

South Yorkshire  
Housing Association

# Annual Review 2020



COME  
HOME

[syha.co.uk](http://syha.co.uk)

**Every year, we create an Annual Review to show you what we've been up to and how we're performing.**

The sections below show how we're meeting the objectives in our strategic plan. They're full of facts, figures and stories from our staff, partners, customers and volunteers.

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# Hello everyone, and welcome to this year's Annual Review.

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**Our people have all done an incredible job, and I'm very proud.**

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This year will be mainly remembered for the coronavirus outbreak and lockdown, which has affected us all.

I am delighted to say that South Yorkshire Housing Association never closed: we have continued to be open for business to do essential repairs, provide support for people in our extra-care and supported housing, work with people in our communities, and much more.

What's really struck me is that, as an organisation, we've also managed to move forward on our six strategic themes. I've been bowled over by how we've managed to both keep our services going, and make improvements that will help us to deliver our purpose.

In addition to that, our work on Black Lives Matter has recently been centre stage. Next year, we'll be able to tell you about how we've transformed our organisation in response to all the issues Black Lives Matter has raised.

**Tony Stacey**  
**Chief executive**

## Doing the basics brilliantly



**The basics are the heart of what we do – they’re the foundation that empowers our customers to settle and flourish in their home.**

We build trust and relationships with our customers by consistently providing high-quality services, and listening to what matters to them.

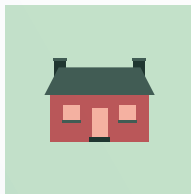
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### **Repairs, upgrades and customer feedback**

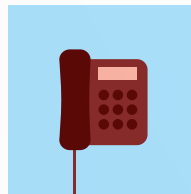
Customer satisfaction with their new home – 2019/20



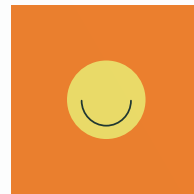
95% satisfied  
with the service  
from SYHA



96% satisfied  
with the area as  
a place to live



96% satisfied  
with the contact  
from SYHA

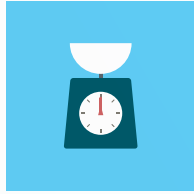


99% satisfied  
with your new  
property

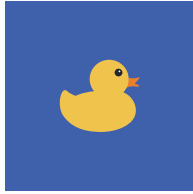
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**Our tenants’ satisfaction with their new home has remained consistently high over the last 10 years.**

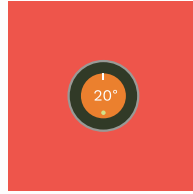
For our 'general needs' customers,  
we have completed:



**204 kitchens**



**114 bathrooms**



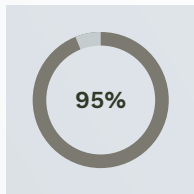
**109 central  
heating systems**



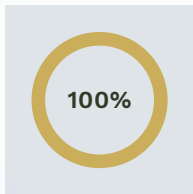
**145 new windows  
and doors**

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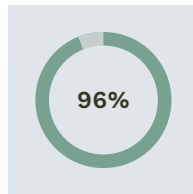
Customer satisfaction with  
these upgrades:



**Notice given  
acceptable**



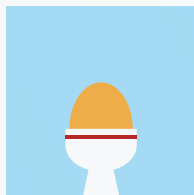
**Operatives polite  
and courteous**



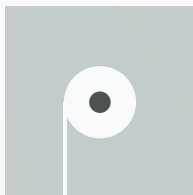
**Overall satisfaction  
with work**

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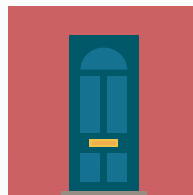
For customers with additional needs,  
we have completed:



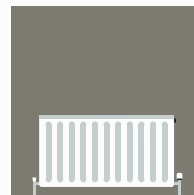
**21 kitchens –  
including large  
shared communal  
kitchens**



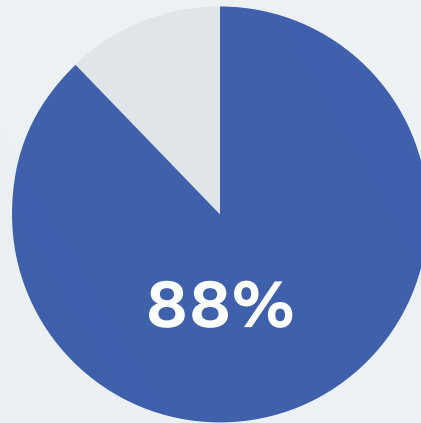
**28 bathrooms  
and wet rooms**



**18 door  
and window  
replacements  
– and 24 front  
flat fire doors**



**44 central heating  
systems and  
boiler upgrades**



**Customer satisfaction with our overall service – 88% satisfied or very satisfied**

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We make sure all our new tenants are on a low-rate energy tariff through our partnership with Utility Renewals, helping to save them money.

