

RECONNECTING AFTER LOCKDOWN

Our year
2020-2021



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This annual review summaries what we have delivered in the period October 2020 – September 2021.

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Welcome

A message from our Chair and Chief Executive



Susan Kane
Chair



Zaiba Qureshi
Chief Executive

2020/21 was another challenging year for our residents, our workforce, and our contractors. Like the rest of the UK, we have been navigating the everchanging relaxation of Covid-19 restrictions whilst continuing to deliver services.

We were very pleased to secure MCP Property Services as our repairs delivery partner at the end of the year and look forward to them working alongside us in the coming months to gain an in-depth understanding of our properties to deliver improved services to customers.

Our improved property compliance was also reassuring. Our Asset Management Team has worked hard with specialist contractors to increase safety in residents' homes with **100%** compliance at the end of year for Asbestos, Fire, Lifts and Water with further small improvements required in Electrical (**97.4%**) and Gas (**99.63%**) – a marked improvement from the beginning of the year!

Our RePlace Project was renamed SafeSpace to reflect not only the temporary supported accommodation provided, but also the practical and emotional support delivered to women escaping trafficking at our Drop-in premises in Hackney provided in partnership with Industrial Dwellings Society.

We have continued to bid for new services and at the time of writing are delighted to announce that we have won the contract for accommodation-based support services delivering tailored support to single homeless women with multiple needs including escaping Violence against Women and Girls, expanding our much-needed supported housing into LB Haringey.

We would like to take this opportunity to thank all our funders and donors for their generous ongoing support.



“Our mission is to empower women through the delivery of good homes and services”

THE THEME FOR THIS YEARS REVIEW IS "RECONNECTING AFTER LOCKDOWN"

We need to do more to improve Customer Satisfaction and Engagement especially in respect of listening and responding. As well as a refreshed approach and further development of our Customer Voice, we hope that the recent lifting of government restrictions will mean we can reconnect with our customers. We also believe that our investment in our new housing database which we plan to be live in Autumn 2022 will make a notable difference to our customer service.

As we are now in the last year of our current Business Plan, our Executive Team and Board are developing our new 5-year Plan 2022/27 which will be largely informed by the stock investment requirements determined by our recent Stock Condition Survey and Damp and Mould Surveys. We will also need to consider the impact of increased levels of inflation and increasing fuel bills. We know that these will have a significant impact both on our operating costs and on the direct costs that our customers face daily.

We could not achieve any of our successes without the dedication of our staff, volunteers and Board of Trustees who commit their time and energy to achieving our mission and we extend our grateful thanks to you all.

Our year in numbers

849



We provided permanent homes to 849 women and their families

1,295

We supported a total of 1,295 women in our residencies () and floating support (161)

66



66 women in our refuges

2,506



26 volunteers gave a total of 2,506 hours of their time

12

12 women leaving prison were supported

6,116



We helped 6,116 callers via our domestic abuse referral and advice line

12



We provided services in 12 boroughs

RECONNECTING AFTER LOCKDOWN

161

We supported 161 survivors of abuse, living in the community



168

We coordinated 168 referrals for the sanctuary scheme, facilitating the provision of additional security to keep survivors of domestic abuse living safely and securely in their own home



7

We awarded 7 training grants to our residents, to enable them to pursue further education or training opportunities



59

59 survivors of trafficking were supported



1,800

1,800 repairs were completed



2021-2022

Highlights of our year

We safely navigated through more months of lockdown and restrictions due to the ongoing Covid-19 pandemic. Our investment in software and systems meant staff were able to stay safe whilst continuing to deliver services.

We delivered important work on fire safety, in line with our Fire Risk Assessments and compliance. Fire action notices were updated across all sites and a Fire Safety Information Pack was created to keep residents safe and informed.

We developed our virtual volunteering offering, giving more people the opportunity to get involved in operational roles from their own homes. This flexibility enabled our volunteers to fit their duties around their personal lives.

Feedback from residents on our existing service was used to inform the procurement of our new repairs and maintenance delivery partners MCP Property Services. This new partnership will help deliver a seamless service for our residents and improve overall satisfaction.



