



HACT SOCIAL VALUE 2022/23

Results



Pine Court Housing Association Social Value



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 2022/23

The certification process has shown that we have generated just under 1.3 million pounds of social value for the 2022/23 year, which gives a £32.34 return on every £1 spent (approx.). 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: Clear Rent Accounts	£13,500	Able to pay for housing	18	£84,998	1 : 6.30	<p>This item records the number of tenants who achieved a clear rent account as a result of the work undertaken by the Pine Court HA team. This work is crucial in ensuring that customers can sustain their tenancy.</p> <p>This data taken from internal reporting mechanisms, which can identify the specific customers who achieved a clear rent account at yearend.</p> <p>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 was added to their STAR Survey; 'In the last 12 months, have you had any difficulties paying for your accommodation?'</p> <p>Of the 299 tenants who achieved a free rent account in 2022/23, 6% of tenants surveyed have stated that they have had difficulties, and would therefore require financial help/advice from the team. This would give us 18 customers who would value the assistance of Pine Court Neighbourhood Officers, in order to sustain their tenancy.</p>
Pine Court: Decoration Allowance	£1,800	House well-decorated	19	£207,243	1 : 115.14	<p>The Pine Court Decoration Allowance is given to tenants for the sole purpose of ensuring that their homes are well decorated.</p> <p>This activity supports customer wellbeing, in ensuring that they are able to decorate their home to their liking. Some of the customers move in with little money to do this themselves.</p> <p>Records show that the decoration allowance benefited 19 new tenants during 2022/23.</p>

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Pine Court: Customer Empowerment Panel	£10,000	Active in tenants group	11	£21,758	1 : 2.18	<p>18 regular volunteers attend the Pine Court Customer Empowerment Panel, and resident groups. This ensures compliance with the regulators consumer standard of involving tenants in the decision making structures within PCHA.</p> <p>The budget is set at £10,000, which includes staff wages and any other associated costs.</p> <p>16 of these customers have been involved longer than 3 years, so HACT guidance states that a deadweight of 57% must be applied to these individuals. This would reduce the this figure from 16 to 9. With the 2 new customers, the total would be 11.</p>
Employee Training (PCHA & Subsidiaries)	£7,104	Job-related training - employer	32	£30,349	1 : 4.27	<p>These are training sessions that have been 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.</p> <p>Also, these individuals work for, or provide essential services to PCHA customers, so ensuring they are well trained has a positive impact on their lives.</p> <p>This information has been provided by the Sovini People & Learning Team, from their records of courses undertaken.</p>
Chung Hok House Residents Association	£2,900	Active in tenants group	38	£75,165	1 : 25.92	<p>This is for the development and support for the Residents Association at Chung Hok House, which is a supported scheme for elderly and vulnerable customers.</p> <p>The funding paid for the residents to procure their own activities, such as coach outings, and health and wellbeing events in the scheme. This funding benefits all of the tenants who live there.</p> <p>This activity benefitted the 38 residents of Chung Hok House in 2022/23, all of whom attended this activity.</p>
Community Development: Liverpool Chinese Business Association - New Year Event	£2,000	Member of social group	150	£257,499	1 : 128.75	<p>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 and other Stakeholders.</p>
Community Development: Liverpool Hung Gar Kung Fu	£180	Member of social group	40	£106,074	1 : 589.30	<p>This organisation engages with the local community, working with people of all backgrounds to deliver a series of Chinese New Year events.</p>
		Regular volunteering	10			<p>Figures include the number of volunteers, and those who attend. This organisation runs activities which are at the centrepiece of the Chinese New Year celebrations in Liverpool, and without the donations would be unable to stage these events for the community.</p> <p>This programme of activities is important in bringing the community together, so they feel part of a social group. It also provides them with services, and events which they may not otherwise have access to.</p>
Community Development: Pagoda Arts	£660	Member of social group	100	£171,666	1 : 260.10	<p>The support from Pine Court helps this organisation provide the following services to the community:</p> <ul style="list-style-type: none"> • Benefit surgery, filling forms, letters reading or daily life essentials such as NHS hospital appointments, gas/electricity readings. • Monthly councillor, police and legal surgery. • Daily use of space for ESOL English classes. • English Conversation Corner (practise verbal English). • Taiichi for the retired local community, (Chinese or none as well as Pine Court resident). • Prevention and Wellbeing. • Hate Crime 3rd Party Report Centre.

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Community Development: Mandela8	£2,000	Member of social group	200	£343,332	1 : 171.67	This activity included a gala dinner, and reception for the Mandela family. The purpose is to celebrate a local Liverpool organisation - Mandela 8 - which is working on an anti racism and equality agenda.
Total	£40,144	All Activities	618	£1,298,084	1: 32.34	A total of 200 customers benefitted from this activities which Pine Court funds.