As part of our new strategic theme of Doing the basics brilliantly, we're exploring with customers how we can increase satisfaction.

We know that we could be clearer on timescales, and communicate better when we have delays. This will be a focus for our maintenance team in the coming year.

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**“To all who are doing so much to look after us so well, working so hard behind the scenes and upfront.**

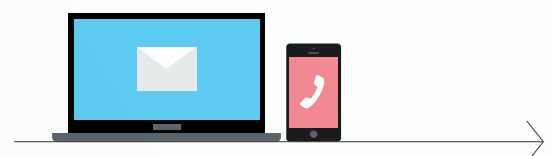
**‘Thank you’ are only two words but say so much more than you realise. Thank you”**

Customers have told that the current satisfaction survey could do with an overhaul.

This year, we're collaborating with customers to co-design a new survey that aims to identify the source of any dissatisfaction.

Customers have asked us to make it easier to feed back when things have gone well, and when things haven't. We're creating more quick and accessible ways to get in touch with us through our new online customer services.

We're driving improvements in our internal reporting systems to help us spot when timescales are starting to slip, so we can step in and act before things go wrong.



If you have feedback you'd like to share, get in touch or email [somethingtotellus@syha.co.uk](mailto:somethingtotellus@syha.co.uk).



## New homes

Our development team have continued to create new, high-quality, affordable homes across Sheffield City Region.

Here are 11 of our newest homes in Chesterfield. These two and three-bedroom family homes have community at the heart, with a lovely shared courtyard.



In November 2020, we will complete our development of 18 new homes in Sheffield. They will be a mix of homes for rent and shared ownership properties.

We're also planning to work with our residents and Steve Roche, a local stonemason, to create some unique sculptures for the community.



## A decade of feeling at home

White Willows, our extra-care housing for people aged 50 and over, celebrated their 10th anniversary earlier this year.



Our residents got together for a 70s disco, food, and to share memories of the joy and independence their home brings.

[Find out more about White Willows](#)

**“Moving here is the best thing I’ve ever done. When I come through the doors at the end of the day I think, ‘ah – it’s good to be home’”**

**Kathleen**  
**White Willows resident**

# Growing what we do well



**We want to be here for the long term and continue to grow, so that we can keep providing homes and support to people across Sheffield City Region.**

**Here's how we've grown, invested and built on our strengths in the last 12 months.**

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Good Work is our service that works with people to find and stay in a job where they can thrive.



Our coaches work with people with physical and mental health conditions to build on their strengths, and find employment that's right.

Our new Good Work jobs platform advertises roles that pay the real Living Wage and offer consistent hours.



**“I’m literally living my dream. I know that is going to sound odd to some people, but I have always wanted to do this, and now I’m finally doing it!”**

**Suzanne**

Visit [findgoodwork.co.uk](https://findgoodwork.co.uk) to read Suzanne’s good work story and find out more about the service.

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**We believe that everybody has the right to choose to live in their own home. Our new Promoting Independence Project supports people with a mental health condition to move out of residential care and into their own home.**

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Jill has moved from residential care into her own home. We asked her about how she's settling in...

**What do you love about your new home?**

Everything. My bed! It's big and comfy. It's peaceful and quiet, and I enjoy sitting out on the balcony where I now grow my own plants.

I feel really secure being on the first floor and having an intercom system. It feels cosy in my new home.

**What's changed since you've moved?**

I'm not needing to share with any other people, I have my own space.

I feel stronger mentally. I've been able to spend more quality time with my daughter and grandchildren. I have grown in confidence and self-esteem.



**What are you most proud of achieving?**

My independence. I have surprised myself with how well I have adapted to having my own independence. It's gone better than I thought it might.

**What are your hopes for the future?**

To live! To live my life to the full. Socialising and going out, being busy doing the things I enjoy.