July saw us begin virtual Executive Roadshows, giving our residents an opportunity to meet with our senior team and share feedback on our services.



Fundraising



In 2019/20, we raised a total of **£441,984** through a range of fundraising, including public campaigns, individual donations, events, corporate partnerships and trusts and foundations, to support the ongoing provision of projects which support some of the most vulnerable women in London.

Projects include but are not limited to:

- + **SafeSpace**, supporting women escaping trafficking and other forms of Modern-day slavery
- + **ReUnite**, providing support to women leaving prison who are reuniting with their children, and support to children who have experienced trauma as a result of separation from their mothers
- + **ReConnect**, providing support and accommodation to women leaving prison who have complex needs/multiple disadvantages

In 2019/20, we raised a total of **£441,984**

Fundraising Campaigns

During the 2020/21 financial year, we raised approximately **£80,000** through individual giving and corporate donations.

With easing Covid-19 restrictions we launched our Get Together, Give Together campaign, encouraging people to enjoy their freedom and ability to socialise, while raising money to support vital housing and services for women and children in London.

We had continued success with the second year of our 'Share Your Fare' campaign. We asked our supporters to donate the equivalent of one day's (or more if they could) transport fare. With continued restrictions keeping 'work from home' mandates in place, people continue to spend less on commuting, and have more to share.

Caroline Rheubottom from Intuit appreciates having a simple way to give back:

"Since working from home, I'm spending so much less on commuting. Knowing I can re-route the money I would usually spend getting the Tube to help women across London means the world. The work Housing for Women does to support women and children is absolutely vital - anything we can do to keep powering them in their mission is a step towards a better London!"

Our homes

Women's lower average incomes, additional caring responsibilities and greater experience of domestic abuse and sexual violence can have a significant impact on their ability to find and keep suitable housing.

We own and manage over **920** homes across **11** London boroughs. The majority of these are general needs housing, providing social rented homes to women and their families across the capital.



- | | | | | | |
|---|-------------|----|----------------------|--|---------------|
| 1 | Barnet | 7 | Southwark | ■ | 1-10 UNITS |
| 2 | Brent | 8 | Kensington & Chelsea | ■ | 11-50 UNITS |
| 3 | Ealing | 9 | Lambeth | ■ | 51-100 UNITS |
| 4 | Hounslow | 10 | Lewisham | ■ | 101-150 UNITS |
| 5 | Camden | 11 | Greenwich | ■ | 151-220 UNITS |
| 6 | Westminster | | | | |



Our work

General needs housing

This year we continued to provide permanent, affordable homes to **849** women and their families, across **11** London boroughs.

Persistent inequalities impact women in a range of different ways. Women's lower average incomes, additional caring responsibilities and greater experience of domestic abuse and sexual violence, as compared to men, can have a significant effect on their ability to access and retain suitable housing.

Over the year:

- + **849** women and their families were housed in permanent affordable homes
- + **1,800** repairs completed at residents' request



Streamlining our repairs and maintenance service

Over the summer, we embarked on a project to deliver an improved repairs and maintenance service for our residents. Listening and responding to feedback from our residents, we established our existing repairs service was no longer delivering a high quality, value for money service. Jobs were taking too long to complete and outcomes for our customers were less than satisfactory.

We went through a robust procurement process to source a provider that would streamline repairs and improve satisfaction. In September we were thrilled to mobilise a new partnering arrangement with MCP (MCP Property Services). MCP are a family-run business, who share our values. They have a strong reputation across the social housing sector and pride themselves on people-centred delivery.

Our new partnership with MCP will provide residents with a seamless service including confirmed appointments at first point of contact with the goal of "self-service" repairs appointments for residents in the future. MCP are also committed to delivering most repairs through their direct team, rather than sub-contractors. We feel confident that we are developing a positive long-term partnership, beginning with a dedicated 'Housing for Women team' of MCP staff, which will result in a better service for all residents.

As the service evolves, we will continue to listen to residents' feedback to ensure we are getting the best service from this partnership.

