



ANNUAL REVIEW



Introductions

Huw Jones,

Chair of Horton Housing Association

This year marked my 30th year of involvement with Horton Housing Association and I feel honoured to be a part of an organisation with incredible hardworking managers, staff and volunteers who play a key role in improving people's lives.

This annual review highlights the difference our services make to the lives of the people we support. This year we have reached more people who require our services and have increased the number of our properties across Bradford, Calderdale, Kirklees and North Yorkshire.

We are facing upcoming challenges brought on by the pandemic and Britain's departure from the European Union. This will have a lasting impact on the economy and may negatively affect the lives of those who are vulnerable in our society. Organisations like Horton Housing will be vital in the wake of these challenges, as they help people to gain their independence with the provision of housing, additional support and a gateway into education and employment.



Paul Gartland,

Chief Executive Officer

The Horton Housing Group has continued to work tirelessly this year to provide services to help people overcome adversity and rebuild their lives.

I am very proud of our committed professionals who have gone above and beyond during this challenging time. They have an amazing work ethic and have shown a great amount of resilience when adapting to new ways of working through the pandemic.

I would also like to thank our volunteers for giving their time and support during the year. In this annual review, you will see that our volunteers play a vital role and their contribution has a positive impact on our services and the people we support.

Horton Housing will endeavour to work to our mission, vision and adhere to our values and I am confident that we will continue to work to achieve these despite the challenges that the country is now facing.





Reflections from our Services Directors, Sue Atkinson and Gudrun Haskins-Carlisle

It has been a busy year for us at Horton Housing.

This year, we expanded our services with new schemes and accommodation:

- The Tenancy Sustainment Service (TSS) in Bradford and Calderdale provides ongoing support to clients with multiple needs who have moved from our accommodation to a longer-term residency.
- Integration Works in Bradford supports female Third Country Nationals to resettle into life in the UK.
- Wesley House in Keighley provides move-on accommodation for people who are homeless or at risk of homelessness. We have also purchased a further number of dispersed move-on properties in Calderdale, Kirklees and Bradford.

We are thrilled that Pinder House in Skipton received funding in September, which enabled us to deliver the service for a further 16 months. Pinder House provides accommodation and support to people who have a high level of housing need, in particular those currently or at risk of rough sleeping, with an unsettled lifestyle and other support needs.

Horton's Intervention and Prevention Service (HIPS), which helps people with support needs who are homeless or at risk of homelessness, became part of the Kirklees Better Outcomes Partnership (KBOP). This is an alliance of nine organisations brought together to help vulnerable people in Kirklees.

We were delighted for the opportunity to showcase a couple of our schemes regionally and nationally:

- In September, our 'home from hospital' scheme, the Bradford Respite Intermediate Care Support Service (BRICSS) featured in a national conference that was attended by local commissioners, people from the social care sector and the NHS.
- Some of our Specialist Training and Employment Programme (STEP) clients shared their experiences about resettling in the UK on BBC's Look North and the BBC World Service in September. In August, Yvette Cooper met STEP clients and staff at Wakefield Museum to talk

about the project and see their exhibition. STEP helps Syrian refugees to gain employment in the UK. The project is run in partnership with World Jewish Relief and is part funded by the EU Asylum, Migration and Integration Fund.

We are delighted to receive recognition from national awards.

Our Young Persons' Prevention and Support Service (YPASS) in Halifax was shortlisted in the 'Frontline team of the Year (under 5,000 homes)' category in the Housing Heroes Awards. YPASS provides accommodation and support for people aged 16-21 (up to 25 for care leavers) who are homeless or at risk of homelessness.

Horton Housing has also been shortlisted in the UK Housing Awards in the 'Best Supported Housing' category.

The organisation has received recognition for its continued commitment to equality and diversity as we retained the Investors in Diversity stage 2 award and were ranked number 14 in the National Centre for Diversity Top 100 Index 2020.

Horton Housing began the process of its Investors in Volunteers accreditation audit in December. We hope that we go on to achieve this accreditation as our volunteers make a real difference to the organisation.

December also saw the launch of our organisation-wide Health and Safety ACT campaign to raise staff awareness of our health and safety policy and procedures, staff responsibilities and taking action to report risks in the workplace.

