

PINE COURT HOUSING
ASSOCIATION



HACT SOCIAL VALUE RESULTS

2018/19



Performance & Customer Insight Team

How do we measure social value?

In March 2014 HACT (Housing Associations Charitable Trust) released the Social Value Bank. Along with the accompanying approach to measuring impact, and the Social Value Calculator tool, the model they created is a straightforward way of attaching cash values to social activities that are traditionally more difficult to quantify financially. This tool was released with a Creative Commons license, allowing many organisations to use it freely. As with our previous submissions, to validate our application of the Social Value Bank we undertook a certification process with HACT. The certification process critiqued our approach, validated some activities, and gave us lessons for future years with activities that were not accepted. To date few organisations have been certified.

Social Value Generated in 2018/19

The certification process has shown that we have generated £1,151,242 of social value for the 2018/19 year, which gives a £19.30 return on every £1 spent. Details of each specific activity, and the methodology we used for activities which require survey data to evidence, is shown in the table below:

Team / Description of activity	Budget for this activity	Activity generating the social value	Number of beneficiaries	Social value generated	Social value return	Comment
Pine Court: Employee Training	£1,500	General training for job	8	£11,326	1 : 7.55	These are training sessions which Pine Court have used in relation to staff, and covers a range of courses that support people to be more productive in their current roles, or gain skills for future roles.
Pine Court: Clear Rent Accounts	£13,500	Able to pay for housing	29	£173,550	1 : 12.86	The beneficiaries are those tenants with a rent account with no outstanding balance. Rent collection is managed by Pine Court Housing Officers as part of their work. As with the OVH measure, a HACT recommended question has been added to their STAR Survey; 'In the last 12 months, have you had any difficulties paying for your accommodation?' Of the 292 tenants who achieved a free rent account in 2018/19, 10% of tenants surveyed have stated that they have had difficulties, and would therefore require financial help/advice from the team. This would give us 29 customers who would value the assistance of Pine Court Neighbourhood Officers, in order to sustain their tenancy.
Pine Court: Customer Empowerment Panel	£10,000	Active in tenants group	10	£64,448	1 : 6.44	10 regular volunteers attend the Pine Court Customer Empowerment Panel, and resident groups. The budget is set at £10,000, which includes staff wages and any other associated costs.

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Pine Court: Decoration Allowance	£4,500	Afford to keep house well-decorated	30	£145,557	1 : 32.35	The decoration allowance benefited 30 new tenants during 2018/19. The money is given to tenants for the sole purpose of ensuring that their homes are well decorated.
Pine Court Community Development Fund: Chinese Wellbeing – Love to Move	£2,520	Member of social group	30	£44,946	1: 17.84	<p>This project enhances wellbeing and engagement through culturally specific social and physical activities. It is open to all Pine Court Residents, with a focus on those who have been diagnosed with dementia or at risk of developing dementia and their carer's, as well as older community members who may be less active and or mobile.</p> <p>Sessions consist of chair based physical activities and “tea house sessions” which include games memory box and reminiscence activities. The physical activities involve chair based age and dementia friendly gymnastics exercises. The sessions aims to...</p> <ul style="list-style-type: none"> • Improve cognitive function • Reduce depression • Improve balance, core strength and flexibility. • Improve the ability to undertake activities for daily living • Engage community members • Reduce social isolation and loneliness • Stimulate memories and recall.
Pine Court Community Development Fund: Pagoda Arts - Pagoda Community Project	£2,000	Regular attendance at voluntary or local organisation	100	£151,891	1 : 75.95	<p>The funding enabled Pagoda Arts to extend its translation services to the local community and have helped the elderly especially. PCHA have previously funded Pagoda Arts and have built excellent working relationships. They are a vital part of the local Chinese Community.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Extended translation services. • Benefits surgery, filling forms and letter reading. • Monthly councillor and police surgeries. • Daily English classes. • Tai Chi classes for retired local community. • Assistance with PCHA annual CNY event.
Pine Court Community Development Fund: Liverpool Chinese Business Association - Chinese New Year Celebration	£2,000	Member of social group	80	£119,855	1 : 59.93	The funding contributed toward delivering the annual PCHA event. The celebrations included dragon/lion dancing, martial arts/tai chi demonstrations, refreshments and Chinese food for those attending including SBHA customers and staff.

