

Accord
Housing
Association

ANNUAL REPORT 2021



Everything we do at Accord is driven by the need to ensure that every person has a place they can truly call home. A safe, secure home can take many forms, for some it is a place where they can raise their family, for others it is a place to live independently, and for some it is a place where they are supported and cared for.



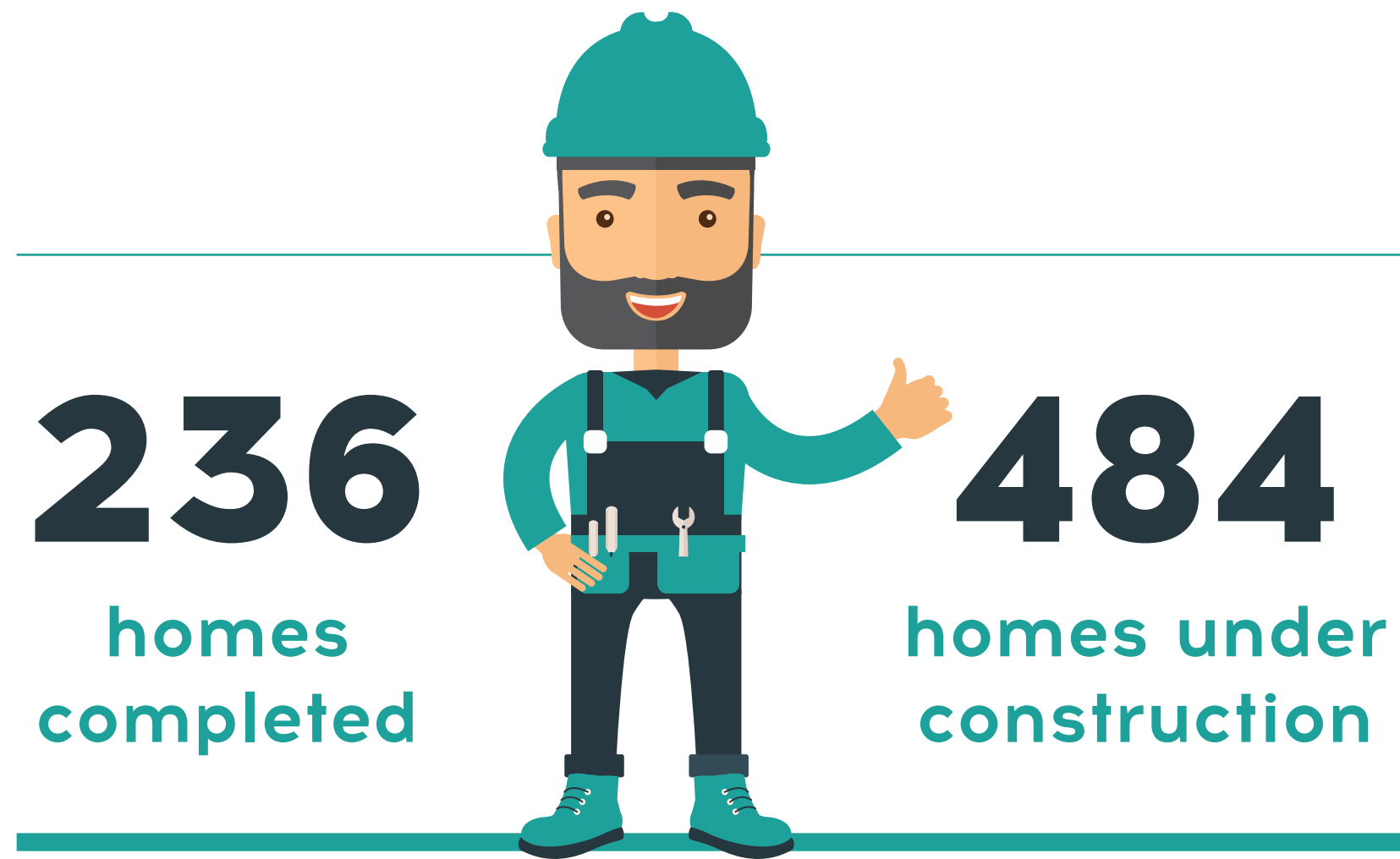
A Challenging Year

This was an incredibly challenging year for everybody. The challenges brought by Covid-19, the disruption, and the lockdowns - home became more important than ever.