**We're creating more new homes with some brilliant new partners.**



We worked with [Rother Living](#) to market The Bellows, a collection of two and three-bedroom semi-detached houses in Rawmarsh.

On the site we have a total of 30 shared-ownership homes, which are being sold by [Crucible Sales and Lettings](#).

[Forge New Homes](#) is our new joint venture with four other housing associations.

We'll work together to increase the supply of affordable homes in the Sheffield City Region, and submitted plans for our first development in May.



For the latest on our new housing, [check out our New homes page](#).

At [Rotherham Housing First](#), we secured funding from [Homeless Link](#) for a trauma-informed counsellor.

Rachel, our counsellor, will work with our customers to build on their strengths and hopes, and to take positive steps for their future.



[Meet Rachel](#), and find out how she's getting on in her role.





## Our relationship with our customers

We're creating opportunities for our customers to share their skills, thoughts and experiences.

We're doing this by growing our Customer Collaboration team, and working on projects that champion the voices of our customers and communities.

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**Charis and Jane are the newest members of our Customer Collaboration team.**

**The team works with and listens to our customers to improve our services. From volunteering opportunities, to innovative projects, the team creates lots of ways for our customers to share their expertise, knowledge and talents.**

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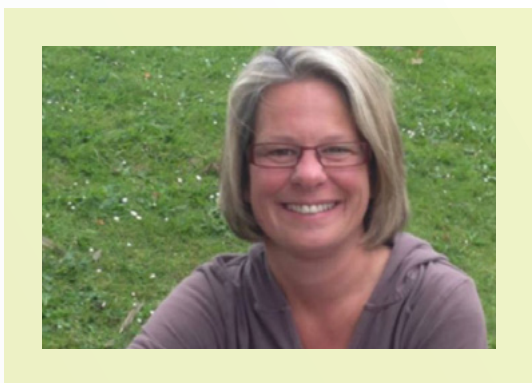
I'm Charis, I've been working with SYHA since June 2020, and I'm delighted to be starting my new role.

My background includes working as a housing officer for New Longsight Housing Co-op, a community engagement facilitator for We Make Places, and a volunteer housing adviser for the Whitechapel Centre. I am particularly motivated by equality, diversity and inclusion, and homelessness prevention.



I'm looking forward to collaborating with South Yorkshire Housing Association's customers and people on Together With Tenants and many more inspirational projects.

Hi, my name is Jane Lyon! I have been volunteering for South Yorkshire Housing Association since March, but come from a background of customer involvement working for over ten years both for Sheffield City Council and Sheffield Health and Social Care.



I am passionate about placing customers at the heart of decision-making, and look forward to working with people to hear their experiences and feeding back views and opinions to make a real difference to individuals' lives.

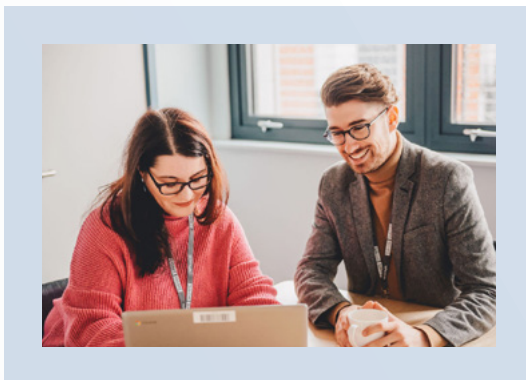
Out of work, I love skiing and have recently taken up running and am working through the Couch To 5k programme – very slowly, I have to admit!

## Digital Friends to get 500 customers online

Digital Friends are trained peers who will offer personalised support to help our customers do the things they want to do – a video call with the grandkids, an online exercise class, improve their baking and access new recipes, explore our new online customer services, apply for a new job or practise an online interview.

There's endless things to do, learn and enjoy online, and our helpful Digital Friends will provide support and encouragement along the way.

If you, a friend or family member are a South Yorkshire Housing Association customer and would like to take part, get in touch with the volunteering team.



Funding from the UK government's Coronavirus Community Support Fund, distributed by The National Lottery Community Fund, has helped us to do this. #CommunitiesCan



HM Government

In partnership with

THE NATIONAL LOTTERY  
COMMUNITY FUND

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## Be a star in a new interactive artwork

Our [Well Rotherham](#) public health project invests in and strengthens our Rotherham communities. This year, they're working with North Star and The People's Picture to create an interactive galaxy that celebrates local stories, people, and innovation.

