

community gateway

Annual Report 2021/22

Welcome to our latest Annual Report.

The past twelve months have felt like a period of change. While Covid restrictions were still in place for the first half of 2021 we were determined to move on and focus on delivering the services and activities that you, our tenants, have told us are important to you. Keeping the health and wellbeing of our tenants, communities and colleagues at the forefront of our minds, we continued to adapt how we did things and achieved some really great results.

Through our HomeCare programme we continued to focus on the quality of our existing homes and invested £14m over the course of the year to make sure all our homes were safe and well maintained. On top of that we spent a further £24m building many more new, high quality homes across Preston.

We're particularly proud of the regeneration work we carried out at Rothwell Close in Ribbleson where we turned 26 low-demand flats into 13 spacious, well-appointed new homes and the development

of 89 new homes at Bartle Fields in Fulwood.

During 2021 we formally opened The Spires, Community Gateway's first dedicated support scheme for those that find themselves homeless. This fantastic facility not only provides safe and secure accommodation for 26 people but also provides access to a range of support and training to help people get back on their feet and look forward to a more positive future.

As a proud community-based housing association we have also worked hand-in-hand with local tenants and partners on some really great initiatives that continue to improve our communities and make them great places to live.

We've continued to support tenants with access to affordable food through the Purple Pantry; made better use of outside spaces through the redevelopment of Moor Nook Allotments; provided tenants with opportunities to improve their skills and find jobs and training through our Gateway2Employment programme; and provided local community groups with over £36,000 to support them in

tackling our joint priorities around addressing anti-social behaviour, reducing social isolation and improving community cohesion.

Looking forward, we recognise that our community work will continue to be important as the country wrestles with difficulties around the cost of living. We are committed to working with you on this, and doing what we can to support you through these challenges. On top of that we will continue to invest our resources and efforts in improving our services in line with your feedback and providing safe, good quality, affordable homes for all our tenants.

Dave & Rob



Dave Yates
Chair



Rob Wakefield
Chief Executive



Purple Pantry customers browsing the range of products on offer.

As we all began to adapt to the pandemic and its effect on our daily lives, we continued to check in regularly with you to identify your immediate priorities and how best we could help. When lockdown restrictions eased, we were glad to be able to get back out again on our estates, talking to you and finding out how we could work together to make our communities great places to live.

As ever, our top priority throughout 2021/22 remained the safety and health and wellbeing of our customers, colleagues, and communities and we kept this in mind across all our services, including ensuring everyone was able to get hold of affordable food.

Our **Purple Pantry food outlet** in Moor Nook celebrated its first birthday in July 2021 and continued to be a highly valued resource for communities.

Membership increased substantially over the past year. By March 2022, **1,223 households** had signed up to the Purple Pantry, providing **1,916 adults** and **1,300 children** with regular access to great quality, affordable food.

We worked in partnership with local food banks to share any of our surplus stock, ensuring food was accessible right across Preston.

We were very proud to receive a **Coronavirus City Hero award** from the Mayor, recognising how significant a lifeline the Pantry had become to local people who were facing challenging times during the pandemic.

3,216 Adults and children benefitting from the Purple Pantry

456 New Purple Pantry members in 2021/22

113 Free food parcels issued to those in financial hardship



We joined forces with Preston North End to provide food during Ramadan.

In addition to the Purple Pantry, we worked with our partners and communities to ensure we got vital supplies to those who needed it most.

Once again, we hosted our **Big Lunch** events – taking pizza kits out to families as well as hosting an afternoon tea at the Purple Pantry, helping combat social isolation, when lockdown restrictions began to ease.

We joined forces with Preston North End (PNE) to provide nutritious food right at the heart of our communities over Ramadan.

This gave us a perfect opportunity to consult and listen to the needs of our South Asian

customers, as well as providing vital supplies.

In addition, we ran our popular **12 days of Christmas campaign** delivering hampers and festive treats to **100** of our most vulnerable customers, which at the same time gave us a chance to carry out an informal welfare check-in to make sure the household was okay.



30

Families received pizza kits as part of our Big Lunch

100

Christmas hampers delivered

“The Big Lunch was amazing. It pulled the family together. I’m going to start buying pizza kits from now on.”

-Sharon Tenant

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We once again ran our highly-valued Toy Appeal.

Our Tenancy Support team continued to offer free advice and support, helping customers who found themselves in difficult financial situations, such as when the Universal Credit £20 weekly uplift ended.

Last year, they secured over **£4 million in additional welfare benefits**, energy and fuel grants for hundreds of customers and helped others get hold of white goods like fridges and freezers.

Previously, you’d told us that many of you were struggling to afford school uniform - with some of you going into debt to buy for your children, so again we were determined to get essential kit out to those who needed it most.

We supported 5 partner organisations to deliver our **Gateway School Uniform Bank** (pictured right) right in the heart of our neighbourhoods, helping **83 families** manage those expensive start-of-term bills saving a grand total of **£20,000**.