At Accord, like most organisations, we had to navigate the challenges of Covid, and make sure we kept our customers, and our employees, as safe as possible.

Despite the challenges brought by Covid, we completed 236 homes during 2020/21, with a further 484 homes under construction at the end of the financial year.

We also increased our care services, including completing a new 90 bed, specialist care scheme just outside of Lichfield. This purpose built, modern care home provides specialist 24 hour care to people living with complex needs, including dementia.



As well as being a housing association, Accord is a social care provider. Every year our dedicated team of care staff delivers over three million hours of care to people.

This last 18 months have been particularly challenging for our care teams. The teams worked tirelessly to ensure that all our customers received the very best care. We have over 100 care and support schemes, as well as hundreds of customers who receive care from us in their own homes. Time and again our teams stepped up and put the needs of our customers first and foremost as they worked long hours and extra shifts to ensure that those who relied on our care and support were well looked after.

Bowbrook, our new Dementia Centre of Excellence in Fradley, near Lichfield. The brand new home, completed this year, offers 90 en-suite bedrooms across six households for people over the age of 55



Joined-up Working

Covid-19 kept many people apart. Our teams changed how they work with customers, and like the rest of the world, we shifted to more online customer engagement and introduced video meetings when in-person contact wasn't possible.

Following government guidance, visitors were not allowed into our care homes to see their family and loved ones, so using our specialist manufacturing facility in Walsall, the team came together to create purpose-built visiting pods. The team in Walsall is used to producing our timber framed houses, but by turning their skills to visiting pods, family and loved ones were able to be together for the first time in months just before Christmas.



Our resident, Meriel, and her daughter were finally reunited in one of our visiting rooms at the beginning of 2021.

Her daughter said: "When it finally became a reality for me and my Mum to be in the same room, I waited impatiently for her arrival, a little anxious in case she had lost all her spark and had nothing to say.

"Then suddenly I heard the sound of her voice and that of her carer as they rounded the corner. In a priceless moment of recognition, she beamed widely at me and I felt a surge of love, mixed with relief that we had been given another chance. In the next 45 minutes, we had a good old chinwag, looked at some photos going way back, and recorded a short video to sing happy birthday to her great granddaughter, about to turn two years old."

In a priceless moment of recognition, she beamed widely at me...

These purpose-built, individual pods were constructed outside of our care homes to enable customers and their loved ones to see and speak to each other in a Covid-safe environment.

That's a wrap!

Our off-site manufacturing facility in Walsall plays a crucial part in our commitment to building sustainable housing. This means as well as building low carbon new homes, we are also investing in our existing homes to improve their energy efficiency.



It's an improvement for the area - especially Darlaston - and the local community. It sticks out! - Resident

This year we also completed work to transform 22 homes in an apartment block in Darlaston, thanks to an innovative project to improve energy efficiency and reduce our residents' fuel bills.

The apartment block on Darlaston Road has been transformed by having our timber framed panels wrapped around it. This has dramatically improved the insulation of the building, as well as the appearance of the property.

By retrofitting this 1970's building with sustainable panels we have transformed these homes into some of our most energy efficient properties, bringing them to as close to carbon zero as possible, which as well as being good for the environment, means that its residents will benefit from greatly reduced electricity bills.



