



# 2019



**saha**  
Transforming Lives

**Annual Report  
for Residents**

# Welcome

## to the 2019/2020 saha annual report

This report is an opportunity for us to look back at our performance over the past year, to celebrate some of the wonderful ways our services have had a positive impact on the lives of our residents, and to share with you what “Transforming Lives” means to us.



### Nigel Hills, CEO

I am delighted to present our annual report for residents for 2019-20. We've been working hard to make sure you're happy in your homes and that we're doing everything we can to help you to achieve your full potential. We're going to work even harder to provide more homes, help more people and transform more lives.

### Commissioner John Matear

Since retiring eight years ago as Territorial Commander of The Salvation Army, United Kingdom Territory with the Republic of Ireland, it has been my profound privilege to serve as Chair of saha. It is humbling and inspiring to meet residents from across the country and to observe just how much the provision of safe, affordable accommodation impacts and transforms the lives of individuals and their communities.



**We own and manage a variety of homes in 81 Local Authority areas across England:**



# Keeping you safe

Here at saha, we want your homes to be safe, affordable and energy efficient.

Your safety is of paramount importance to us; here are some of the ways we're keeping you safe:

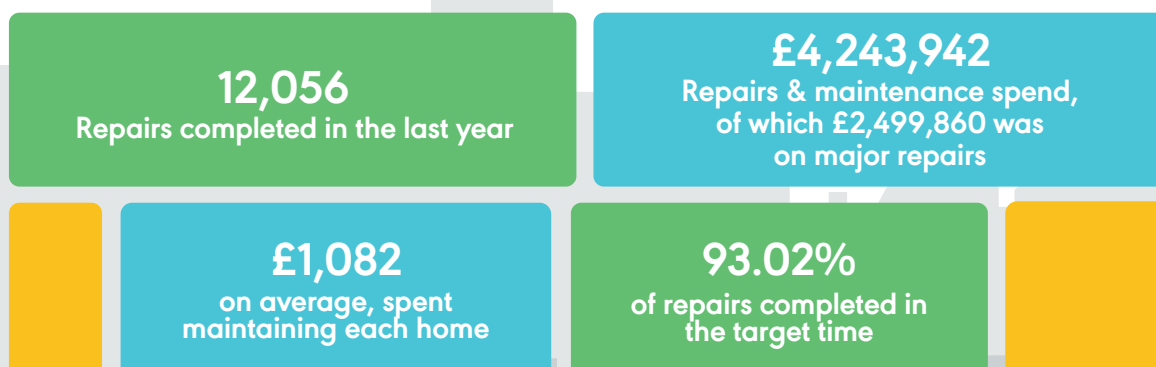


Fire safety is at the forefront of our work to keep you safe. In the last year, we've completed a fire remediation project at William Booth House in Kingston-Upon-Hull to the value of £460,294; and David Barker House, a lifehouse in London, has benefitted from a full fire alarm upgrade at a cost £38,294.

## Energy efficiency in your home

We've installed improved heating systems to 32 homes; making your energy bills more affordable

We are 100% compliant with the government's Decent Home standard. We have also been busy improving homes across the country by fitting new bathrooms and kitchens.



# Transforming Lives

...helping you to achieve your full potential

Transforming Lives is central to our mission, and we deliver our support around four central themes:

- Social networks and relationships
- Emotional and mental health
- Productivity
- Managing tenancy and accommodation

Our supported housing is a big part of who we are, and we're pleased to report that residents who moved through our services achieved the following:





# Take a look at a few of the transforming lives activities that took place last year in our supported housing services!

## A Christmas song

Taking inspiration from a World Homeless Day video, residents at Mildmay House in Liverpool produced their very own Christmas song and music video. They relished the opportunity to work together creatively and it was also a big confidence boost for them!

