenants Charter, to better understand tenant experience and to ensure we're delivering services that are important to you.

I'm proud of our response to the challenges over the past 2 years and by providing our services in an agile and customer focused way, we make sure we always put the customer at the heart of all we do.

**Best wishes** 

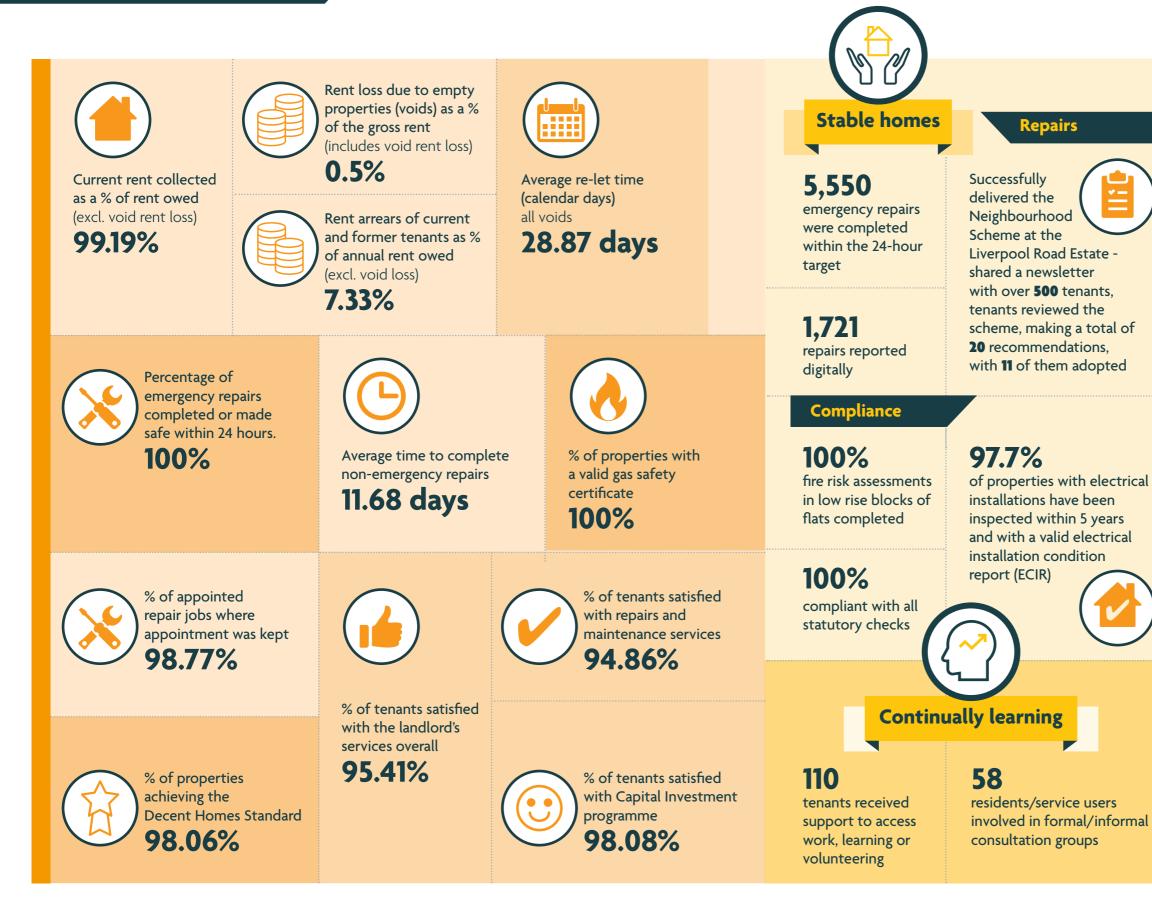
Henry Terefenko Managing Director (HMC)

In partnership with



## **OUTCOMES ACHIEVED TOGETHER**

## 2021 - 2022



**1,721** tenants have downloaded the MyAccount+ App



**Digitally able** 

#### **Person centred**

#### 6

policies were reviewed with tenants and customers, a total of **23** recommendations were adopted, and **13** changes made to procedures

**78** anti-social behaviour (ASB) cases were successfully handled and **66%** tenants who reported ASB were satisfied with how we dealt with their case

#### Feedback

Dealt with **240** expressions of dissatisfaction and **103** formal complaints received. We made **10** positive changes to services

**168** tenants took up the offer of our wellbeing service to support them to live better in their home



#### £67,782

The ForCheshireWest fund awarded grants to **12** projects - **3,120** people benefited from this grant funded support



#### 144

volunteer hours given by involved tenants to help shape and improve services

### 211

hours were recorded under the GIFT initiative, showing where staff have supported the local community



#### 135

tenants benefitted from the free money advice service

### £663,492

extra income for tenants generated from our free support

### 97

people kept their tenancy with the help of the tenancy sustainment service

#### Wellbeing support

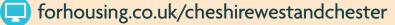
#### 199

people benefitted from the Wellbeing service, with **161** achieving at least one positive outcome, of which **94** a positive financial outcome

#### **Keeping in touch**

Colleagues from ForHousing can visit you at home or you can drop into our community surgeries.

If you would like to hear more, please visit our website:



hello@forhousing.co.uk

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