Improving our property compliance

Our Property Service Manager for compliance, has been a dedicated resource, able to understand and improve upon our performance in the six key areas of property compliance; fire, asbestos, gas, water, electricity and lifts. At the end of 2020-21, we were **100%** compliant in four of the six areas; asbestos, fire, lifts and water, and in Electrical (**97.4%**) and Gas (**99.63%**).

This is fantastic progress despite the continued challenge of COVID-19, which had impacted on our operations throughout the year. Working within fluid government guidelines, with both residents and contractors having to self-isolate, meant slow progress at the start of the financial year. We supported this programme with a successful engagement campaign reinforcing the importance of cooperation from our tenants when it came to accessing their homes for vital compliance work.

Resident training grant

Each year, as part of our commitment to our residents and service users, and their personal development, we award grants of up to **£500** to help women pursue training and development opportunities.

This year we were pleased to offer **7** women a grant to help cover the costs of educational or professional courses, equipment such as laptops, or even childcare to enable further training.



Domestic Abuse services

Number of women we supported:

- + **66** women in our refuges
- + **6** women with complex needs
- + **2** women have been moved on, successfully into NASS accommodation
- + **6,168** callers to Domestic Abuse Referral and Advice Line

For more than 40 years, Housing for Women has been supporting women and children across London escaping domestic violence and abuse, providing practical and emotional support to survivors through our specialist services.

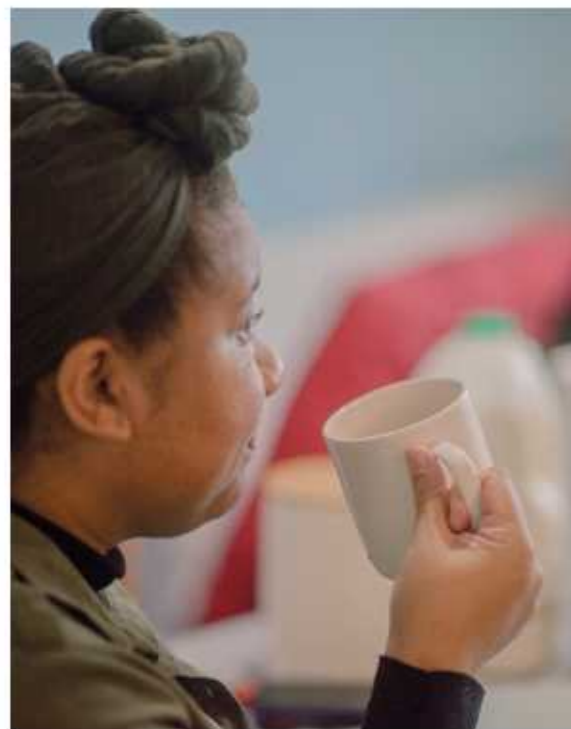
More than **20** frontline staff support up to **355** women and children at any time across our refuges and community outreach services. In addition, we support an average of **15** callers a day via our Referral and Advice line.

Refuge accommodation

Refuge accommodation is vital for those women and their children who have escaped domestic abuse and, in need of somewhere safe and secure to begin to rebuild their lives. Housing for Women delivers refuge services in **2** London boroughs.

Our staff provide practical and emotional support to survivors, empowering them to overcome trauma and regain their independence. We deliver tailored support to women to meet their individual needs including help in relation to finances and welfare benefits, housing, legal matters, immigration, health, training and employment.

We also run a specialist refuge for women with complex needs including mental health issues and substance misuse. Partnering with specialist agencies, we provide holistic support to help residents get to the root of their substance misuse and build drug and alcohol-free futures.



Support for children

This year we have supported **42** children in our refuges. Domestic violence and abuse can have a devastating impact on children but with the right support, children can begin to overcome the trauma of witnessing or experiencing abuse and go on to live safe, happy lives.

Our Children's Workers deliver dedicated support to children based in our refuges through one-to-one time with children, and with their mums, helping to rebuild trust and family bonds through play and therapeutic activities.

Our Children's Workers are specialists who can advocate on behalf of children and their mums liaising with social services and family courts where appropriate.

This year we have supported 16 children in our refuges.

