



Annual Report 2019/20



Welcome to our 2020 Annual Report - we're excited to report back on another busy 12 months.

Community Gateway remains proud to be a membership-led housing association; we put our tenants and members at the heart of everything we do and truly value the important contribution that our tenants make to influencing and improving services.

In keeping with these founding principles over the past year we've launched our new tenant engagement framework that incorporates many of the suggestions that came from speaking directly with nearly 600 local people. In addition we've demonstrated our commitment to community investment by becoming one of the first housing associations in the country to sign up to the Board Charter for Community Investment.

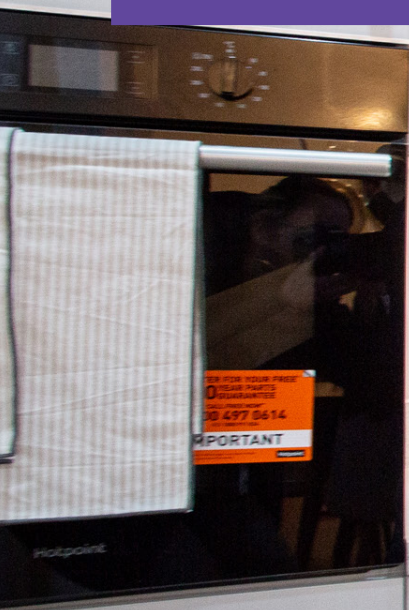
We've continued to invest heavily in your homes to ensure they remain safe, warm and comfortable places to live. As well as improving existing homes we built nearly 70 new affordable homes, and have many more in the pipeline – including The Courtyards, our flagship extra-care scheme - that will see us reach our target of providing over 7,000 affordable homes by 2024.

Over the year we also established Housing Pathways, a service that provides accommodation and support to people that find themselves homeless, or at risk of becoming homeless.

We could not finish without acknowledging the impact that the Coronavirus has had on us all over the past few months. Many of us have faced significant challenges – and there are likely to be more to come. We are proud of the way that everyone at Community Gateway has adapted and of the comprehensive programme of advice and support that we swiftly put in place to address some of these challenges. We also recognise that the hard work is far from over and we will continue to work hand in hand with our tenants and partners across the region to recover from these unprecedented times.



# INVESTING IN OUR HOMES





Here at Community Gateway we believe everybody deserves a great place to live, so we continually invest in improving your homes and community areas.

During the year we co-created with customers a new approach to our repairs and maintenance service. This is known as **HomeCare** and prioritises the things that matter to you.

HomeCare is designed to reduce the number of home visits we need to make, increase efficiency and ensure each property is surveyed every five years. The new system allows us to work in a more targeted way, which significantly increases the number of improvement works we can deliver annually, offering greater value for money. Every penny in savings we make is ploughed back into existing properties and new developments. We spent almost **£10.7m** during last year on maintaining and improving your homes.

We've also carried out some major internal and external modernisation work in **48 blocks** across Deepdale and Grange, with our next focus being the city centre and Moor Nook.

Adam from North Ribbleson loved the upgrades to his kitchen which we carried out as a result of his survey, stating: "The HomeCare surveys are such a good idea and I am very impressed with the service."

You can see some of the key outcomes opposite.



Residents welcome the transformation we have made at Sion Hill



We are continuing to invest significantly in regenerating the area around **Savick shops** (above), redeveloping the maisonettes on West Park Avenue and Birkdale Drive.

We worked with all stakeholders to develop our plans. These will include spacious family homes and a brand new purpose built library, which will benefit the community for years to come.

In 2019/20 we were successful in gaining planning permission to convert 26 flats at **Rothwell Crescent, Ribbleton** into 13 new family homes.

The first floor flats were particularly unpopular for people on the housing waiting list with outside steps that were difficult to navigate. We regularly had empty flats at the scheme, which along with the layout of the site itself, attracted anti-social behaviour causing problems not only for those living in the flats, but also neighbouring properties.



**The proposed plans for 13 two-bed family homes with gardens at Rothwell Crescent, Ribbleton.**

The new layout will result in a much more welcoming, safe and secure cul-de-sac and also provide much needed 2 bedroom family homes, all with private gardens. We expect these to be completed by Spring 2021.



Our Gateway PropertyCare and GreenCare teams have been working hard to improve the appearance of several neighbourhoods, listening to local people's views as to what improvements they would like to see. One such example is at **Porter Street**, where we have responded to feedback and completely remodelled the properties and surrounding greenspaces.

The buildings themselves have seen a real revamp. They are bright, safe, airy and welcoming to tenants and visitors alike. Improvements like new flooring, freshly painted walls, along with CCTV and improved lighting have reduced the risk of anti-social behaviour. The landscaping outside has ensured surrounding areas are now safe and pleasant greenspaces for people to walk and relax.

Our colleagues also planted an incredible 400 metres of bulbs, hedges and wild flowers to transform the whole area into attractive community gardens. The planting scheme introduces year-long colour, with daffodils and cherry blossom in early spring, to acers and red robin providing rich autumn and winter colour.

Additionally, plants were selected to support wildlife such as birds, butterflies and bees and to be tasty and fragrant for residents, with strawberries and herbs such as thyme and lavender included. Evergreens and additional trees help offset carbon emissions, which as part of our corporate social responsibility is important to us. Each block has been named after the trees and plants nearby, with lavender adjacent to Lavender Wood for example – a system which will continue.