To star in the final artwork – which will be unveiled at a Science Summer School event, created by Professor Brian Cox, in December – share a picture of how Science, Technology, Engineering, Art and Maths has inspired you.

[Find out more and submit your photo](#)



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### Guide created to tackle social housing stigma

Our brilliant tenant Pam Hankinson has worked on a new document, in partnership with the [Chartered Institute of Housing](#) called 'It's not okay: a guide to tackling stigma in social housing'.

[Find out more and read the guide](#)



## Together with Tenants update

We're part of [Together with Tenants](#), an initiative that recognises that more can be done to ensure that tenants feel represented, listened to, and meaningfully involved in the decision-making that determines the quality of our homes and services.

[A new Together with Tenants plan](#) will help housing organisations progress with this ambition to build this collaborative, balanced relationship with our tenants. This includes developing a new charter, which will include things like quality, accountability, and raising issues or complaints. We'd love to work alongside our tenants to develop the charter for South Yorkshire Housing Association. If you would like to be involved in this, please do get in touch with the volunteering team.



To find out more or get involved in any of these projects, get in touch by emailing [volunteering@syha.co.uk](mailto:volunteering@syha.co.uk), or calling us on 0114 2900 200 or 0800 1380 380. If you'd like to volunteer, you can also fill out a [volunteering expression of interest form](#).

# Responding to coronavirus



**Our people, customers and communities have shown compassion, creativity and kindness throughout the coronavirus outbreak.**

We've seen lots of people doing what they can to keep each other safe and well, which has been a wonderful constant in this time of change and uncertainty. There's even been moments of joy, as people find new ways to connect, give, and have fun together.

Our report describes the ways we grew and adapted to safely meet the needs of our customers. [Read the report.](#)

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Our video 5 ways to work through lockdown was created with footage from our amazing keyworkers.

From socially distanced exercise classes and singalongs, to organising our stocks of PPE, [watch the video](#) to see how they've been working.

## Coronavirus in figures

From 23 March to 12 August 2020:



**Our LiveWell teams worked with 3323 customers and welcomed 94 new customers to our services (of which 55 have started support with our homelessness services).**



**Our LiveWell at Home team made over 7000 calls to check on people's safety and wellbeing.**



**Our volunteering team have supported a total of 101 people. 27 customers and 17 members of staff volunteered with us.**

We recruited new people to roles including telephone befriender, community responder, activity volunteer and peer researcher.

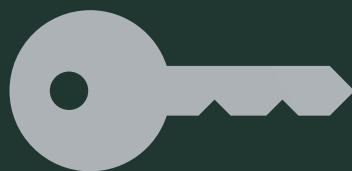
Telephone befriending reached 52 people, with around 2080 phone calls made.



**Our social prescribing teams have helped 617 additional customers to stay well during the outbreak.**

This includes referrals to community mental health and adult social care services, support with prescriptions and collecting medicines, hot food deliveries, and working with people to understand government guidance around shielding.

[Find out more about how our volunteers have been using their talents to connect with and support people.](#)



Our Rotherham Dispersed Team moved 12 families (18 adults, including 4 pregnant women) into our temporary accommodation.

They also moved 8 people from temporary accommodation into a permanent home.

“I am immensely proud of our Rotherham Dispersed and Rotherham Thursday Project teams, they’ve really pulled together. No one’s moaned and everyone’s gone the extra mile.

**It’s shown what a strong relationship our keyworkers have with our customers, and that we have with our partners.**

**We followed the government guidelines and used them to think differently about how we do things – it’s a brilliant team effort”**

**Jonpaul Burke**  
**Service Manager**



## **Creating moments of joy**

Our Age Better in Sheffield team brought movement and music to residents in our extra-care housing. They worked with local musicians and artists to create safe, socially distanced performances and toe-tapping dancing sessions!

[Find out more about Age Better in Sheffield's Moments Of Joy programme](#)

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**“I just wanted to say thank you for such an amazing performance and to say how much it lifted my mother’s mood. The performance was just out of this world!”**

**A resident’s family member**

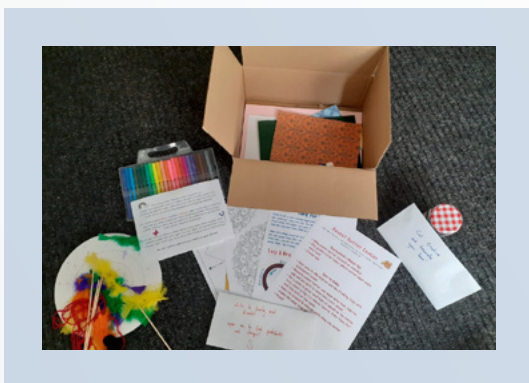




**Age Better in Sheffield created Hello Neighbour boxes.**

Full to the brim with activities and information on how to stay well, the free boxes were delivered throughout Sheffield to people age 50+.