M's Story

Age: 7

Favourite things: playing, dancing, art

Favourite food: ice cream

I would describe myself as: "thankful and cheery"

M first arrived at Housing for Women refuge a few weeks ago with her mum, L, and her younger sister, L.

They had fled their family home to escape from the girls' father.

When M first arrived at refuge, she described herself as being 'shy'. As M has become more comfortable with her new surroundings and has got to know the staff and residents, M has become more and more sociable. She now describes herself as being 'happy' and is enjoying her new home.

M says that the best thing she has experienced so far at the refuge is 'making friends'. There are lots of other children to play with and they have made M and L feel welcome. M also describes her mum as feeling 'safe' and this makes M feel happy.

If M could have one wish for the future, it would be that she could be a fairy, have wings and magical powers and fly around the world!

When asked what M would tell new children arriving at the refuge, she said **"If you want to play with anyone when you get here, you can play with me and my sister"**.

Community outreach and floating support

Open to both male and female victims of domestic abuse, our community outreach services offer support to those who either may not be ready to leave their home or may be unable to access a place in a refuge.

Our Greenwich floating support service helped **161** women. This service provides one-to-one emotional and practical support including; safety planning, housing, budgeting and finances, as well as ensuring the safety of their children.

We coordinated **168 referrals** for the **Sanctuary Scheme** in Greenwich. Our team support women to live safely in their own homes by organising the installation of additional security such as new locks, window alarms, and personal alarms.

Referral and advice line

This year we provided emotional support, advice and information to **6,168** callers across London.

For many women, contacting our Referral and Advice Line is often their first step in seeking support or leaving an abusive relationship, and as such, is a vital part of our service. Our referral line team are trained to give short-term support and up-to-date advice on safety planning, legal rights, housing options, finances, immigration and safeguarding. The Line is also used by other agencies and professionals who are seeking advice and support for their clients.

REUNITE

ReUnite is a unique pan-London project providing support to help reunite women with their children on their release from prison.



WOMEN WHO HAVE BEEN THROUGH OUR REUNITE PROGRAMME HAVE A RE-OFFENDING RATE OF LESS THAN 2% COMPARED TO THE NATIONAL AVERAGE OF OVER 61%, AND 72% OF SERVICE USERS ARE IN EDUCATION, EMPLOYMENT OR TRAINING AT THE TIME THEY MOVE ON FROM THE PROJECT.

Approximately three in five women in prison have children under the age of 18. **95%** of children have to leave their home when their mother goes to prison. Every year, over **17,000** children are separated from their mothers and **95%** of those children will also lose their homes. These factors play a significant role in the high rates of women's re-offending and in turn, can increase the potential for the child to engage in criminal activity.

ReUnite provides holistic support to mothers leaving prison to access housing and regain care of their children.

Skilled Support Workers create a tailored package of practical and emotional support to women joining the project.



How we help:

- + Meeting women on the day of release
- + Carrying out risk and needs assessments
- + Identifying goals for resettlement and agreeing steps to achieve them
- + Identifying triggers for re-offending and solutions to prevent this
- + Advocacy with local authorities to prevent homelessness
- + Tailored support around managing a tenancy and budgeting
- + Identifying and supporting access and attendance to training and education opportunities
- + Providing emotional and practical support for custody, care arrangement and parenting issues.

Our Children and Young People's Support Worker directly supports the children helping them re-establish healthy bonds with their mothers and overcome the trauma they may have experienced.

Women who have been through our ReUnite programme have a re-offending rate of less than **2%** compared to the national average of over **61%**, and **72%** of service users are in education, employment or training at the time of move on from the project.

Katie's Story

On leaving prison, Katie* was homeless with only £2.50 to her name.

ReUnite's support began when Katie took up residence in our project. Here, housing with on-site support was provided for women leaving prison who would otherwise be homeless. Staff worked with Katie to develop a robust support plan to help her move forward with her life, including plans for reuniting with her children.

During her time at ReUnite, Katie attended parenting and healthy relationships workshops. Katie also was involved with workshops and trainings to increase life opportunities for her and her children's future. Katie also had 1-1 support sessions to help improve emotional wellbeing and access to support to help Katie recover from trauma relating to her experiences of domestic violence in previous relationships. Katie has now been offered a room in a supported accommodation scheme where her children will be able to visit her regularly. This is a crucial step in rehabilitation and will greatly increase Katie's chances of regaining parental responsibility for her children.