# DEVELOPING NEW HOMES



Our Corporate Strategy details our ambitions to grow and increase the choice of properties on offer to local people. We are well on the way to achieving our aim of owning 7,000 properties by 2024.

Last year, we completed **68** new homes including properties on the former **Brookfield Church site**, **Garrison Road**, Fulwood, **Thompson Street**, St. Matthew's and on the **Waterside** development in Cottam, as well as continuing work on our flagship project **The Courtyards**.

The Courtyards will be a unique extra-care facility in Ingol which offers independent living for the over 55s. It features 40 two-bed apartments and 20 one-bed apartments, with bistro, hair salon, communal spaces and landscaped gardens for residents and the neighbouring community to use.

Gateway tenants were involved from the start in its design, ensuring vital features were included such as each apartment having its own outdoor space, with interior storage for mobility scooters, as well as the whole complex being wheelchair-accessible.



New homes on the former Brookfield Church site



New family homes in Garrison Road , Fulwood



Work continues on The Courtyards





**Summer 2019 was particularly memorable for pensioner Mick Davis, as he collected the keys to his brand new two-bed ground floor apartment from our Chief Executive, Rob Wakefield. His new home was part of the Waterside development in Cottam, where we are working in partnership with Story Homes.**

Mick, a retired joiner and builder from Preston, was already a tenant, living in a one-bed first floor flat in Ingol.

The flats are spacious, light and airy with plentiful storage space and large kitchens. They offer all mod cons with high quality kitchen and bathroom fittings, private parking and secure bike stores.

*"I'm blessed with a large family and have 19 grandchildren and four great-grandchildren. The youngest four like to visit quite often, so it will be great to have a second bedroom, where they can stay over. I'm really chuffed with the place – being in the trade myself, I know that it's real quality workmanship and it's a bonus to overlook the beautiful Lancaster Canal."*

-Mick

*"This is a prime example of what we're trying to do here. We want to ensure that, as the biggest landlord in Preston, we provide a range of high quality housing to meet the varied needs of local people at different times in their lives. We're about building homes here at Community Gateway and I hope Mick will be very happy here."*

-Rob Wakefield

# INVESTING IN COMMUNITIES





At CGA, we put the customer at the heart of all we do. It's not just about maintaining your home, lettings and rents; we're all about building thriving communities. Our teams are out across the city to make sure our neighbourhoods are great places to live.

Many different services combine together as part of our Gateway in the Community initiative and it might surprise you to see the reach and impact they have on transforming lives and estates. Here are just some of the projects carried out last year:

We held **two Green Days** on Callon and Greenlands estates as part of a multi-agency clean-up and worked with Let's Grow Preston to improve the area around Grange Community Gardens.

As part of National Tree Week and our ongoing commitment to protecting the environment, we planted **100 trees** for our customers last year, with the offer to maintain them completely free of charge.

Our Community Engagement team supported local groups with external funding and ran the **'Feel Good Friday'** events you asked for at Sion Park. These provided help with finding a job, computer skills, group cooking and crafts. Not only did people learn new skills, these weekly sessions also went a long way in tackling social isolation.



Staff and tenants attend a Diwali event



Colleagues attending a Green Day clean up event

*"I thought the offer of a free tree was a nice gesture. I can't do as much as before, so it's good to be able to enjoy the tree without having to plant and look after it, which I am no longer able to do."*

-Kathleen, Brookfield



The Supported Housing team delivered **46** events, enabling **1,452** people to share fun activities and make new friends. During Diwali, we joined partners at the Gujarat Centre for a festival of lights ceremony complete with dance, crafts and food. We 'virtually' visited several countries in our Armchair Travel series. We offered reassurance in the form of **6,695** welfare calls and **15,760** visits!

The Tenancy Support team continues to support people facing financial hardship. They achieved a staggering **additional £4m plus** in benefits for customers entitled to them. Over summer, they delivered a series of Holiday Hunger hubs across Preston, as well as longed-for toys to **188 children** at Christmas, coupled with hampers to others who needed a little extra support.



Colleagues from across the business helped deliver food.



We ran 6 food hubs to help families in crisis and on low incomes.

During the year, we became one of the first housing associations in the country to sign up to the Board Charter for Community Investment.

David Yates, our tenant Chair of the Board said: "Investing in our local communities is fundamental to Community Gateway and is right at the heart of our social purpose. As part of our Gateway in the Community initiative, we deliver a wide range of services across the city and beyond to support local residents and enable neighbourhoods to flourish. As with everything at Gateway, it is the tenants who shape and scrutinise our community investment programme, so we can be sure the projects we deliver make a real difference to local people and neighbourhoods."

As part of the pledge, we will work with the Centre for Excellence in Community Investment to help maximise and measure the impact of all our work.

We were also proud to become an early adopter of the National Housing Federation's **'Together with Tenants'** Charter, which aims to strengthen the relationship between tenants, residents and housing associations to make us more accountable to you. Many of you have attended focus groups and by working together, we're now better placed to understand the standards you expect and how you want us to report on performance.