This year has seen Horton Housing adapt to new ways of working in response to the pandemic. We have swiftly introduced new and more flexible ways of working. Thanks to the hard work and dedication of staff from across the organisation, we have continued to support clients and provide services during this difficult period.



'Helped me find my beautiful bungalow, ensured all adaptations were put in place. Assisted me with my finances and helped me set up budget plans several times. Encouraged and supported me around substance issues. So grateful for the excellent support I have received.'

Quote from Client Satisfaction Survey, 2019

'I have had a pretty rough year and with the help of my manager and volunteering, I have stayed strong and not slid back into depression.'

Quote from Volunteer Satisfaction Survey, 2019



'Myself and family have received excellent service around budgeting and getting debts sorted. We now have disposable income which is a great relief. Our support worker has done everything to help us to improve our lives.'

Quote from Client Satisfaction Survey, 2019

'Knowing I am making a positive difference for the clients, gain a lot of job satisfaction.'

Quote from Volunteer Satisfaction Survey, 2019



'The old night warden was a massive help emotionally and physically, especially when I first moved in. I like that staff are approachable about concerns/ queries, and staff are flexible and understanding. They don't try to patronise you or talk down to you.'

Quote from Client Satisfaction Survey, 2019

'My support worker took me to hospital and I was very happy that she stayed with me all that time.'

Quote from Client Satisfaction Survey, 2019



'My support worker learn me how to take buses and how to book transport or interpreter to my appointments. She learned me how to use my bank account and my universal credit account. She helps me a lot.'

Quote from Client Satisfaction Survey, 2019

'Increase my confidence, improve my communication skills, confidence in my spoken English language.'

Quote from Volunteer Satisfaction Survey, 2019



'Always available when needed, understands my idiosyncrasies and adopts different approaches when needed.'

Quote from Client Satisfaction Survey, 2019

'I like how flexible my support worker is which is helpful to me due to my medical conditions and having loads of appointments.'

Quote from Client Satisfaction Survey, 2019



'I know my support worker always makes time to be available and listen if I have any issues. Always been positive about myself when going through issues with my children. Helpful in getting me moved and set up with benefits which I wouldn't have had a clue, currently in the process again.'

Quote from Client Satisfaction Survey, 2019

'My support worker has always been there when other services have left. Support worker has helped me move and set up tenancy in new property.'

Quote from Client Satisfaction Survey, 2019

Our finances

The Association continued to oversee the growth of the Horton Housing Group. In the year to 31 March 2020, the Group's underlying turnover, excluding capital grant receipts, grew from £14.6 million to £15.0 million and net assets grew by 11% to £14.6 million.

Subsidiary company, Chartford Housing Ltd., which is a Registered Provider, has played an increasingly important role as the Group's development arm.

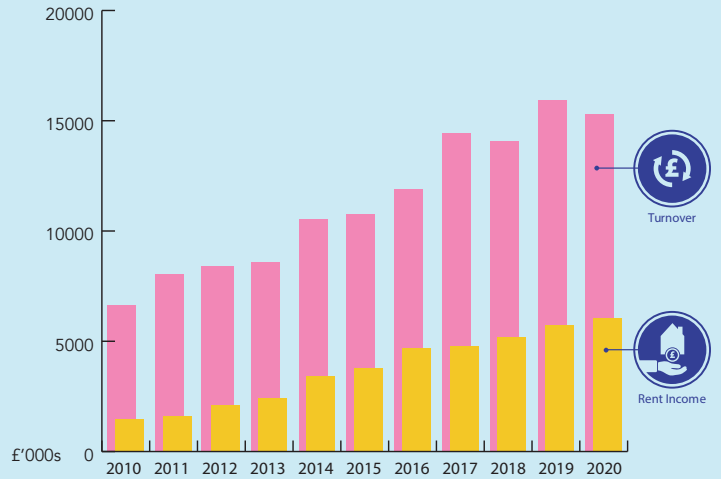
The Group now owns or manages 581 units of supported accommodation and owns property worth £22.08 million.

The Group also provides support to approximately 5,000 clients annually and continues to do well at winning new support contracts and protecting existing services.