Accord in numbers

Over **50,000** customers

Over **3,200** members of staff

Over **13,000** homes

Over **£131** million income

Over **3 million** hours of care

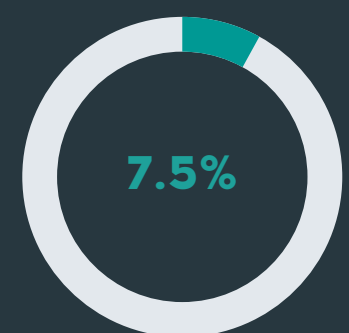
Over **100** care homes



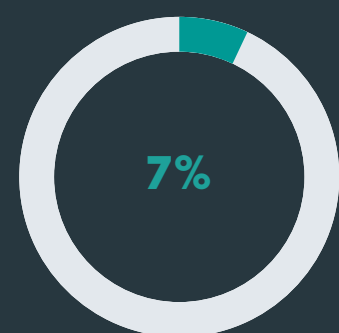
Staff

diversity

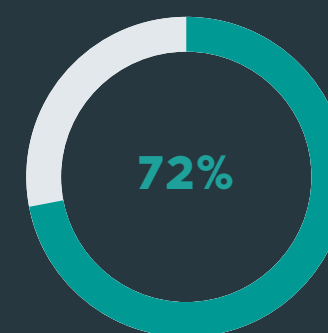
Asian /
Asian British



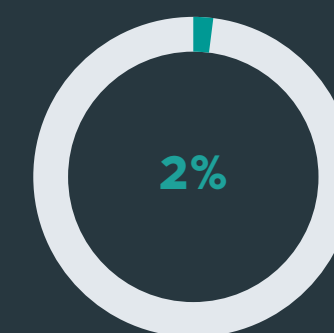
Black / African /
Caribbean /
Black British



Caucasian



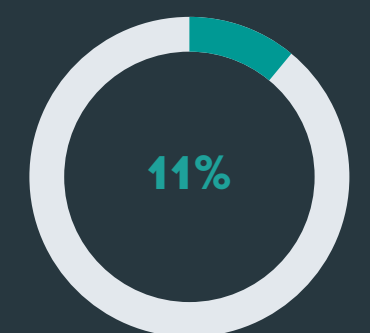
Mixed / Multiple
Ethnic Group



Other



Undisclosed



£131 million

Total income

£67 million

Care and Support income

£1.3 billion

Assets

£8 million

Surplus

£39 million

Capital Expenditure

How every £1 of rent is spent



Service cost

35p



Interest

24p



Planned maintenance

17p



Routine maintenance

14p



Management costs

8p



Void loss

2p

Lettings



Empty houses at end of March

265



Average time taken to re-let

31.9 days



Percentage re-let empty homes

7.7%

Landlord Gas Safety Record (LGSR)