"Signing up to the Charter demonstrates our continued commitment to working with our communities and to making sure our social purpose is embedded across the organisation. In that way, we will ensure that our investment has a real and positive impact on people's lives."

*-Rob Wakefield*





# STRONG TENANT VOICE

community  
gateway

community  
gateway

#### Voice and influence

Views from tenants and residents will be sought and valued and this information from their housing association will be used to inform decisions. Every individual tenant and resident will feel listened to by their housing association on the issues that affect them and can speak without fear.

Our Let's Talk Engagement review enabled us to successfully consult with **582** people and gain valuable insight into exactly how you want to be involved with us.

Based on what you told us and in line with our new Corporate Plan, we refreshed and relaunched our Community Empowerment Strategy. Our new approach took on board all your feedback to ensure that the service we deliver from now on really reflects your needs and enables us to improve what we offer to our customers.

The Community Empowerment Strategy sets out how we will inform, involve and support you, whilst providing innovative community-based and digital engagement opportunities.

In the new Strategy, we thought differently about how we could carry out tenant engagement to include more ways you could contribute. There are now bite-sized engagement activities you can do in the comfort of your own home, in addition to larger group meetings and activities – all enabling you to have a say in a way that suits you about what goes on in your neighbourhood and at Community Gateway. We held a series of events across Preston in January to explain more, accompanied by partner organisations and our very own CGA mascot Henrietta.

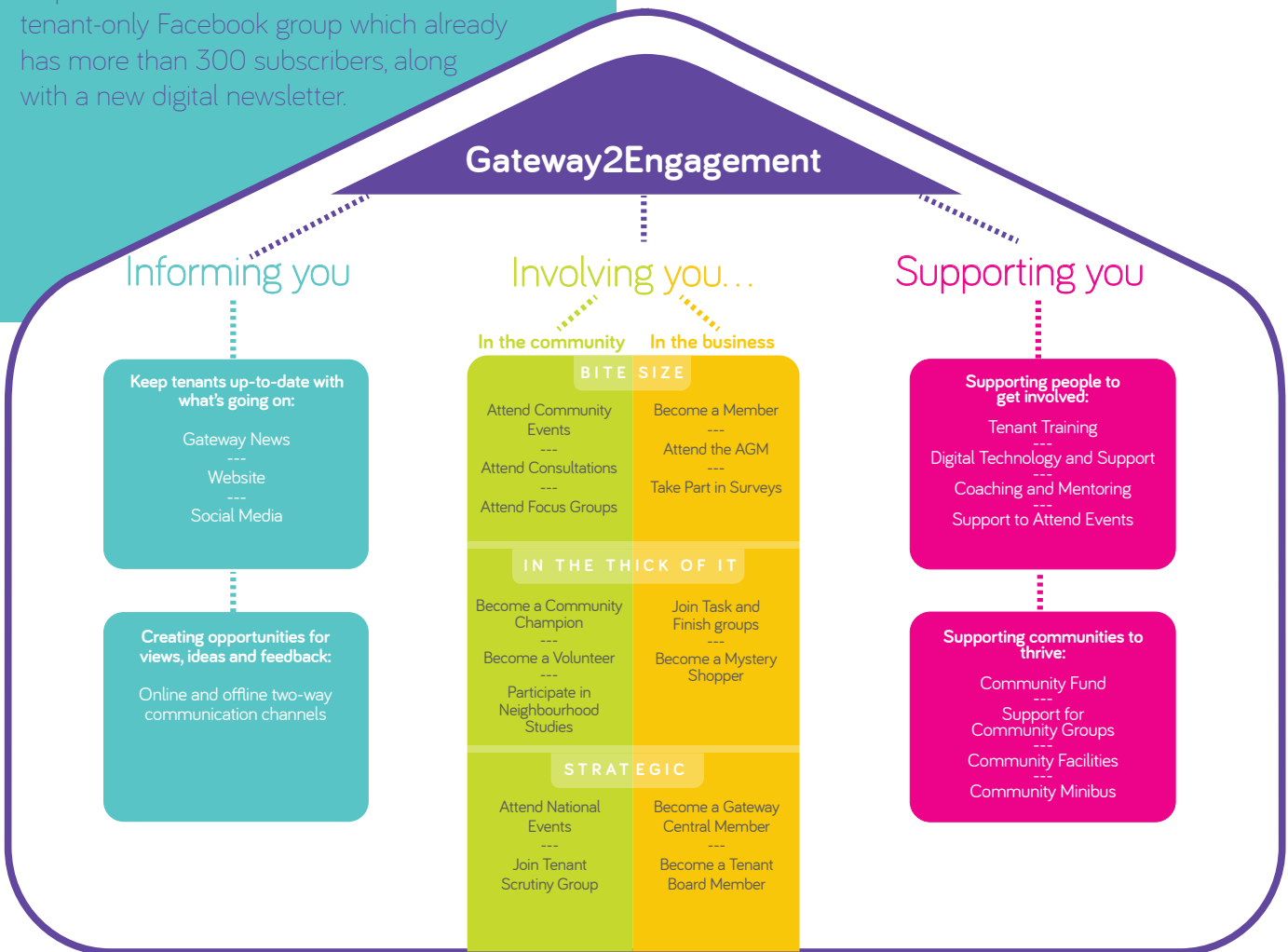
We've also restructured our Community Engagement team, so that colleagues are linked to specific neighbourhoods, which will mean we can develop even closer relationships with our customers and communities. Tasha, Sharon and Kelly will be your community colleagues, so be sure to give them a wave when you see them on your street. You can find out who covers your area on our website, or by calling **0800 953 0213** or emailing [get.involved@communitygateway.co.uk](mailto:get.involved@communitygateway.co.uk)

Over the last year, we have invested heavily in providing more online resources for our customers, to complement more traditional methods of communication.