£4m

Over £4 million benefits and grants secured for customers

198

Children helped by our Uniform Bank





Budding gardeners gained training and new skills in Moor Nook.

As a Gateway organisation, we recognise that tenants are at the heart of our communities and we try to ensure that community investment goes into the right places and projects that matter to you.

You tell us that you really value the many local greenspaces and community areas across our estates. These not only help make our neighbourhoods attractive places to live, but provide great opportunities for recreation and time in the fresh air with family and friends.

We listened when you told us you really wanted us to invest in improving **Moor Nook allotments**.

We sat down to work with local residents and partners to see how we could develop the site. Alongside Community Payback and Let's Grow Preston, we completely transformed the entire area.

At the end of March, we were proud to launch the revamped allotments to the whole community at a packed Grand Open Day.

Plans are in place for Lancashire County Council's Youth Council and young people with complex needs to take responsibility for two of the plots. They are hoping to grow fruit and veg which will be stocked at our Purple Pantry, so a win-win all round! There's also plans afoot for a bug hotel

and potential willow sculpture for the wider community to enjoy.

All 13 plots are let and further proposals for future years include providing training and advice for budding local gardeners, delivered by our friends at Let's Grow Preston.



The newly developed allotment site.



Our successful NHS healthcare assistants.

We are always keen to enable you to maximise your income by providing help with employment, education and training opportunities.

Some of you explained you were anxious about leaving the house or meeting others since lockdown, so we provided accredited **college courses online** like safeguarding or how to become a teaching assistant. This meant you could take part from the comfort of your own home.

We put on **Level 1 courses in hairdressing and self-care** to open up new opportunities for young people and improve their self-confidence.

In a first for us, **we partnered with the NHS** to train people over eight weeks to secure guaranteed jobs as healthcare assistants. Five of our tenants were successful and now work in hospitals across Preston.

We ran our highly valued **weekly job clubs**, plus employment and skills **workshops** covering topics like CV writing, searching for jobs or having mock interviews.

In September, we introduced **'Make it Click'** training sessions to give you crucial digital skills; many of you having told us you had lost jobs during the pandemic and needed to refresh what you knew or retrain.

Tenants gained design skills, learned how to use office software or apply for jobs, plus even shop online, the latter a necessity during the lockdowns.

130

People received employment and skills support

66%

Of participants went on to employment or further education

31

Tenants completed online college courses

62

Make it Click training attendees



TPAS Excellence in Employment, Skills and Training award



Preston Vocational Centre - Educational Establishment of the Year.

Our charitable subsidiary, Preston Vocational Centre (PVC) delivers construction training and life skills to local young people and adults.

We were thrilled when PVC received the winner's award for 'Educational Establishment of the Year' at the Be Inspired Business Awards (BIBAs) 2021.

Judges were impressed with how many students had benefitted from the vocational training centre over the years – a staggering **6,000+ students** to date. Despite the challenges of 2021/22, the dedicated PVC tutors once more enabled **nearly 200** young people to gain their Level 1 construction qualifications in a range of trades.

“I’ve already learned loads at PVC - I’ve installed radiators, fitted a bathroom, made boxes and windowsills. The teachers are great, everyone gets individual help and it’s good to be able to go at your own pace.”
-Morgan
PVC Student



“I’m better than the boys anyway. Boys mess around. I set myself high standards and enjoy all the trades we learn. You just have to be a bit fiery and give as good as you get. They soon stop! The tutors call me The Enforcer!”
-Lola
PVC Student



Former top England cricketer Freddie Flintoff came down with the BBC to film an episode of 'Freddie Flintoff's Field of Dreams' on location at PVC.

PVC student Sean, featured in the show, has now gained his construction qualifications from the centre and has just started a plumbing apprenticeship.

Throughout the year, we worked with many community groups across the city who share our aim of developing thriving neighbourhoods. We take your views on board as to which groups and activities you would like us to support.

We awarded **£36,000** to community groups and events throughout the year, plus provided **training and support** to deliver projects that would benefit local residents.

All funding bids are reviewed first by our tenant panel, who guide us in allocating the right support. The grants were used by groups who work across the areas you told us were important, like youth inclusion, improving health and wellbeing or combatting social isolation especially amongst older people.

We empower voluntary groups, across Preston and surrounding areas, to deliver vital projects and services that go hand in hand with those we provide ourselves. Here's just a flavour of some of the groups we supported:

Black History Group, Shrigangha Kannada Group, St Matthew's Church, Red Rose Recovery, Larches and Savick Community Association (LASCA), Residents of Farringdon and Thirlmere (RAFT), INTACT, Fishwick Rangers, Preston Domestic Violence Services and Preston Mens' Mental Health Forum... to name just a few!