ReUnite worker continue to support Katie through our floating support service in the community. As well as being re-engaged with her children, Katie recently secured an interview for voluntary office placement within a Housing Association.

RECONNECT

60% of women leaving prison have nowhere safe to go, with 65% of these reoffending.



AS WELL AS A MUCH-NEEDED ROOF OVER THEIR HEAD, OUR TEMPORARY SUPPORTED ACCOMMODATION GIVES WOMEN THE ENVIRONMENT, ENCOURAGEMENT AND TOOLS THEY NEED TO MAKE POSITIVE AND LASTING CHANGES, REDUCE THEIR RE-OFFENDING AND EMPOWERING THEM FOR INDEPENDENT LIVING.

A lack of safe, supported and permanent accommodation puts vulnerable women at risk and makes it near impossible for them to turn their lives around. Housing for Women recognises that women leaving prison are among the most vulnerable in society. Our supported housing project, ReConnect, is tailored to support women's often complex needs such as experience of domestic or childhood abuse, misuse of drugs or alcohol, and mental health issues.

Designed to meet the Mayor's pan-London strategy to reduce women's re-offending, the ReConnect project provides crucial support to women who are leaving prison homeless and dealing with substance misuse and other complex needs. As well as a much-needed roof over their head, our temporary supported accommodation gives women the environment, encouragement and tools they need to make positive and lasting changes, reduce their re-offending and empowering them for independent living.

From January 2021 to December 2021 a total of seven women received intensive impactful support in this project. Three residents have secured full time employment within Agriculture, Hospitality and Construction in addition to a successful application to study a degree course in Business Management with the Open University.

Clara's* Story

Clara had a long history of drug addiction and substance misuse and had lost contact with family and friends and any other support networks. Clara's only contacts became people she had met through her drug use and over time to Clara's involvement with crime which resulted in, at the age of 33, receiving a prison sentence of 38 months for handling stolen goods and theft.

Clara's journey of recovery began whilst in prison, where she accessed psychological therapies and support for her addiction, which included counselling and identifying past triggers.

Clara heard about Housing for Women through another inmate. Shortly after her release, Clara was referred to ReConnect by her resettlement team and settled at the project, which provided her with somewhere safe to stay.

Following support provided at ReConnect, Clara's life started to move in a more positive direction. Clara had one-to-one key work sessions, where time was spent exploring all the issues and feelings Clara had (past and present). Clara said she felt listened to and less isolated.

In addition to emotional support, ReConnect helped Clara to develop practical living skills such as making and managing appointments, cooking meals, and healthy living. This support helped Clara feel more confident in living independently. Clara also had workshops and 1 to 1 sessions on money management and finances, helping to ensure that all her bills were paid on time.



In Clara's own words:

"I was very anxious before my release date. I was scared I would not have anywhere to go, but when I was given a move-in date from Housing for Women I felt more at ease... If I did not find accommodation with Housing for Women, I believe that I would be in a hostel or in a house where drugs are being taken, and potentially back in prison.

For the last year, I would say my life has been a struggle. Although I have progressed in certain areas, initially I found it difficult adjusting to not being dependent on others and having to do things like paying bills. Housing for Women has helped me with a safe place to stay where I feel I can do these things, look for volunteering opportunities and remain pro-active. Being here has motivated me to do things that I wouldn't have been able to do before."

***Names have been changed**

SAFESPACE

9,393 potential victims of modern slavery were referred to the National Referral Mechanism (NRM) in 2021 for quarters 1-3, quarter 4 data has not been released yet.



OUR WORKERS PROVIDE PRACTICAL AND EMOTIONAL SUPPORT TO SURVIVORS OF TRAFFICKING. WE EMPOWER WOMEN TO OVERCOME TRAUMA, REBUILD THEIR LIVES AND REGAIN THEIR INDEPENDENCE. WE WORK WITH SURVIVORS TO DEVELOP A TAILORED SUPPORT PLAN TO MEET THEIR INDIVIDUAL NEEDS.

