



Annual standards report

2022/23



Better connections



OUR VISION

Making London home

Our vision for Notting Hill Genesis, Making London Home, is our response to the housing crisis in London. We are committed to working Better Together to provide good quality homes to enable our residents to live their lives well.



OUR MISSION

Working
better
together
for our
residents



Our story

Around two in every 100 Londoners live in a Notting Hill Genesis home. More than half are in general needs properties charged at social or affordable rent levels, but we also offer shared ownership, leasehold, market rent, supported and temporary housing, and commercial properties.

That tenure mix allows us to build on our proud legacy over almost six decades as an innovative and important player in London's housing story, and to maintain our determination to deliver homes that Londoners can afford, whatever their personal circumstances.

We are committed to working better together for our residents, providing safe, warm and comfortable homes where they can live their lives well.

Our focus is on the capital, where we provide services to households in almost 61,000 homes across every London borough. We have slightly more than 6,000 properties in areas around London, but plan to transfer those to better placed registered providers over the coming years. As for previous transfers, we will work closely with local stakeholders and residents to ensure the process is as smooth as possible.

Alongside improving existing homes and services, we continue to build new homes. In 2023/24, we plan to deliver well in excess of

1,000
new homes,

more than 70% of which will be affordable, ensuring we are playing our part in addressing the capital's housing shortage and enabling more people to truly make London home.





About this report

This annual standards report concentrates on issues that directly impact those who live in our homes, demonstrating in more detail how we aim to work better together for our residents.

The report is complemented by two other annual publications, relevant both to investors and other stakeholders, including residents, our most important customers.

Our annual report and financial statements focus on financial performance to reassure our funders that their investments are sound. At the same time, it seeks to demonstrate the vital contribution those investments make to our residents' lives.

Our environmental, social and governance report shows how we continue to provide genuine social value, including through the introduction of more sustainable practices to tackle climate change.



All publications are available on our website at www.nhg.org.uk/publications.

Welcome from our chief operating officer



Hello and welcome to our annual standards report for 2022/23. This has been my first year in the role of chief operating officer, which I took up in July 2022, though I have been at Notting Hill Genesis for many years. In that time, I have seen the things we do very well, and those where we can improve.

My role is to oversee all our housing services and ensure we have one high standard of service, quality housing and great environments, for all our residents no matter their tenure.

It is that ambition and commitment to provide the best possible experience for residents that led us to launch our new Better Together strategy in June 2023.

We are already working hard to deliver better connections, better homes and better places, but we know we have far more to do. We will keep you up to date with our progress through the next year. More importantly, I hope you

start to experience improvements directly.

While the next year is likely to remain challenging for us all, the work that has gone into creating Better Together ensures we are best placed to meet those challenges head-on, with a clear idea of what we need to improve, how we want you to feel about us and our services, and how we will get there.

We know from surveys carried out last year that more than three-quarters of you said you were satisfied with the service you received. While we are pleased the majority feel well-served, we know too many don't share that experience and that we need to do much better. We are going to survey more often and really listen to what you are telling us about where we need to improve.

More time was spent engaging with residents in 2022/23, with more than 1,000 residents joining us for activities, consultations and focus groups so we can hear your views.

This was incredibly instructive in helping us shape our plans for the future. I want to say a huge thank you to every single resident who took part and urge anyone with an interest in improving services to look into how to get involved.

I also want to express our gratitude to the many local and national organisations who work with us to support our communities. You can read about many of our partnerships in this report. Every single one of them is helping to improve the lives of people and families in a time of need. We are proud that we can support our residents when things get tough, and the knowledge and experience of our partners makes all the difference.

I hope you find this report interesting and informative, and that it gives you a better understanding of the work we do for residents and where we are looking to improve.

Katie Bond
Chief operating officer

Contents

- 1 Residents** – Resident satisfaction • Resident services • Resident involvement
- 3 Providing the housing London needs**
- 4 General needs housing** – Rent collection • Voids and lettings • ReNew
- 6 Complaints and compliments**
- 7 Homes** – Responsive repairs • Planned works • Building safety • Compliance
- 10 New homes**
- 11 Resident support**
- 17 Regeneration projects**

Residents

My housing officer is proactive once he knows my issues and concerns.

Thanks very much for your help this morning. The information I got was just what I needed and I really appreciated the fact that the officer took ownership and I'm confident that action is going to be taken so well done.

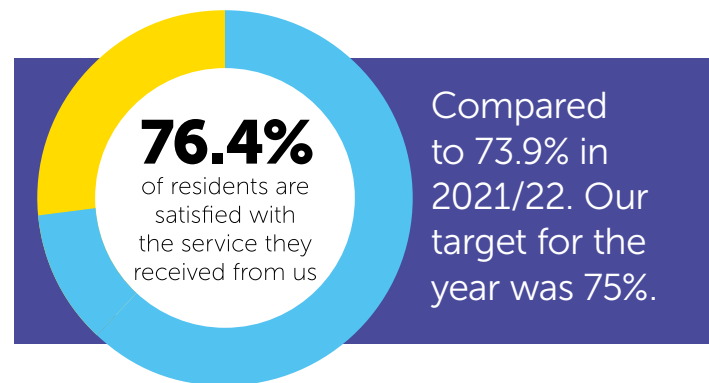
Resident satisfaction

We want to ensure our residents feel happy, safe and listened to – and one of the ways we gauge this is by testing resident satisfaction. The methods we use to do this will change in the coming years following the introduction of statutory tenant satisfaction measures, which all housing providers will need to test.



We will do this via quarterly telephone surveys which will provide ongoing context to our performance and show where we need to improve.