We also got behind large-scale events that help foster community cohesion. We were proud to once again sponsor the fabulous **Preston MELA**, which showcases our city's rich heritage, helping build stronger, diverse communities – something which aligns strongly to our own values.

We received **120** nominations for our **Community Hero awards**, shining a light on those of you, living or working across our communities, who go above and beyond to make the world a little brighter.



Celebrating your community heroes.

“In a time of uncertainty, community cohesion can really be strengthened through initiatives like the Mela which bring people together and create connections between people of different backgrounds – whilst having a great time!”
-Dave Yates
Chair, CGA Board



FINANCIAL WELLBEING
£5,972



REDUCING CRIME & ANTI-SOCIAL BEHAVIOUR
£12,173



Where our grant funding went

REGENERATION
£5,122

COMMUNITY COHESION
£6,872

REDUCING SOCIAL ISOLATION
£5,861



On The Ropes, delivered by The JJ Effect.

At Gateway, we want our neighbourhoods to be safe places where people want to live, work, and enjoy their free time. We know it's important to you, so we invest considerably in tackling anti-social behaviour head on.

You told us you wanted to know more about how we deal with nuisance behaviour and the simple ways to report it. You also made it clear you wanted us to take action when necessary.

Ideally, we want to stop nuisance behaviour before it takes place, which is why we invested further time and money last year working with the successful **JJ Effect**.

The group put on an engaging programme for young people, addressing and reducing knife crime, providing positive role models and teaching life skills.

Our financial support for **Larches and Savick Boxing Academy** also gave young people other avenues to harness their energy.

Our charitable subsidiary **Preston Vocational Centre** continues to deliver its Twilight programme, after school and early evening. This offers positive, diversionary activities and construction skills training to young people and adults, at risk of getting involved in anti-social behaviour.



Local people were taught valuable life lessons at a number of groups.



Young people learned construction skills at Preston Vocational Centre.

Although we try to nip problems in the bud before they occur, we know you want us to be tough when we need to be, so if people blatantly refuse to engage or anti-social behaviour persists, we work with the **Police, Council and other partners to stamp it out.**

You told us that you were not always sure what happens when anti-social behaviour is reported and how the different agencies work with us, so we set up a new **case review panel** with tenant representatives to look into all our anti-social behaviour and safeguarding cases thoroughly. Meeting monthly, this robust approach to quality checking the way we deal with cases, reflects Gateway's commitment to improving practices through tenant scrutiny.

In addition, you asked for an easier mechanism to report incidents. We developed a new **ReMOTE Reporting App**, so it's simple and quick for you to alert us to issues from your mobile phone.

We're also designing out estate issues where you tell us they might lead to anti-social behaviour. A prime example is **Bleasdale Street East**, where local residents told us the way the communal grounds were laid out attracted anti-social behaviour.

Together with our tenants, we created a community garden and went back in 2021 to see how it was taking shape and to celebrate the hard work of everyone involved. The transformation of the run-down area into a safer, cleaner environment led to an **83% reduction** in anti-social behaviour complaints. Everyone we spoke to thought it was "blooming lovely!"



Tenants continue to work on their community gardens.



We work closely and effectively with the Police and other partners.

“We didn't hesitate to take decisive action to evict a tenant at City Court whose behaviour had impacted severely on other residents and we will continue to take a tough stance against others who breach their tenancy agreements.”

-Graham Dunkley,
Tenancy Enforcement Manager



As part of our aim to tackle anti-social behaviour, we work with other partners and the local community to see what we can do to improve our neighbourhoods.

As COVID-19 restrictions eased, we could resume our regular days of action; this year in Grange, Callon and the City Centre. We were delighted to be joined by partners from the Police, Council and other agencies who were able to provide specialist support to tenants that we can't offer.

Our teams again took to the streets, having great conversations with customers and learning how we could help tackle specific neighbourhood issues. As a result, we organised various initiatives including litter picks, dog fouling prevention measures and half-term fitness activities for young people.



53 chip pans were exchanged as part of our amnesty.

Every year, we see a number of fires in properties caused by unsafe cooking. To help combat this, we delivered a chip pan amnesty campaign, providing useful information around responsible cooking and offering safer, deep fat fryers in return for your old chip pans.

As we delivered the new deep fat fryers, we were able to also give tenants advice on other aspects of health and safety in the home such as not overloading plug sockets and testing smoke alarms regularly.

“Over the last couple of years, a number of Gateway tenants have had house fires caused by chip pans. This image below shows the shocking damage such fires can cause.”
-Tom Jones
Health & Safety Manager



“I'm very happy with my new fryer, as I was a bit frightened by using my old pan. It's a great scheme.”
-Jean
Tenant



The Spires was officially opened in October 2021.



Hawker can now look forward to a new job and his own home.

When sounding out your views, you told us clearly that you wanted us to take a leading role in helping tackle homelessness, so it's a key part of our plans.