It's so important to us that we listen to our tenants and act on your views and our new Community Empowerment Strategy focuses on giving you more ways to have your say, together with increasing the diversity of customers who get involved with us. Adding more services online helps us achieve these aims. We've launched a tenant-only Facebook group which already has more than 300 subscribers, along with a new digital newsletter.

We've also set up a digital skills training programme so everyone can take advantage of these new resources.

We are pleased to see swathes of you turning to our social media as a simple way of finding support, engagement opportunities and the latest information on our services, although we still offer more traditional forms of communication like our quarterly Gateway News and sheltered housing newsletters, which you tell us you enjoy.





# SUPPORTING EMPLOYABILITY



We are proud to be a delivery partner for More Positive Together, a Lancashire-wide project which, over its lifetime, aims to help 2,000 people enhance their skills and job prospects. The project is led by Active Lancashire, with funding from the European Social Fund. As part of this, our Employability team offers tailored help and guidance to eligible residents, which may include 1-to-1 mentoring, wellbeing support, training courses, employment advice and work experience opportunities.

With some of you, we may help develop IT skills or support you to volunteer or gain work experience. We might help you with CV writing, job applications and interview skills, either face to face or online.

We work in a similar way with Building Better Opportunities (BBO), a national programme which aims to tackle the root cause of poverty, promote social inclusion and support people to achieve education and employment outcomes. BBO is funded by the European Social Fund and the National Lottery Community Fund.

Our particular remit is the 'Investing Youth' element, which supports young people aged 15-24, who are unemployed or economically inactive, including those not in employment, education or training or at risk of becoming so, to improve their skills and employability.

The other project we deliver for BBO is 'Changing Futures', which supports people at risk of being excluded from the job market to overcome multiple and complex barriers and take those small, but important, steps towards work.



**European Union**  
European  
Social Fund



**COMMUNITY  
FUND**





Sarah told us why she decided to turn to More Positive Together, after being out of work for almost 10 years.

"I went to University and did get a degree, but later I became a single parent and then couldn't afford to work. Because I wasn't working my confidence fell and I felt that I had a lot of hurdles to face before I could even think about getting a job, like childcare costs, lack of transport, having a long gap on my CV. I also felt nervous about meeting people after staying at home."

"Deep down, I always wanted to be a veterinary nurse, but never had the confidence to try, let alone know how to go about applying. Then one day, I heard about the Community Gateway programme to help people into employment. I contacted them and never looked back."

During several meetings with adviser Ve Bennett from the Employability team, the two explored how Sarah could overcome her barriers and boost her confidence and social skills.

Sarah started to attend 'Feel Good Friday' sessions and our Job Club, as well as enrolling onto a ten-week confidence training course and completing a first aid course we organised. Sarah loved the training and started to look for other ways to achieve her dream career. She's now started her Apprenticeship at a pet healthcare practice and is optimistic for the future.

*"Thank you to Community Gateway and the team on the More Positive Together programme; you've truly changed my life."*

**-Sarah**

**Preston Vocational Centre (PVC)** provides hands-on opportunities in different areas of construction, including plastering, building maintenance and brickwork. Its learners, who may be struggling in mainstream education, predominantly come from partner schools across Preston, but PVC also welcomes community groups and individuals for taster days. Over the 11 years, the Centre has seen nearly 7000 learners walk through its doors.

Over the last year, the Lancashire Police and Crime Commissioner gave PVC nearly £25,000 to run a Twilight project in the early evenings for young people at risk of serious violence or crime. 25 people took part, some of whom also gained BTEC qualifications and went into further training or employment.

During the year we also took part in the Big Give Christmas Challenge raising funds for a Festival of Building Skills. This saw the Centre put on a series of taster sessions over the year enabling 115 people to try new trades and pick up useful skills.

One local resident, Jane said: "I had a go at bricklaying. I wasn't very good, but the tutors were so patient with me. I am looking forward to trying decorating next time, which will be useful at home."

PVC colleagues also work closely with different teams here at Community Gateway to help people gain practical skills and confidence to help them secure a job.

PVC were proud winners of the Small Social Enterprise of the Year 2019 and the Lancashire Red Rose Not-for-Profit Business Award 2020.



WELCOME  
TO  
NATIONAL  
RE  
PVC  
Skills | Building Futures

Jack, 17, studied for a BTEC Level 1 in Construction. He told us why he thought PVC was so popular with young people.

"Like many, I am not the most academic of people. After leaving school, I didn't really have an idea about what to do next. I heard about PVC through a family member, thought it sounded interesting and went along to see what it was about.