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Pine Court Community Development Fund: Wirral Chinese Association - School/Luncheon Club	£1,000	Regular attendance at voluntary or local organisation	175	£265,809	1 : 265.81	<p>The funding for the WCA School was utilised to promote high quality Chinese language and culture through various activities including Chinese New Year celebrations, festival celebration workshops and performances, Chinese calligraphy, storytelling, and arts. In addition, regular Chinese language and culture classes are offered to different levels and ages of students, up to A-Level.</p> <p>The WCA Luncheon Club has been running for circa 25 years, the sessions provide a nutritious meal, regular chair exercise sessions, massage, and health talks. They help prevent isolation and give the attendees a chance to socialise with friends. The service has lost other funding streams in recent years, but work hard to keep the service going.</p>
Pine Court Community Development Fund: Wah Sing Chinese Community Centre - Chinese Community Dance Group	£500	Member of social group	25	£37,455	1 : 74.91	<p>Pine Court funded the Dance Group to deliver sessional activities and to purchase extra props and costumes for performances at various events and festivals such as Chinese National Day and the Dragon Boat Festival, and also birthdays for local Chinese residents, including PCHA customers.</p> <p>The Wah Sing Dance Troupe has 25 members who attend performances and rehearsals once a week for approximately 50 weeks a year. The group have performed for the national Chinese Association in London and this year performed at the PCHA Chinese New Year celebration.</p>
Pine Court Reactive Repairs - Damp Proofing	£91	Rectification of penetrating (higher level) damp	2	£1,348	1 : 14.75	<p>These are repairs which have been carried out to Pine Court properties, to rectify problems with damp.</p> <p>All our works are intended to take the property from either a major or moderate problem, and return them to a good state of repair for the customer.</p> <p>It should be noted that Pine Court satisfaction with repairs was 98.9% in 2018/19, demonstrating the customer perception of the quality of the work.</p>
Pine Court Reactive Repairs - Plastering	£1,521	Rectification of wall fault	34	£13,260	1 : 8.72	<p>These are repairs which have been carried out to Pine Court properties, to rectify problems with plastering.</p>

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Pine Court Reactive Repairs - Cleaning and Clearance	£3,931	Resolution of problems with litter, rubbish or dumping	85	£38,165	1 : 9.71	This is for cleaning and clearance, which has been carried out to rectify problems with unsightly or overcrowded properties.
Pine Court Reactive Repairs - Rectification of Problems with Brickwork	£2,776	Resolution of problems with condition of dwellings	40	£13,440	1 : 4.84	These are repairs which have been carried out to Pine Court properties, to rectify problems with brickwork.
Pine Court Reactive Repairs - Flooring Repairs	£1,686	Rectification of floor fault	21	£15,834	1 : 9.39	These are repairs which have been carried out, to rectify problems with the flooring in affected Pine Court properties.
Pine Court Reactive Repairs - Rectification of Problems with Roofing	£4,465	Resolution of problems with condition of dwellings	72	£24,192	1 : 5.42	These are repairs which have been carried out to OVH properties, to rectify problems with roofing.
Pine Court Reactive Repairs - Rectification to Problems with Fencing	£4,051	Resolution of problems with scruffy gardens/ landscaping	53	£20,087	1 : 4.96	These are repairs which have been carried out, to rectify problems with the fencing on the exterior of Pine Court properties, ensuring the exterior condition remains at a high standard.
Pine Court Reactive Repairs - Glazing	£3,622	Resolution of problems with condition of dwellings	30	£10,080	1 : 2.78	These are repairs which have been carried out, to rectify problems with the glazing of Pine Court properties.
Total	£59,662	All activities	824	£1,151,242	1 : 19.30	