Following on from our work to support the Fox Street Homeless Centre a few years ago, we were delighted to open **The Spires** in October 2021, repurposing one of our existing low-demand sheltered schemes.

The Spires provides much-needed 'step-up accommodation' for homeless people and those at risk of homelessness. The **£2.2m** complex in Maudland Bank in the city centre, offers a secure tenancy for up to three years for those striving to get back on their feet.

As well as **26 safe, well-appointed apartments**, including four with disabled access, there are communal and training areas. This allows us to deliver life skills training with our partners on how to run a home, budgeting and cooking, as well as helping people get into work, training and access benefits or legal advice. Support is on hand round the clock.

On the back of the success of The Spires we're also making good use of another of our underused properties, **Alexandra House** in Deepdale, to develop apartments specifically and uniquely for homeless families and groups.



Hawker, aged 24 was one of our first residents at The Spires. Having fled Iraq aged 17, he initially moved to Sweden and then lived in Preston for several years rough sleeping and boarding in multiple occupancy homes, before arriving at The Spires last November.

Gateway colleagues helped him get a place at college to study English – he already speaks Kurdish, Arabic and Farsi.

Once he had received his work and residency permits, we were able to help him gain a place on a training scheme to work in the security industry.

We also made sure he received all the benefits he was entitled to. The best news came at the end of the year with Hawker well on the way to taking up his first tenancy, moving into one of our one-bed flats in the city centre, so he can start to live independently.

That's the rationale behind The Spires, offering sanctuary and wraparound support to enhance people's life chances, helping them move forward and live successfully in their own home.



"The places I had before were just a room, but this is very different, it feels like home. The people here help you, they talk to you and I'm really excited for my future now."

-Hawker
The Spires resident

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INVESTING IN YOUR HOMES



- 21,103 Repairs completed
- £7m Spent repairing homes
- £7m Spent improving homes
- £1.2m Spent improving neighbourhoods

Proving homes that are well maintained, safe and secure is our utmost priority at Community Gateway and that is why we continue to invest most of our income in maintaining and improving your homes and neighbourhoods.

During 2021/22 we have focused on making sure our homes continue to be maintained to the highest possible safety standards and introduced more ways to make it easier for our customers to tell us about any concerns you may have about your home so that we can get things dealt with quickly for you.



Our latest STAR survey results showed that your satisfaction with the quality of your home has fallen recently and we are working hard to understand the reasons

for this. Covid restrictions did have an impact on the amount of work that we could safely carry out and we have also experienced problems in getting hold of certain materials such as kitchens and doors as a result of the pandemic and other external issues. This has meant that it has taken us longer to complete some jobs than we would like and we recognise this is frustrating for our customers.

Despite this we did make good progress in catching up with works that had to be postponed the previous year. Last year we replaced **122 kitchens, 139 heating systems and more than 60 roofs** as well as carrying out works to more than **1,200 homes** across the City Centre and Ashton areas as part of our HomeCare programme.

HomeCare, which was designed with tenants, sees all homes visited at least every 5 years. Full internal and external surveys are carried out and any jobs identified are then completed in the fewest visits possible. This means there is less disruption for you and saves us money in the long term as we have less travel costs and

issues are resolved before they turn into emergencies or more costly repairs.

This allows us to spend more money on the things that you tell us are important to you and over the year we **invested over £500,000** in doing more decoration to homes when they are re-let and regenerating areas to improve the look and feel of your neighbourhoods, external areas and greenspaces.

We have also invested money to improve the energy efficiency of our homes, providing a much needed reduction in fuel bills for our tenants. There is lots more work to do in this area as we strive to make sure our homes are carbon neutral by 2050.



WELCOME TO ROTHWELL CLOSE

In December, we completed the remodelling of 26 low-demand flats to create our Rothwell Close development in Ribbleson. The project came about from listening to local people, who told us that the older style properties on the former Rothwell Crescent were no longer suitable and were often a target for anti-social behaviour.

Rothwell Close now features 13 two-bed modern family homes, all with private parking, charging points and gardens. It was the first development carried out entirely by our in-house team Gateway PropertyCare meaning quality came as standard. The development is a prime example of our aim to improve neighbourhoods and provide quality 'homes for life' that work for today's modern families.



Rothwell Close during the conversion and redevelopment.



Alison and her husband Darren moved in after Christmas, after renting privately and were chuffed to bits with their spacious new home near to where they grew up. Alison literally cried with joy when she heard her SelectMove bid had been successful.

She said: "My husband works as an Elvis impersonator, so has a lot of costumes and touring equipment, so it was the incredible amount of storage space that really swung it for us. Then there's lovely touches like the spacious L-shaped kitchen and light and airy lounge, quality modern finishes to the bathroom and a large balcony with patio doors leading into our bedroom."

"The location is a bonus – it's so peaceful. I really can't fault Gateway – every time I have rung for anything, they have been brilliant."