"I've really enjoyed my course. The learning is very hands-on, which makes it easy to stay interested. From plastering to bricklaying and decorating, no two days are ever the same. The staff are another big reason why I've enjoyed it. They treat everyone as equals and are always respectful. This has created a great environment for everyone to learn in.

*"I've learned lots of things, including the importance of hard work and doing something you enjoy. I've become interested in plastering and often stayed behind after class to help plaster the PVC building as a way of giving something back.*

*"My family are very proud of me. They say I've become much more positive now and they are confident about my future. When I receive my certificate, I'm hoping to start an apprenticeship at local building company JFN Solutions. After that, who knows, I may look at starting my own plastering business!"*

*-Jack*

If you would like to learn more about the great work being done at PVC, visit their website at [www.prestonvocationalcentre.co.uk](http://www.prestonvocationalcentre.co.uk)



# TACKLING HOMELESSNESS



In September 2019 after the charitable organisation Methodist Action North West fell into administration, our Board approved a crisis plan to ensure its vital homelessness services were able to continue in Preston.

Working swiftly with Preston City Council, we successfully relocated 25 'rough sleepers' and 31 families who needed continuing support into Community Gateway homes. Our initial focus was on helping those people who would have been homeless if we had not stepped in. We are proud that as a result we helped **200 people** in total.

We also took over managing Fox Street Homeless hostel in the city centre, which caters for up to 20 homeless men. Supporting the homeless is a key part of our Corporate Plan and running Fox Street aligns perfectly to that.

In light of the UK Government lockdown during the pandemic in March 2020, we temporarily closed the hostel. We rehoused members of the community into some of our vacant properties, providing essential household items and ongoing support, so that they could successfully live independently and flourish.



The Fox Street Homeless hostel



Visitors to the shelter over the festive period



CGA colleagues collect furniture to rehouse the Fox Street community





'Brett' is a 49 year old man who became homeless following a relationship breakdown. He has two children and lived at the Fox Street centre for just over a year.

Brett previously rented privately, but fell into arrears after struggling with his mental health, following his relationship breakdown and problems seeing his children. Brett had not worked for some time and felt his future looked bleak.

In March this year, we successfully rehoused Brett into a CGA property following the enforced temporary closure of Fox Street hostel.

Moving to live independently can be a challenge for anyone, but our new Housing Pathways team are always on hand to help speak out for people like Brett. They offer help with budgeting, setting up direct debits, confidence building and exploring meaningful ways to develop life skills, such as hobbies, activities or volunteering, which in turn may lead to work opportunities.

Brett is doing really well in his new home and has developed a good support network. He hopes to be able to work again in time and rebuild his relationship with his children.

*"This is my chance and I'm going to make a really good job of it. I've finally got a place of my own and it's going to be grand, I can't believe it to be honest, everyone has been so helpful sorting me out, I'm over the moon."*

-Brett



# TACKLING SOCIAL ISOLATION



Over the past year, the Outreach and Support team has worked tirelessly to support our more vulnerable tenants. With nearly **7,000 calls** and **15,760** welfare visits made, our customers tell us they feel reassured that there is a helping hand and familiar voice when they most need it. The team liaises with other Community Gateway departments to sort out pension claims, benefit advice and help with accessing food.

The **24-hour SupportLine** team took **863** emergency calls in 2019/20, helping customers like 'Susan.' Susan had fallen and fortunately had her SupportLine pendant to hand and pressed it. Concerned she was alone, one of our colleagues stayed on the line talking to her until another member of the team reached her ten minutes later. With no broken bones, Susan was made comfortable, kept warm and given all the reassurance she needed until she was able to be helped back into her chair. All part of the Gateway service.

The team also managed the **Tenant Support and Wellbeing Service**, which offered a range of free counselling and information services to our customers. Over the phone, tenants could get access anonymously to relationship, legal or financial advice from our independent provider, as well as online counselling.

The National Lottery Heritage Fund awarded us £9,600 to set up Armchair Travel events. These allowed sheltered residents to experience other countries and their respective cultures from the comfort of their communal lounge, through sharing its food, music, customs and native dress. Intrepid Armchair Travellers from across our 13 sheltered schemes were able to explore the history and traditions of places they might never have visited or recall places they went in their younger days.

*"We were thrilled to have received this support from the National Lottery and are confident the project will help people make new friends or try out different things, ultimately leading to better health and wellbeing."*

-Paula Lister, Outreach and Support Service Manager



This year we made 7,000 calls to the most vulnerable





In November, we supported the 'Starts at Home' campaign run by the National Housing Federation to promote supported and sheltered housing and join the call for more funding and recognition of the benefits this type of tenancy gives. We were more than happy to join in, as it aligns perfectly with our aims to deliver the right homes for people with differing needs at different stages in their lives.

During the week we celebrated with a special Afternoon Tea and heard from lots of people including 99 year-old Joan who said: "The Warden calls every morning to check I'm all right. She bobs in often and has a little look at me, they're very nice here."

The reassurance of a Warden and support package resonated with Lynette who said "My doctor wanted me to come here and with my disability, if there's a problem they'll be here for you and that is wonderful."

Tony, who came to us from shared accommodation said: "It gets me out of the house, instead of just watching TV. There's always a lot going on, singalongs and trips out and I like talking to people."