Target

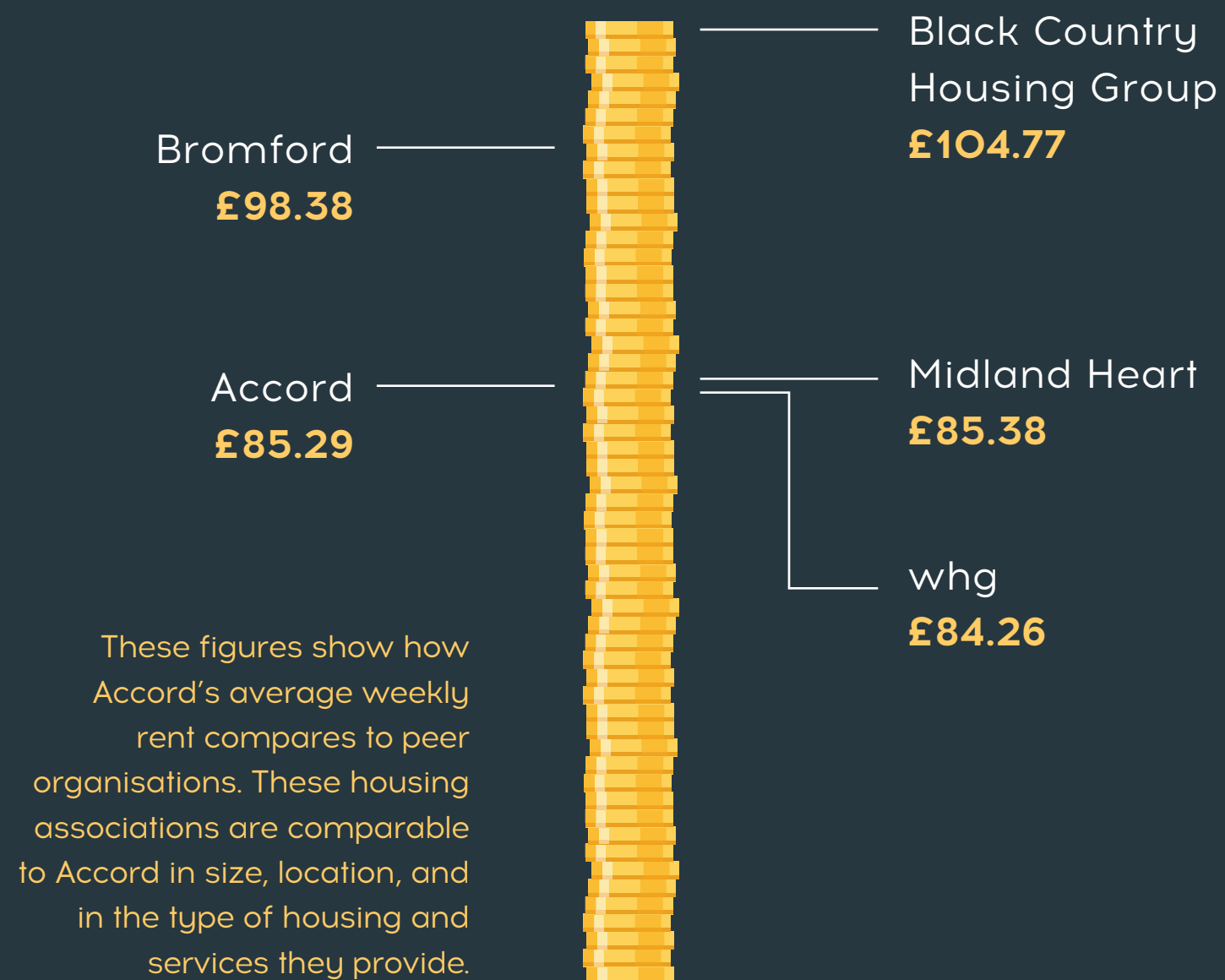
100%

Actual

99.81%

All landlords and owners of commercial premises need to have their gas appliances serviced regularly to make sure that they are working efficiently and safely.

Average weekly rents



Compliments and complaints



91



536

Repairs and Maintenance

Total invested in repairs and maintenance
 Routine repairs: £10 million + planned maintenance: £12.1 million



Repair response

Emergency



2 hours
29 mins

Non-emergency



16

16 days
16 hours

Homes and Services

13,504



7,614

General needs



2,164

Affordable rent



1,675

Supported housing



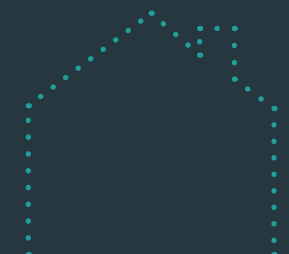
416

Residential care homes



1,121

Shared ownership



514

Other

The figures above show the breakdown of how Accord's homes and services are delivered to our customers.

Looking to the future

In April 2021 Accord Housing Association merged with GreenSquare Group and from 1st April 2021 we changed our name to GreenSquareAccord.

We brought these two housing associations together to create a larger, stronger, better housing and care provider for all of our customers.

GreenSquareAccord was created for the purpose of 'Building Better Lives'. This means that we exist to provide the homes and the related care services that can help enable people to achieve their full potential.

GreenSquareAccord is committed to delivering more for our customers and communities, both now and in the future. We will achieve this by being an actively developing and tenant-focused landlord, and as a major provider of care, support, and a range of local initiatives to address social injustice and inequality.

GreenSquareAccord is committed to empowering people through tenant-led, co-operative and mutual housing - creating diverse neighbourhoods where each individual, family and community has the best opportunities to live independently.

During the coming years, we will continue to invest in and build new housing developments, creating quality new homes and sustainable communities where people can enjoy happiness, health, and prosperity - because we know that these are the vital foundations for successful and fulfilling lives.

Where other services can no longer deliver, when opportunities dry up, when funding is unavailable, GreenSquareAccord is committed to being the organisation that can, and will, help the people in the greatest need.

Great homes
and care

In a great
neighbourhood

With
great service



Green Square Accord

Built on strong foundations