Darren added: "It's the security and safety that being with Gateway provides too – you just don't get that with privately rented and we know that if we need any work doing, we just need to ring up and someone will be round. We have already advised other family members to get themselves signed up."



WELCOME TO THE COURTYARDS



“This was a flagship project for us and it underpins our commitment to tackling social isolation. It is a unique facility and in true Gateway style, the concept started with our tenants. Some years ago, a few of our local sheltered scheme residents lobbied senior staff and our Board to build a place just like this; it was their persistence that took us on this journey, working alongside us to design homes that would meet the needs of those in later life.”

-Rob Wakefield,
Chief Executive

The Courtyards in Ingol is our unique extra care scheme, co-designed with tenants who recognised a need for suitable independent-living accommodation for local people.

The Courtyards was formally opened in November 2021 by the Mayor of Preston who congratulated everyone on the incredible success of the project, which had received widespread acclaim.

As well as **60 stylish apartments** for the over 55s, our extra care scheme boasts an onsite bistro, hair and beauty salon – all open to the local community. There's also a **24-hour care package** for those who need a little extra help.

Later in February 2022, residents celebrated the scheme's first birthday in the bistro with an afternoon of lively celebrations, including a 'Flash Mob' performance of Motown Classics. It was so lovely to see everyone together, chatting and enjoying themselves after the previous 12 months.





New properties were completed on our Lightfoot Lane development.



Work continues on our sites across Preston.

As well as providing a wide choice of homes for rent right across Preston and the surrounding area, you told us that you would like us to develop homes with alternative types of tenancy to suit individual financial or family circumstances. We've got some exciting plans to build a range of new homes in new locations giving you more choice.

In Spring 2022, we were delighted to hand over the keys to our first shared ownership home on the **Bartle Fields** development on Lightfoot Lane in Fulwood, to a thrilled mum and her children (pictured adjacent).

Over the coming year, we're excited to be building a further **49 homes** at Bartle Fields for both affordable rent and shared ownership.

Last year, we completed our **Waterside** development in Cottam with the final 9 properties handed over. In total we built **31 homes** for affordable rent on this site, which provides off-road parking and rear gardens, adjacent to the Lancaster Canal.

"I'm really chuffed with the place – being in the trade myself, I know that it's real quality workmanship."
-Mick,
Waterside resident



Work is well underway at **Broughton Crossroads** where we are building our first new-style accommodation for older people, which will be available for rent in the coming year, providing **52 apartments** for over 55s.

We have started work on a new site at **Miller Road** in Ribbleson (the former hospital) where we are building **78 homes** for both affordable rent and shared ownership. Following on from the success of 'The Courtyards' in Ingol, this site will also see us build a second extra care scheme 'The Atrium' (pictured adjacent).

We're also continuing our regeneration programme in **Savick** to ensure the area meets local needs. We demolished the

shops and old-style maisonettes ready for the next phase – a new purpose-built library, retail shop and **25** new affordable rented homes.

We're pleased that work will commence on **Tom Benson Way** in Ingol, and at **Tabley Lane** in Woodplumpton, where we will be building **233 homes** over the next four years.



Artist's impression of The Atrium.



We sowed special wildflower areas to attract bees and insects.

Well-maintained gardens benefit the whole community and help brighten up the area. You told us quite rightly that enhancing the environment was important to you and that you were fed up when people didn't look after their gardens. You also reported concerns with fly-tipping, misuse of communal areas and rubbish in gardens.

We understand the negative impact these concerns can have on people's quality of life, so over the last year, we visited and checked over 4,000 gardens and strongly reminded people of their tenancy obligations, offering support if necessary.

We took legal action including injunctions and possession proceedings against 12 people who would not work with us. We are also lucky to have so many green-fingered customers and to all of you, we say a big thank you. As a token of our appreciation, we hand-delivered over 1,140 special cards to recognise your hard work.

Last year, we planted scores of new trees, as part of our commitment to plant 70 trees for the **Queen's Green Canopy** campaign during the Jubilee year.

We also had fun with Ingol Primary School, planting trees with the children, and played a key role in supporting the **Mayor's Plant Preston** campaign.

At Gateway, we are keen to be as environmentally conscious as we can, whilst providing a quality service to you. As part of this, our grass-cutting teams prepared **wildflower beds** which came to life in Spring 2022, providing food for bees and pollinating insects.



EVOLVING OUR SERVICES



As the first housing association based on the Gateway Model, we have a passion to ensure you have a real say in shaping our services in a range of ways to suit you. We use a variety of mechanisms to get your feedback so you can all get involved and air your views.

Your feedback has often led to new ways of working or new projects, such as our **HomeCare repairs and maintenance programme** which better meets customers' needs, or the creation of a varied programme of activities for our sheltered housing tenants to help combat social isolation.