Ken has made some terrific friends in his scheme. He said: "We all look out for each other. George and I we're best of friends...it's our own community. If I wasn't here, I'd be in a hotel or something and it's safe here."

Gordon's family feel reassured that Gordon is well looked after. He is in a ground floor flat which he says is perfect for him, as his mobility is not good. He can get out to the garden or communal areas easily. When taken ill in Preston recently, he got a taxi back to his accommodation as he knew he "would be all right if he just got back and could press his buzzer."



A woman wearing a grey hijab and glasses is looking down at a small object in her hands. She is wearing a dark top and a purple lanyard with a badge. In the foreground, the back of a person's head with blonde hair is visible, slightly out of focus. The background is dark and indistinct.

# COLLEAGUES AND CULTURE

Having a diverse workforce enables us to better understand the needs of our communities and tailor our services to what people want.

In 2020, in line with our new Corporate Plan, we launched our Equality, Diversity and Inclusion Strategy to reflect the importance we place on diversity and inclusion at CGA.

The strategy ensures we will meet our legal obligations and that CGA remains a safe and non-judgmental place for everyone – colleagues, customers and partners. We value the difference that people bring to enrich the culture of our organisation and our communities.

We developed the Strategy in partnership with colleagues, customers and partners and we took the time to understand what was really important to people through a number of focus groups. From this we developed a series of objectives to ensure our services meet the expectations of our diverse communities.

We invest in our colleagues' learning and development to ensure they have the right skills and knowledge to deliver the very best services to our customers.

We aim to recruit the best staff from a range of different backgrounds and cultures to ensure the organisation is reflective of the communities we serve.

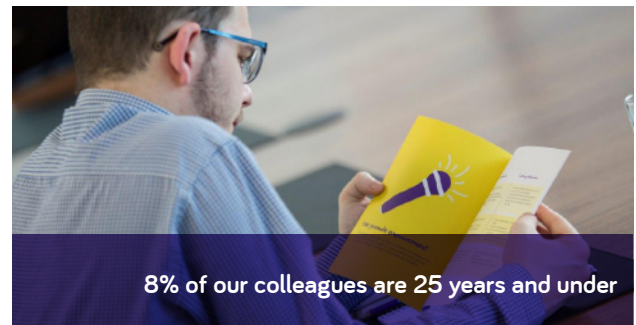
Last year we recruited 71 new colleagues to join team Gateway and we are pleased to have increased the diversity of our workforce.

• **One in ten** of our colleagues are from ethnic minority groups

• **Just under 5%** of our colleagues have a disability

• **Almost 8%** of our colleagues are 25 years and under

• **Almost 15%** of our colleagues are 55 years and older







By having a highly skilled, motivated and happy workforce we are able to deliver better services to our customers. Our colleagues love what they do, with a whopping 91% of them reporting they are satisfied with CGA as their employer.

Last June during Mental Health Awareness Week, our Chief Executive signed the Time to Change pledge highlighting our commitment to change how we think and act about mental health at work and making sure our colleagues feel supported.

At the same time we launched a team of Mental Health First Aiders providing training for thirteen staff on recognising and providing support for mental health issues.

Delivering excellent services to our customers is really important to us. We held a session at our colleague conference last year where we looked at streamlining our processes to improve services to customers. Many of these ideas have been taken forwards such as; reducing the amount

of paperwork, providing more IT kit to enable remote working, introducing more choice for how customers can pay their rent, planning jobs in the same postcode area, and many more.

Gateway colleagues continued their sterling fundraising efforts raising thousands of pounds for charity, including taking part in the PNE Big Sleep Out in November along with a team from our subsidiary, Preston Vocational Centre.

As an anchor institution in the city, we are acutely aware of our **corporate social responsibility** and also of the benefits that giving something back has on mental health.

You can see from the enclosed chart just how much teams go above and beyond 'the day job' to make a real difference to communities. Every member of staff is guaranteed time off every year to volunteer in a range of city-wide projects.



# MONEY MATTERS

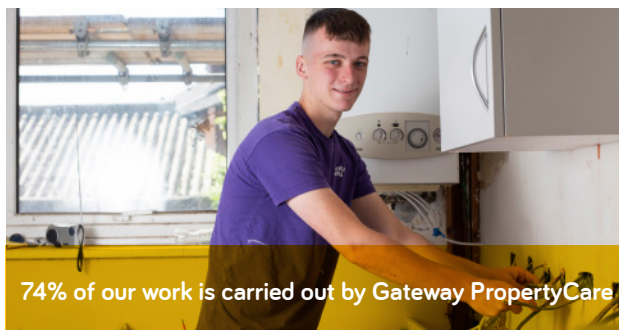


In 2019/20 our total income was **£45.9m** which includes additional borrowing of £11m.

We continue to invest heavily in maintaining and improving your homes and the wider neighbourhoods, spending almost **£12m** during the year, £1.5m more than last year. We carried out external works to a number of properties including works to over 100 roofs and internally we replaced more than 60 kitchens and over 200 boilers.

On top of all of that we introduced our new 'HomeCare' service; carrying out works to over 1200 properties. As well as being a more efficient way of carrying out improvement works, we also expect to see a reduction in the number of future repairs needed to be carried out as a result of this pro-active approach. This will provide us with even more savings that we can re-direct into your homes and the services that we deliver to you, our customers.