We provide in-depth support to survivors of human trafficking and modern slavery specifically single women over the age of 18 who have been trafficked to the UK from outside the EU and have no recourse to public funds. All women must have been referred to the NRM.

Our SafeSpace Project was established in 2008 in response to survivors saying longer-term support was needed to enable women to recover. The project has been successfully meeting positive outcomes for trafficked women, delivering comprehensive services and collaboration with community partners; including statutory and legal services that support women's recovery and ability to transition successfully to an independent life.



How we help

Our workers provide practical and emotional support to survivors of trafficking. We empower women to overcome trauma, rebuild their lives and regain their independence. We work with survivors to develop a tailored support plan to meet their individual needs.

- + **Financial assistance** – including help applying for benefits and grants
- + **Practical assistance** – support accessing education, training, voluntary work, employment and liaising with Local Authorities on housing options
- + **Health and emotional support** – supporting mental and physical health, referring to counselling, reducing isolation and improving confidence
- + **Legal issues** – working alongside solicitors to support them through the immigration process
- + **Signposting** to specialist agencies to ensure all needs are met.

This year, our SafeSpace project provided wrap around support to **59** adult survivors of human trafficking and modern slavery through both our drop-in and supported accommodation service.

Sofia's* Story

"Before, I was isolated, struggling financially, helpless and had no one to talk to. I felt depressed and sometimes had to depend on alcohol. The Home Office was also pressuring me. The house I was living in was hell and the other housemate was violent. As an asylum seeker, I felt like I was not welcomed in the United Kingdom so I would often stay indoors. At that time, I thought that life was not worth living.

I was referred to Housing for Women by another charity. A friend also told me about them. If not for Housing for Women, I don't think I would have been supported or had anyone to talk to. I'm sure I might not have had the confidence or financial help to go to college or support my son.

In various ways Housing for Women supported me: financially, physically, and emotionally they have been there for me. When I need to speak to someone my support worker encourages and advises me. She shows such care towards me and my son. I take Housing for Women as my own home a place where you feel loved and cared for. They make you feel wanted in society.

I pray that one day when I am successful, I will be able to give back to Housing for Women. They also helped me with money to support me in college. Thank you, Housing for Women, for your love, care, and support towards us. Thank you to my support worker. God bless you all."

Volunteering

As a busy charity and housing association, we rely on the support of volunteers to help us to support even more women and children through our homes and services.

We recruit volunteers into all areas of our organisation, including head office and, property service roles, tenant befrienders, refuge volunteers and student placements.

Volunteers give us their time, passion and a commitment to helping us continue supporting women and children across London. In return we offer our volunteers meaningful roles with regular supervision and training opportunities. We believe our volunteers are a vital resource and we appreciate the added value they bring to the work of Housing for Women through their diverse skills and experience.

During the financial year 2020-21 we provided **26** volunteering opportunities, including **4** social work student placements – one of whom has now been recruited to a permanent position. Our Housing and Supported Housing teams have benefitted the most from the involvement of volunteers, offering a total of **17** volunteer opportunities. Supported Housing has onboarded a variety of volunteers this year, including two 'pop-up welcome' volunteers, one children's services volunteer, and a refuge support volunteer in Ealing.

Volunteers have contributed a total of **2,506** hours during 2020-21. Based on the London Living Wage of £10.75 per hour, this translates to a monetary value of **£27,080.04**



Recruitment

During the 2020-21 financial year we received a total of **274** volunteering enquiries.

We continue working in partnership with Working Chance, the UK's only employment charity solely for women with convictions. We have also strengthened our partnership with the University of Greenwich, to host social work student placements. We have established a new working partnership with the London Metropolitan University to host social work student placements for our ReUnite and ReConnect projects.

"Volunteering at Housing for Women has been a very good learning experience, I have learnt different ways to work, and everybody is very friendly and welcoming."