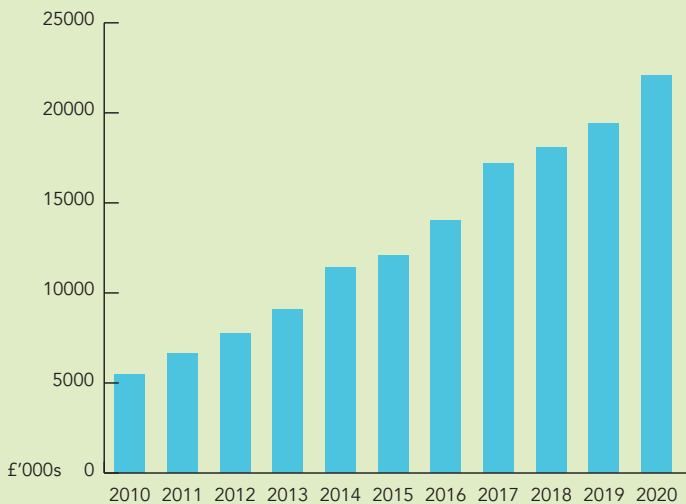
The Association employed an average of 329 staff, and approximately 100 volunteers. The consolidated financial statements of Horton Housing Association can be found on the website.



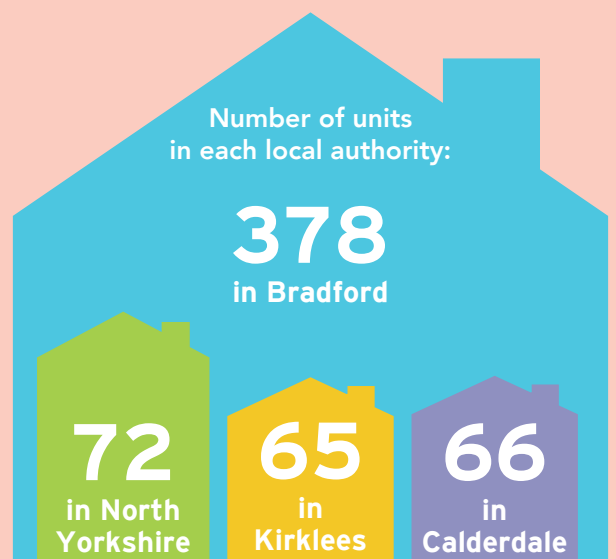
Turnover and Rent Income



Property Assets



Property Location



OUR YEAR IN BRIEF...



4545
people received
support



581
units
(accommodation
& sites)



89%
planned
departures from
our services



14
units developed
2019



95%
of clients were
Very or Fairly
Satisfied with
the overall
service they
received from
Horton Housing.

VOLUNTEERS...



82
average number
of volunteers
per month who
supported our
services in a
wide range of
activities



8
volunteers
went on to gain
employment



2
volunteers went
into further
education

OUR AWARDS & ACCREDITATIONS



INVESTORS
IN PEOPLE

Accredited
Until 2021



Investors
in Diversity
Award

Achieved.
Valid Until
June 2022



Accredited Contractor
CHAS.co.uk





Improving lives together

Chartford Housing Limited is a charitable subsidiary of Horton Housing Association and is a "Registered Provider" regulated by the Regulator of Social Housing.

The company carries out much of the development work for the Horton Housing Group and is a member of the Accent Development Consortium. This enables the company to access social housing grant, including from Homes England's Affordable Homes Programme. Since Chartford Housing was registered in 2015 it has developed £8.5 million of dedicated supported housing used by vulnerable client groups across West and North Yorkshire. Several new developments are planned to begin in 2020-21.

Chartford Housing also acts as a landlord for properties owned or leased by other partners, including those owned by Horton Housing Association, and applies the high standards expected by the Regulator.

THANK YOU

Thank you to all our employees and volunteers for their commitment and hard work which play a key role in helping us to improve the lives of the people that we support.

We are very grateful to the many individuals and organisations, which enable us to make a positive impact on people's lives by generously supporting us financially or by giving their time or donations.

OUR SERVICES

At Horton Housing we offer a wide range of high quality housing and support services which includes supported housing, move-on properties, floating support, education, employment and training services.

Full details at
<https://hortonhousing.co.uk/get-support>



Improving lives together

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