To provide yet more value for money, our in-house team, Gateway PropertyCare are now carrying out almost 75% of the improvement works to your homes, in addition to all the day-to-day repairs and servicing that they have always done. This saves us money on employing external contractors, generating more savings that we can re-invest into your homes.



74% of our work is carried out by Gateway PropertyCare



'HomeCare' improvements include new kitchens



Gateway PropertyCare carry out all day-to-day maintenance

We are always striving to find ways of delivering our services in the most cost efficient way so that you can be assured that you are getting value for money for the rent that you pay. By doing things efficiently, without compromising on quality, we are able to generate savings that we can re-invest in your homes and communities, allowing us to do even more of the things that you have told us that you want us to do. Community Gateway is a not-for-profit organisation; every penny is spent on the services that you have told us are a priority for you. Over 84% of tenants feel that they get value for money from the rent they pay.

As well as investing in our existing homes and making sure they are all maintained to a high standard, our strong financial management meant that we were able to spend **£19.4m** on developing new homes, building and acquiring **68** during the year and starting work on a further **174**.

In line with our Development Strategy, we currently have **515** new homes approved and a further **156** new homes where sites have been identified which puts us in a great position to meet our target of owning more than 7000 homes by 2024 and will enable us to house many more local families.

We continue to have high levels of customer satisfaction and we compare well in terms of our costs, putting us in the top 25% of housing providers. For further information please see our 2019/20 Financial Statements on our website

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)

During the coming year we will continue to keep your homes at a high standard, offer you a full range of the support services that you have told us are important to you, and build and acquire much needed new homes across Preston and the surrounding areas.



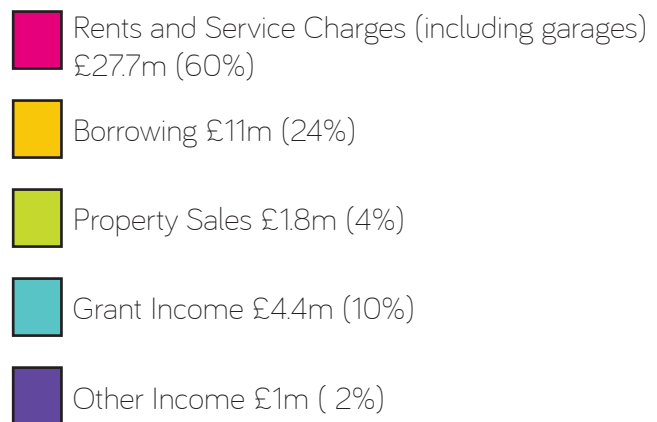
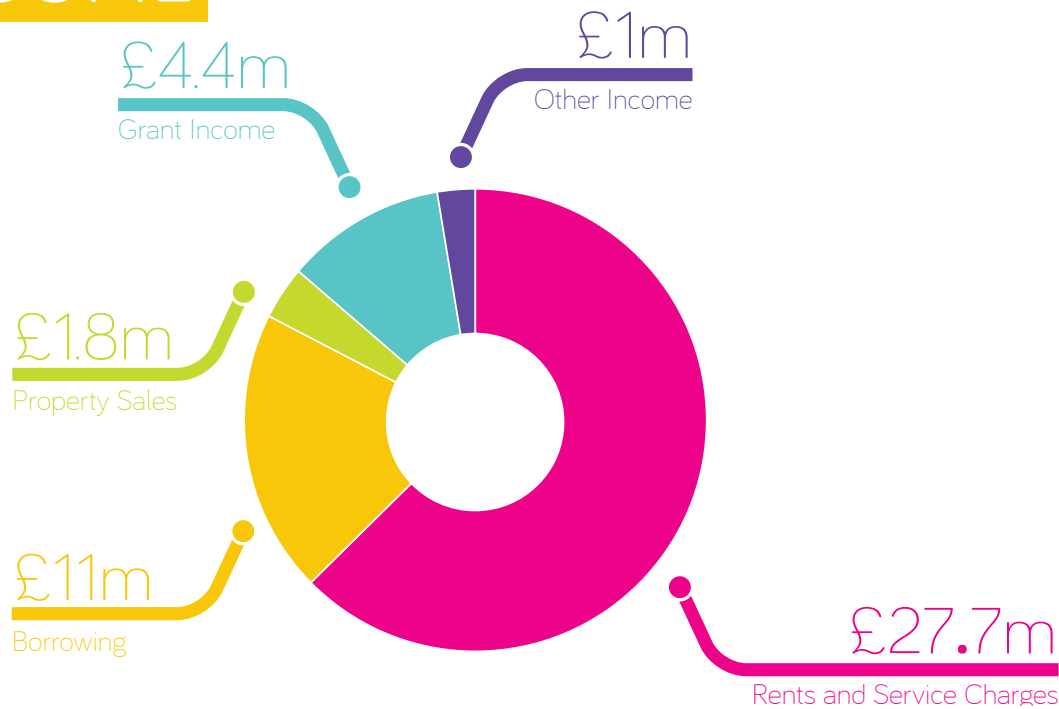
New homes completed in Tulketh Brow, Ashton