Francie – Client Liaison Volunteer

“ When I first heard of Housing for Women, I was enrolled in the employability programme at Working Chance. I was doing a number of workshops and training to prepare myself to access employment. But you can only do so many workshops and training sessions; I needed some experience too. I saw the Client Liaison Volunteer advertised in December 2020, but the pandemic delayed the process and I started in March 2021.

Lockdown has meant the role is homebased, engaging with clients via phone or email, obtaining and providing information relevant to appointments for work, inspections, client surveys, repairs etc.

I am learning a lot about the social housing industry; also developing my communications, customer service, and organisational skills, allowing me to better structure my working days.

My role is to obtain information from clients and pass it to contractors within frameworks, so all the works are done in time. Housing for Women provided me with online training called e-learning. Covering subjects like safeguarding, health and safety, and data protection, which has given me a greater understanding of clients' personal information.



Volunteering means I am actually taking action to make a difference in somebody else's life, even if it is just a little thing. I am showing with my actions that I really care, and I feel good about it. I am learning new things and enhancing myself, whilst improving my CV. This experience has enriched my life, and I now realise that in the future I want to work for a charity, and belong to an organisation where I feel good about supporting their values.

Volunteering at Housing for Women has been a very good learning experience, everybody is very friendly and welcoming. I feel very supported and can ask for help whenever I need to. Sometimes is a bit busy and since I am volunteering from home it can be tricky, as being in the actual office means you can learn quickly and pick up ideas straight away from your colleagues. All in all though, and given the current circumstances, this has been a great opportunity. I feel very happy to volunteer at Housing for Women. I think this organisation offers services that are very much needed and welcomed by many women in London."

Complaints and lessons learned

As we continued to navigate the pandemic, the on-going lockdown restrictions limited our teams ability to conduct face-to-face interactions with customers.

Eighty eight stage one complaints were logged across the year, the majority of which related to asset management and repairs, however these reduced dramatically to just a handful which progressed to **Stage 2 (5)** and **Stage 3 (3)** respectively.

The key themes of customer dissatisfaction over the year were in respect of our failure to communicate, service charge increases and perceived poor handling of Anti-Social Behaviour cases. There was an overall reduction in expression of dissatisfaction with the neighbourhood but an increase for asset management. This was not unexpected as we demobilised existing repairs contractors in preparation for mobilising our new contract with MCP.

There are still things to accomplish, and we continue to work through our Stock Condition Survey and Damp & Mould Survey results, to ensure that we understand and plan for the investment needs of our stock so that our residents can enjoy their homes now and in the future.

This year saw the introduction of our new complaints and compensation policies which were developed in response to the **Housing Ombudsman's Complaint Handling Code**. Unfortunately, during the year we were issued Complaint Handling Failure Orders which led to our self-referral to the **Regulator of Social Housing**, however, we were reassured that they were satisfied with our plans to improve how we respond to customer complaints.



Complaints offer us a useful insight into the things we need to improve. Our plan to establish a Resident Voice is another way to help us obtain valuable direct feedback on our homes and services, and we hope that our customers will test how effective our plans for improvement are.

Also, our regular surgeries with ward councillors, and MPs in other boroughs have been useful in keeping clear lines of communications open with our other key stakeholders.

"As a learning organisation we are committed to hearing your feedback and continuously improving our services. We have recently reviewed our Complaints and Compensation Policies in line with the Housing Ombudsman's Complaint Handling Code in order to meet sector standards."

Our money

Income and Expenditure account for year ending 30 September 2020

(2016 stated post FRS 102 adjustments)

All figures in £000s	2021	2020	2019	2018	2017
Turnover	7,885	7,978	8,005	8,119	7,961
Operating Costs	-7,857	-7,427	-7,384	-7,079	-6,694
	28	551	621	1,040	1,267
Interest receivable	23	28	5	2	1
Interest payable	-359	-459	-398	-467	-497
Surplus on ordinary activities	-308	120	228	575	771
Exceptional item - uninsured losses	-1,583	-221			
Surplus on revaluation of investment properties	771	-			
Surplus for the year	-1,120	-101			