[Find out more about the boxes](#)



**And at Cuthbert Bank, our homes for families affected by homelessness, staff created activity packs for the children.**

They included sunflower seeds, mindfulness exercises, a simple recipe and art materials.

**“They are really good and I enjoyed the cat one and the jar with sprinkles in. It made me feel relaxed, happy and takes my mind off what’s going on”**

**Cuthbert Bank resident**

## **Capturing people’s experience of life under coronavirus**

We have started a new research project to capture our customers’ and tenants’ experience of life under coronavirus.

We’re really eager to hear how coronavirus has impacted you: what’s changed, what’s helped, what are your worries and concerns.

The project is entirely customer led – our customers are designing the interview questions, doing the interviews with customers, and developing how we record and disseminate our findings.

If you would like to get involved, either in asking the questions or in being interviewed, please [get in touch](#).



# Tackling the climate emergency



**A quarter of the UK's carbon emissions come from housing. By building and looking after homes and communities, we have opportunities to make changes and decisions that are green, sustainable, and help to meet the UK's 2050 zero-carbon target.**

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### **WikiHouse shortlisted for Ashden Award**

Our WikiHouse project was a runner-up in the Ashden Award for Energy Innovation.

A Wikihouse is made of plywood pieces that slot together like a giant jigsaw.

The pieces are designed and cut in a local factory, and brought to the site where they're assembled into a new home.

We built two semi-detached WikiHouses in Sheffield to see if they could be an alternative to traditional ways of building homes.



We're still completing the project's testing and evaluation... but our tenants have already said their fuel bills are lower, and we love the homes' sustainable timber frame.

[Watch our WikiHouse video.](#)



## **Our blooming lovely pictorial meadows**

We've been working with the team at Green Estate to bring colour, wildlife, and joy to our communities with beautiful flower meadows.

As well as brightening up and bringing wildlife to our communities, they're easier for us to maintain – cutting both costs and emissions! This year, we've really seen our meadows spring to life – so, we shared photos, videos and more in our #bloominglovely campaign on Twitter. [Catch up here!](#)

[Find out more about our pictorial meadows](#)

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**“This year with lockdown our beautiful flowers mean more than ever. My daughter and I wake up every morning looking forward to every new flower and every new insect visitor”**

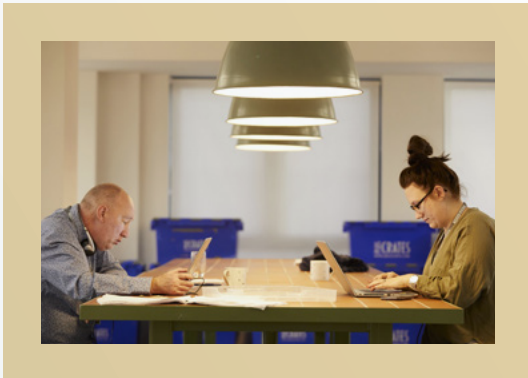
**A resident who loves our pictorial meadows**

## It starts at home

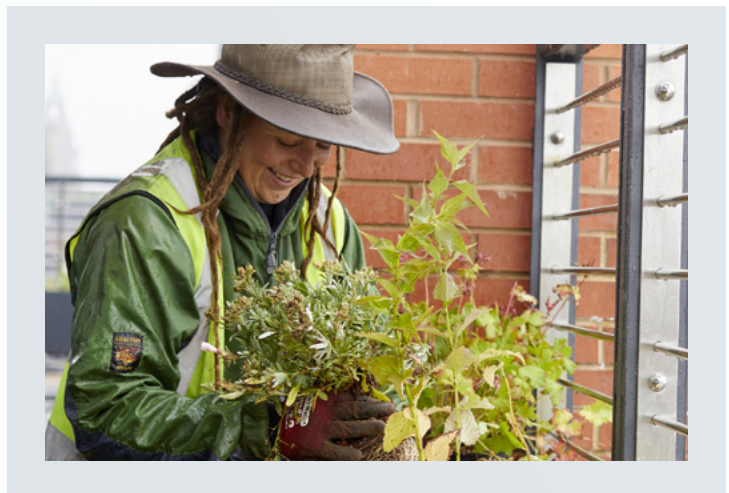
Back in December 2019, we moved into our new home on Rockingham Street in Sheffield.