After all, it's only from listening to you that we can learn and evolve. One formal channel we use to get your opinions is the independent **'Survey of Tenants and Residents' (STAR)**, which everyone received between January and March 2022 either by email, post or text. STAR is a regular comprehensive survey that considers a range of issues relating to your home, environment, and the services we provide.

We use your feedback to see what we're doing well and where we can improve. As a thank you, everyone who completed STAR was entered into a prize draw.

We also held **28 large-scale consultations** gathering your views in a range of ways, so as many of you as possible could take part.

We held conversations at local events, posed questions on social media, distributed surveys by post or digitally and often simply picked up the phone and gave you a call. We're always expanding the range of ways you can tell us your views; last year we added text surveys to that list, at your request.

Overall, we were able to hear from an incredible **1,796** of you and use your responses to shape services.

Some of the outcomes included:

Designing a local neighbourhood agreement for Porter Street in St. Matthew's, Preston.

Learning from new customers how we could ensure people taking out their first tenancies were well-prepared and guided through the process from moving in to sustaining their tenancies.

Helping with the design of plans for a communal greenspace in Savick.

Reviewing the letters we send to customers around managing their tenancy, making them easier to understand, clearer and jargon-free.

Listening to your views and feedback is what enables us to improve our services and how we do things. Listening to, and acting on, our tenants views is what sets us apart from other housing providers. Your views really do matter and make a difference.

There are a number of ways you can give us your views and provide your feedback. Our tenant involvement opportunities - **Gateway2Engagement** - provide a range of different ways you can get involved and give us your views, whatever amount of time you have. There are face-to-face sessions, as well as online surveys and polls.

In July last year, we launched our **Gateway2Engagement App**, making our 'Tenant Hub' accessible on mobile devices. This allowed us to increase the number of tenants who engaged with us digitally to 465 with an average of 800 visits to the Hub each month.

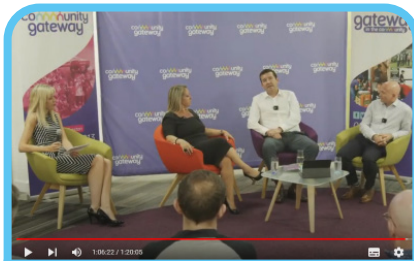
Our dedicated **tenant-only Facebook Group** had 304 members at the end of the year, with **454 posts** throughout the year and a total of **4,982 comments** and reactions. By listening to our tenants via this platform we tailored content and introduced '**question and answer**' sessions with managers themed on the topics receiving the most discussion. Topics included: grass cutting, fencing and property repairs.

Another opportunity for you to ask us questions was at our virtual **Annual General Meeting** which streamed live on Facebook, our website and YouTube, as well as being screened at a few of our sheltered schemes.

Our Directors were on hand to answer questions live on the night. Being a hybrid event meant tenants who were busy could watch later at their convenience.



Getting feedback from you is always important to us.



Our hybrid Annual General Meeting streamed live to tenants.

800

Monthly visits to our Tenant Hub

633

Tenants watched our virtual AGM

One example of where your feedback has made a significant difference is in the development of our service standards '**Gateway Promises**'. These service standards were developed by tenants - for tenants, and they clearly set out what you can expect from us in terms of how we deliver our services to you.

Our strategic tenant committee, **Gateway Central** ensure we deliver on these Gateway Promises and hold us to account if we are not delivering what you, our customers, told us you wanted. Gateway Central met 11 times in the last year and completed a training programme '**Gateway Development Academy**' to help them be effective in their role. They scrutinised our performance information and the results of our mystery shopping activities. They met with managers and reviewed how effectively we were delivering services.

We recognise that we are not perfect and acknowledge when you tell us we could have done better. We respond to your concerns and learn from your complaints. In the last year we received **40** formal complaints, **28** of which were upheld or partially upheld, and as a result of this feedback we put into place new processes including:

- Revising our process for monitoring our contractors' customer service and quality of work, so we can take action when their work is below par.
- Improving how we communicate with you when working in communal areas and documenting the work completed.
- Ensuring our staff always show their ID badge each time we visit.

It is also great to hear when we have provided you with excellent service. We received **107** formal compliments last year for teams across the whole organisation.

You particularly rated our Gateway PropertyCare repairs staff and the quality and professionalism of their work when they came out to you.

You can view our Gateway Promises in full on our website.



Community Gateway is a not-for-profit organisation - this means we operate for a social purpose and provide services that people need. The money we receive is invested in our homes, neighbourhoods and associated services that you will have read about within this report. As such our resources are targeted to the delivery of our Corporate Plan objectives which you helped us define.

Despite the continued challenges of the Covid-19 pandemic, which inevitably had an impact on the way we deliver services, we have made significant progress with several projects and initiatives making a positive difference to our customers and communities.

In 2021/22, most of our income came from the rent you pay, which totalled £29.6m.

During the year, we borrowed an additional £15m of long-term funding. This enabled us to continue to meet the priorities identified when we developed our Corporate Plan.