Balance sheet at 30 September 2020

All figures in £000s	2021	2020	2019	2018	2017
Fixed assets	83,878	82,875	81,350	81,649	82,065
Grants	-	-	-	-	-
Depreciation	-14,537	-13,621	-12,701	-12,396	-11,907
Investments	5	14	14	14	2
	70,217	69,268	68,663	69,267	70,172
Current assets	4,623	3,614	3,614	4,318	3,903
Current liabilities	-3,114	-3,167	-2,665	-3,104	-3,103
	1,508	4,784	949	1,214	800
Net assets	71,725	74,052	69,612	70,481	70,972
Long-term loans/Deferred grants	57,777	58,983	54,442	55,540	56,605
Reserves	13,949	15,069	15,170	14,941	14,367
Reserves and long-term financing	71,725	74,052	69,612	70,481	70,972

Our money

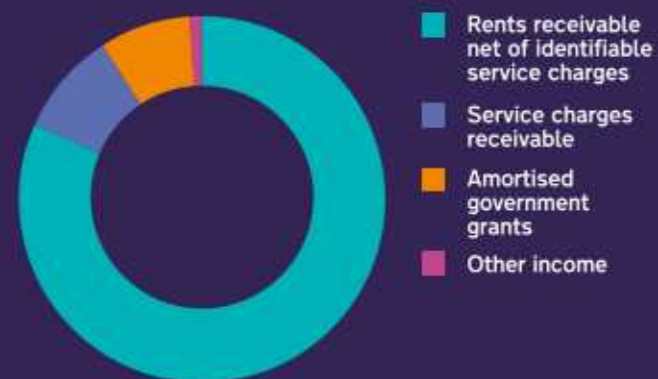
Total Income



Total Expenditure



General needs Income



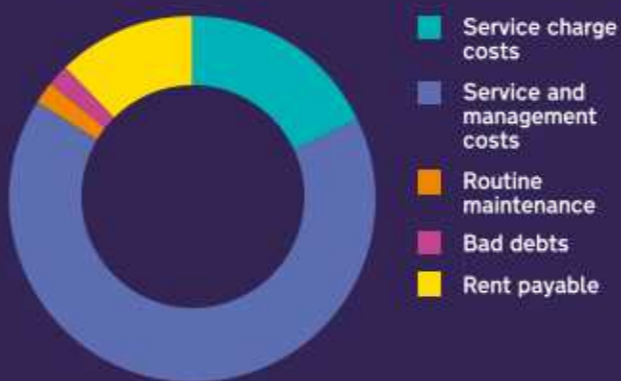
General needs Expenditure



Supported housing Income



Supported housing Expenditure



Our people

(as at October 2021)

Trustees

Susan Kane
Chair

Joanne Norris
Vice Chair

Dr Sally East
Chair of Audit & Risk Committee

Helen Webb CIPD
Chair of Remuneration Committee

Caroline Davies

Carli Harper-Penman

Troy Henshall

Christine Pointer

Wande Showunmi

Trustees who served during the year to 31 September 2021

Mark Cooper

Christopher Worrall

Chief Executive

Zaiba Qureshi

Senior Management

Sue Croft FCA DipCh
Director of Finance and Resources

Mandy Dunstan
Director of Asset Management

Louise Graham
Director of Customer ????

Our thanks

In 2020/21 we continued to diversify our income, despite a challenging year. We are extremely grateful to everyone who supports us, including our corporate sponsors, trusts and foundations and our individual donors. Without your generosity, none of the work we do to provide safer lives and positive futures for women, would be possible.

Our funders this year include:

29th May 1961 Charitable Trust



Comic Relief Emergency Fund



Garfield Weston Foundation



Intuit Women's Network



Loft



The National Lottery Community Fund



The Shoebox Project for Women



Dulwich Quilters



The Cara Delevingne Foundation

Statutory bodies

London Borough of Ealing

Mayor's Office for Policing and Crime

Ministry of Justice

Ministry of Housing Communities and Local Government - Domestic Abuse Team

Royal Borough of Greenwich

Thank you for your continued support in 2020/21. To find out more about how you can support us visit hfw.org.uk



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Housing4Women   

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Company Registration No. 420651

Homes and Communities Agency
Registration No. L0970

Registered Charity No.211351