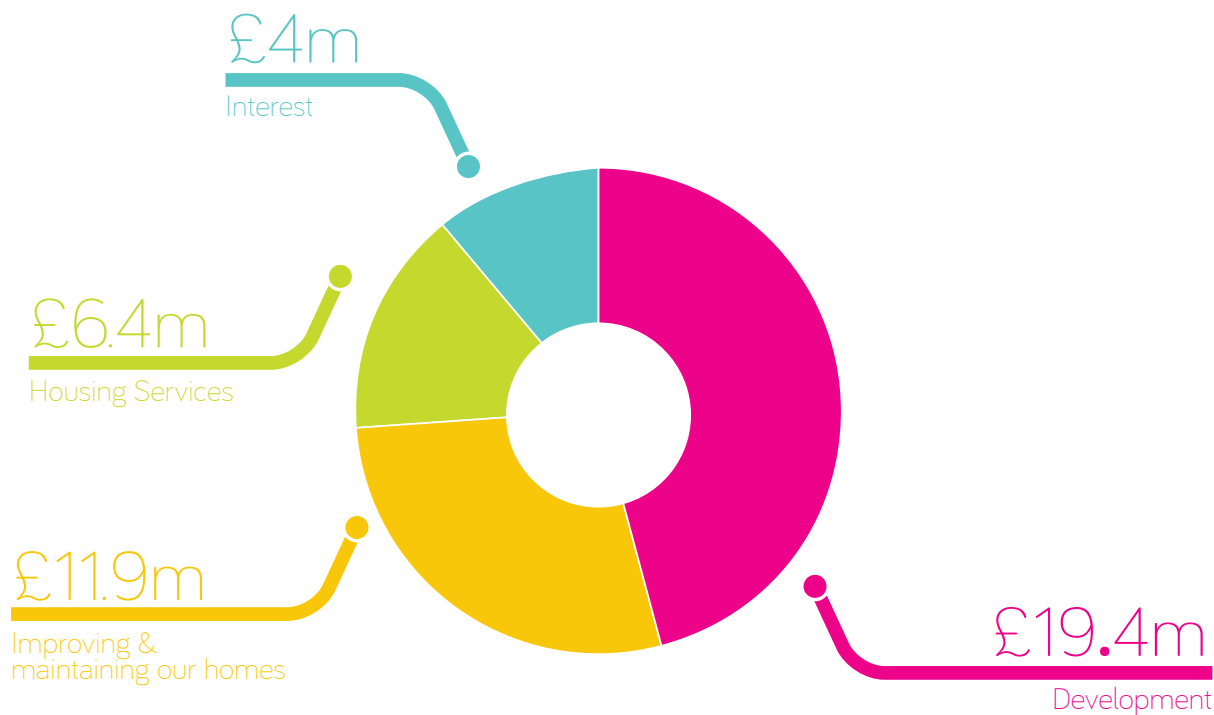
Work has continued on The Courtyards



# 2019-20 INCOME



# 2019-20 EXPENDITURE



- Development (new homes) £19.4m (46%)
- Improving and maintaining your homes £11.9m (29%)
- Housing Services £6.4m (15%)
- Interest £4m (10%)

# STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	2020 £'000	2019 £'000
Turnover	31,258	29,002
Operating Costs	(23,118)	(20,559)
Gains on disposal of property	1,287	675
Operating surplus	9,427	9,118
Other interest receivable and similar income	21	28
Interest and financing costs	(4,065)	(3,515)
Movement in fair value of investment properties	-	(500)
Surplus before taxation	5,383	5,131
Taxation on surplus from ordinary activities	(1)	-
<b>Surplus for the financial year</b>	<b>5,382</b>	<b>5,131</b>
Initial recognition of SHPS defined benefit scheme	-	(932)
Actuarial (losses) / gains on SHPS defined benefit pension scheme	(67)	533
Actuarial gains on LGPS defined benefit pension scheme	1,621	2,866
<b>Total comprehensive income for year</b>	<b>6,936</b>	<b>7,598</b>



# STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

	2020 £'000	2019 £'000
<b>Fixed assets</b>		
Tangible fixed assets - housing properties	181,967	169,195
Tangible fixed assets - other	8,100	7,938
Investment properties	1,065	1,354
	<u>191,132</u>	<u>178,487</u>
<b>Current assets</b>		
Debtors - receivable within one year	2,019	2,173
Cash at bank and in hand	4,550	1,873
	<u>6,569</u>	<u>4,046</u>
<b>Creditors: amounts falling due within one year</b>	<u>(5,746)</u>	<u>(6,057)</u>
<b>Net current assets</b>	823	(2,011)
	<u>191,955</u>	<u>176,476</u>
<b>Total assets less current liabilities</b>		
<b>Creditors: amounts falling due after more than one year</b>	(136,220)	(126,210)
Pension liability	(1,184)	(2,651)
<b>Net assets</b>	<u>54,551</u>	<u>47,615</u>
<b>Capital and reserves</b>		
Income and expenditure reserve	55,735	49,678
Pension reserve	(1,184)	(2,063)
	<u>54,551</u>	<u>47,615</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.

Harbour House, Port Way, Preston PR2 2DW  
communications@communitygateway.co.uk  
**www.communitygateway.co.uk**  
0800 953 0213

 CGAPreston  CGAPreston  CGAPreston