Our new workspace created opportunities for us to design spaces and use technology to enable us to work more effectively and collaboratively.



The building inspires, reflects and welcomes our people and customers, and we look forward to seeing you in our open ground floor space soon!

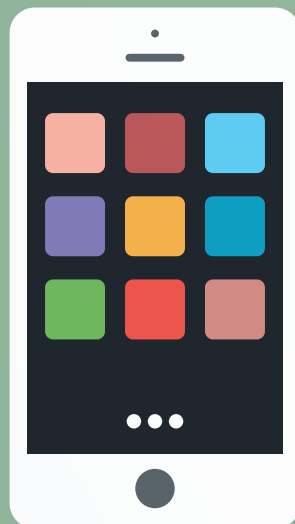


We also designed our new workspace with the environment in mind. We moved the solar panels from our previous home to our new roof. There are lots of cycle racks, to encourage active travel for our people and guests.

There are charging points for electric cars, and much of our furniture is locally made and includes recycled and sustainable materials.

From double-glazing and ventilation, to colourful planting at the main entrance and on the roof, our commitment to sustainability runs throughout our new home.

# Creating a digital and agile organisation



**We want our people to have the tools, support and opportunities to do their best work. This is how we're investing in new technology and our workspaces to ensure we can provide an excellent service for our customers.**

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### **Our new online customer services**

Our customers can now view their balance, pay their rent (and more!) at a time that suits them. We're also working on adding more features, so that our customers can easily get in touch and stay updated about their home.

Customers have told us accessing customer services online is more straightforward and convenient, and saves them time.

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**“The layout is nice and user friendly... the Come Home icon is really good if you get lost or mixed up.”**

### **A happy online customer**

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To get started, you need to create an account.  
[Find out more about the services and how to sign up](#)



**Earlier this year, we launched our new website.**

We hope you enjoy exploring [syha.co.uk](https://syha.co.uk) to find out more about what we do, get in touch with us, and catch up on the latest news.

**A big thanks to our customers who shared their ideas and thoughts to help create our new website.**

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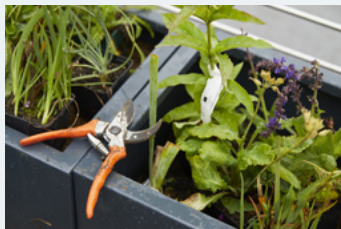
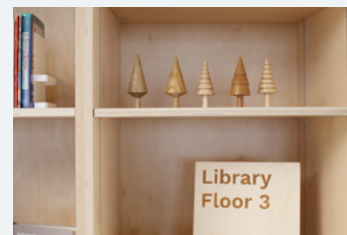
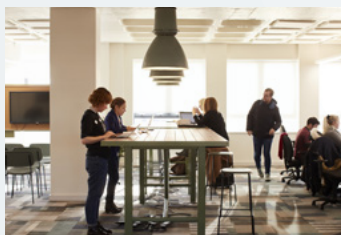


### **People of SYHA**

Reece is our Office 365 Apprentice. As part of our People of SYHA campaign, he talked to us about introducing new technology which enables us to work more flexibly, efficiently and collaboratively.

As well as Office 365, we've invested in new devices and other software, such as Unit 4 in our IT, Finance and People Teams.

[More about People of SYHA](#)



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## Our office move

Our new home at 152 Rockingham Street has been designed to be welcoming, functional and sociable.

It is full of different rooms and spaces to work, creating a place where our people can settle, work well, and realise their potential.

On our accessible ground floor, our customers can meet each other – or their keyworker, housing officer or coach – over a cup of tea.

There's also great spaces for talks and events, where we can partner up with local organisations and communities



**We proudly display our customers' stories and achievements, creating a workspace that truly embodies our purpose and values.**

We look forward to inviting you back into our home, when it is safe to do so.

**South  
Yorkshire  
Housing  
Association**

**COME  
HOME**

[syha.co.uk](http://syha.co.uk)

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