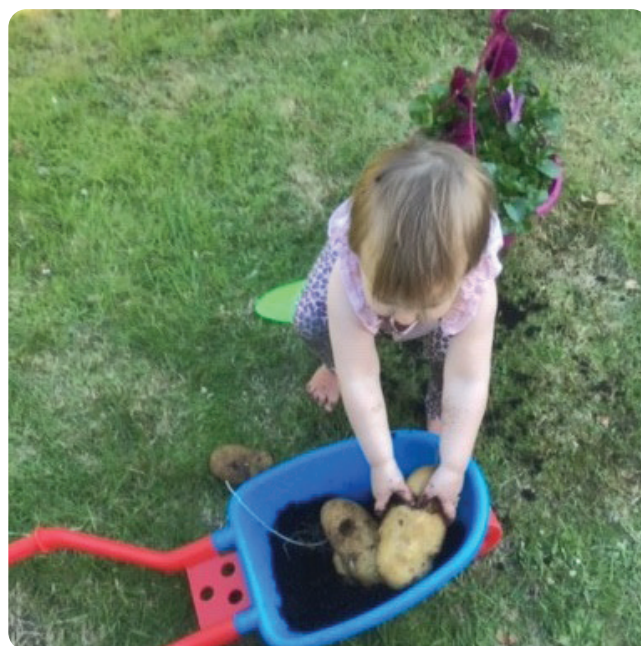
## The great outdoors

Some of our young mums from Turner House in St Leonards-on-Sea, visited Mallydams Wood, an RSPCA wildlife rehabilitation centre and nature reserve, with their children. As well as taking in the beautiful scenery, they took part in a number of fun activities. It was a great opportunity for families to spend time together, learn some new skills, and experience the benefits of nature!



## Plant to plate

Here at saha, we know that healthy eating is really important to our overall wellbeing. Residents at our East Sussex Young Mums service have been working hard all year tending to their very own garden allotment ... with the added incentive that, everything they grow, they eat!



**"Transforming Lives" can mean many things to our residents. Sean, a supported housing resident, said:**

"Transforming Lives is getting as many people involved as possible to come together to make a difference in the community. Encouraging people to pull together and make a difference in their own area."

# Getting involved and having your say

We value your feedback. Surveys, T4R, complaints... they all tell us what we're doing well and where we need to improve. Here is some of the feedback we have received in the last year.

## STAR survey

In January and February 2020, we asked you how satisfied you were with your home and our services. The key responses were:



Based on your feedback, we can see we've still got some work to do. This is a priority for us, and we're continually working hard to improve your homes and the services we provide.

## You said, we did:

You wanted more opportunities to get in touch and have your say:

We now contact you regularly via social media, text, email and through the saha website.

You wanted more clarity on housing roles:

Staff are now invited to the T4R scrutiny meetings so that you can understand what they do.

## Complaints

We take your complaints very seriously; they help us to assess the services we provide.

We value the learning that comes from complaints, and we will continue to monitor outcomes and make changes to improve the services we provide.



**85%**  
of complaints were resolved at stage 1



## Together 4 Residents



"I urge all residents to 'Get Involved' as, by doing so, you can make a positive difference."

- David, saha resident and Chair of T4R

T4R (Together 4 Residents) is a group led by residents for residents. The group meets regularly to examine and challenge our performance, and make suggestions on how we can make improvements to the services we provide.

Members of the T4R panel play an important role in bringing about positive change to your housing services through the scrutiny that they undertake.

T4R members agree scrutiny topics, undertake assessments and report their findings directly to the Board.

In the last year, T4R has reviewed the regulatory consumer standards and started to review our customer feedback process.

- In the regulatory consumer standards review, T4R looked at the standards individually to see how well we were meeting each area. As a result of the group's feedback, we've started the "Commitment to You" consultation to get your feedback on the services you expect from us – we're using this valuable information to completely overhaul our service standards!
- In their review of our customer feedback process, T4R is interviewing residents and members of staff for their feedback, looking at the end-to-end process, and suggesting improvements such as simplifying the ways you can feed back to us.

Also, be on the lookout for the T4R Podcast, where members of T4R ask us the important questions about your homes!

**T4R needs you.** Get in touch with us at [haveyoursay@saha.org.uk](mailto:haveyoursay@saha.org.uk) / 0800 970 6363 to find out more.

## Contact us



[haveyoursay@saha.org.uk](mailto:haveyoursay@saha.org.uk)



0800 970 6363



@SalvationArmyHA



/SalvationArmyHousingAssociation



# saha in pictures