We continued to invest heavily in maintaining and improving your homes, spending £14m during the year.

We carried out external works to a number of homes, such as roofing and internal works (including kitchen, bathroom and central heating replacements).

As noted elsewhere, by continuing to use the HomeCare approach you developed with us, we were able to maintain the quality of your homes in a more targeted way.

Our strong financial management meant we could spend £23.8m to develop 65 new homes and remodel a further 30 homes as well as starting work on almost 300 more. To help fund our development programme we received £6.2m government funding alongside the additional £15m borrowing mentioned earlier.

We also worked in partnership with Preston City Council to bring empty properties back into use and during the year we purchased and refurbished 6 empty homes thereby helping to improve the overall look and appearance of our estates, as well as making more homes available for tenants.



Internal works continued as part of our cyclical programme.



New homes in development.

We continued to develop a wider choice of homes and tenures during the year, notably the handover of 24 shared ownership homes at Bartle Fields in Fulwood. Of these, 18 were sold generating receipts of £1.5m.

Our development programme continues at pace and we have funding in place to build 800 new homes by 2025/26.

Our remodelled homes include our complex of 26 apartments for single homeless people 'The Spires' which opened in October. The Spires offers much-needed step-up accommodation for homeless people and those at risk of homelessness. We plan to further expand our facilities for homeless people by starting work on a similar scheme with 16 family apartments in 2022/23.

Following the success of 'The Courtyards', this programme includes our second extra care scheme 'The Atrium', to be completed during 2023/24.

You will see that we have spent money in areas that you have said are important including working in partnership to prevent and reduce

homelessness and building new homes.

We continue to have higher than average levels of customer satisfaction, with almost 90% of you saying you are 'very' or 'fairly' satisfied with our services.

We also compare well in terms of our costs, putting us in the top half of all housing associations nationwide for efficiency.

For further information please see our 2021/22 Financial Statements on the Community Gateway website at www.communitygateway.co.uk.



'The Spires' officially opened in October.

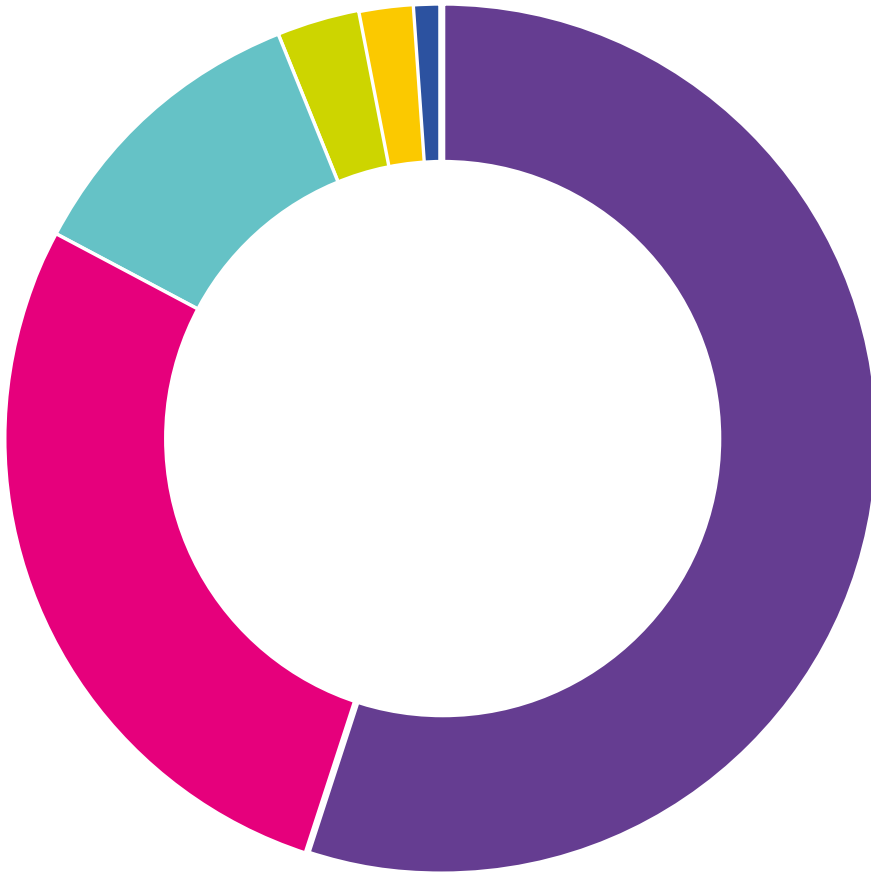


The site of our next extra care scheme 'The Atrium'.



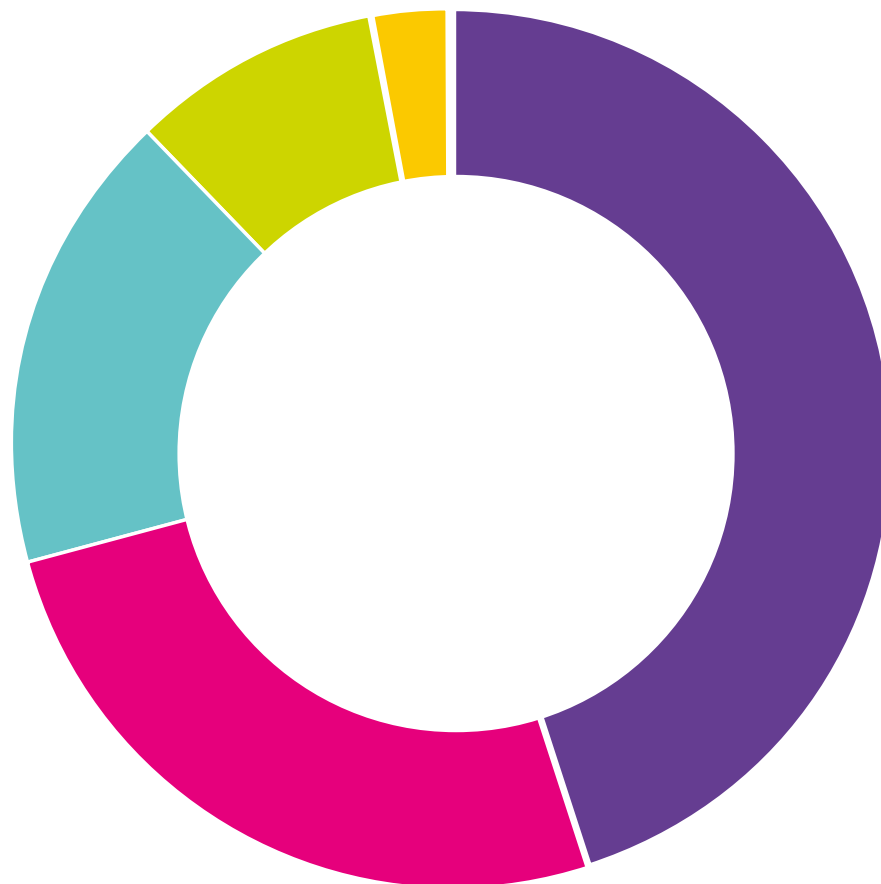
Building new homes remains a priority for us.

2021/22 INCOME



- Rents and Service Charges (including garages) £29.6m (55%)
- Borrowing £15m (28%)
- Grant Income £6.2m (11%)
- Property Sales £0.5m (1%)
- Shared Ownership Sales £1.5m (3%)
- Other Income £1.3m (2%)

2021/22 EXPENDITURE



- Development £23.8m (45%)
- Improving and maintaining your homes £14m (26%)
- Housing Services £9.2m (17%)
- Interest £4.9m (9%)
- Cost of shared ownership sales £1.5m (3%)

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2022

	2022 £'000	2021 £'000
Turnover	34,995	31,810
Operating Costs	(26,696)	(23,754)
Gains on disposal of property	506	285
Operating surplus	8,805	8,341
Other interest receivable and similar income	20	12
Interest and financing costs	(4,927)	(4,415)
Surplus before taxation	3,898	3,938
Taxation on surplus from ordinary activities	-	-
Surplus for the financial year	3,898	3,938
Actuarial gains / (losses) on SHPS defined benefit pension scheme	1,488	(1,291)
Actuarial gains / (losses) on LGPS defined benefit pension scheme	4,848	(4,061)
Total comprehensive income for year	10,234	(1,414)

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDING 31 MARCH 2022

	2022 £'000	2021 £'000
Fixed assets		
Tangible fixed assets - housing properties	213,107	191,773
Tangible fixed assets - other	8,411	8,425
Investment properties	1,065	1,065
	<u>222,583</u>	<u>201,263</u>
Current assets		
Stocks	3,216	1,494
Debtors - receivable within one year	4,809	6,408
Cash at bank and in hand	14,921	14,181
	<u>22,946</u>	<u>22,083</u>
Creditors: amounts falling due within one year	<u>(6,287)</u>	<u>(7,129)</u>
Net current assets	<u>16,659</u>	<u>14,954</u>
Total assets less current liabilities	<u>239,242</u>	<u>216,217</u>
Creditors: amounts falling due after more than one year	(175,193)	(156,469)
Pension liability	(679)	(6,612)
Net assets	<u>63,370</u>	<u>53,136</u>
Capital and reserves		
Income and expenditure reserve	64,049	59,748
Pension reserve	(679)	(6,612)
	<u>63,370</u>	<u>53,136</u>

This report is
also available at
**communitygateway.co.uk/
annualreport** where you
can use **'Recite Me'** to
translate it into another
language or read it out loud.

Tenant only Facebook Group

 /groups/CGAEngagement

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