For 2022/23, our residents told us:



Resident services

As much as possible we want our residents to be able to self-serve via our website. Making use of My Account allows you to:

Make payments

Report and track repairs

Manage your account details

View your rent and service charge statements

Set up direct debits

Get in touch with your local officer

We are continually working to develop and improve our My Account platform, which enables us to simplify, standardise and automate key business services. Data is stored securely, and residents can access their account at their convenience.

70.1% of households registered, up 5.3%.

If you haven't already registered for My Account, you can do so here: [Customer Dashboard | Notting Hill Housing \(nhhg.org.uk\)](#)



Resident involvement

Our residents are at the heart of all that we do. We want you to be involved in shaping our services and telling us where we need to change. The resident involvement team exists to facilitate and strengthen the link between our residents and the wider business, ensuring that residents' voices are heard and improving service delivery.

We want any resident who works with us to feel they have made a positive difference, and to want to work with us again in the future. This year, **79% of residents who took the time to work with us were satisfied with their involvement activity** (against a target of 70%). Feedback has been taken on board and we're working hard to ensure that this figure is higher next year.

What we did this year:

- Held **47** group activities, consultations or focus groups
- Welcomed **112** individuals to them
- Hosted **70** local activities via our housing teams
- Engaged around **1,159** residents

After signing up to Together with Tenants, we thought it important that any recommendations made by residents also link to the six principles in the Together with Tenants charter – relationships, communication, voice and influence, accountability, quality and when things go wrong.



Resident Involvement KPIs

	2022/23 target	2022/23 actual	2021/22 target	2021/22 actual
Number of all involvement activities	70	117	70	54
Number of participants	500	1,159	400	4,255*
Overall completed recommendations	200	240	120	164
Recommendations which link to three or more principles of the Together with Tenants charter	70%	74%	N/A	N/A

**This includes two surveys that received a very high response rate.*

Providing the housing London needs

Around two in every 100 Londoners already live in a Notting Hill Genesis home.

We provide homes across a range of tenures. That tenure mix allows us to build on our proud legacy over almost six decades as an innovative and important player in London's housing story, and to maintain our determination to deliver homes that Londoners can afford, whatever their personal circumstances. We are committed to working better together for our residents, providing safe, warm and comfortable homes where they can live their lives well.

Our housing offer includes:

- Social and affordable housing for those on low incomes who are nominated by their local council
- Shared ownership for those who want to get on the housing ladder but can't afford to do so on the open market
- Private rent through Folio London, at market rates but with no referencing fees
- SimpliCity, offering low-cost rental homes to families who cannot easily access social housing but cannot afford to rent or buy privately
- Independent living for over-55s
- London Living Rent for those who want to buy but are unable to save a deposit because they need to pay rent
- Temporary housing for those who would otherwise be homeless, who are referred to us by local councils
- Private sale homes sold at market rates

In 2022/23

More than **35,000 homes** across **59 local authorities** provide social and affordable rental homes

246 households moved into a shared ownership home

496 existing shared owners purchased an additional share of their home

 **368 shared owners** "staircased" to 100 per cent ownership of their home

157 properties were let out through London Living Rent, helping households save a deposit so they can get on the housing ladder

Thank you again for your clear and concise answer to my question today.

My housing officer is first class! Always working to make life easy for the Notting Hill Genesis residents.

Very human, very understanding.

Residents can submit compliments via My Account, or by emailing their local officer or their manager.

General needs housing

Residents can submit compliments via My Account, or by emailing their local officer or their manager.

Ryanna has always been beyond helpful, she is so well organised and such a credit to the team. She has always helped where she could and has gone above and beyond to help me. We are very happy to have you as our PMO!

Just an email to say thank you for coming over last night and it was so lovely to meet you! You answered all of our queries and we felt listened to which is amazing!

Rent collection

It is vital that we manage to collect all due rents – this money allows us to reinvest in your homes and ensure we provide high quality repairs, upgrades and services.

	Target	March 2023	March 2022
Current tenant arrears as a percentage of annual rent due	5.1%	5.3%	5.8%
Cash value of debt	-	£26.7m	£28.2m
Income collected as a percentage of the rent due, which is calculated as a year-to-date figure	99.9%	99.8%	99.3%

Voids and lettings

When a household moves out of one of our homes, it is important for us to get that property ready for re-letting as quickly as possible. It both means an individual or family isn't left waiting when they could otherwise be moving into a new home, but also that we can start collecting rental income to reinvest in our homes. Sometimes major works are needed though, and ensuring the property is safe and welcoming is our first priority.

99.2%

Occupancy rate on 31 March 2023 (31 March 2022: 98.8%).

71.6 days

The average number of days taken to let general needs properties that have become vacant and do not require major repairs (standard relets) (31 March 2022: 72 days). For all tenures, this figure was **47.2 days**.

45.2 days

The average number of days taken to let new development properties (31 March 2022: 80 days), which was within our 50 day target.

Numbers of lettings in 2022/23:

	General needs	London Living Rent	Supported housing	Temporary housing	Market rent	Key worker	Simplicity	Grand total
Number of standard re-lets YTD	479	1	288	168	749	524	22	2,231
Number of new lets YTD	73	155	0		46	0	51	325
Number of major works lets YTD	484	1	73	0	77	0	12	647
Total lettings	1,036	157	361	168	872	524	85	3,203



renew

Lettings standard pilot

When one of our homes becomes vacant, we ensure it meets expectations around energy performance and bring it up to a standard that the next household will be proud to call home.

That is the aim of our ReNew pilot project, which works alongside our ongoing planned investment programme to ensure we make the best use of resources, provide value for money, drive up resident satisfaction and minimise disruption.

ReNew is focused on:



Providing homes that are energy efficient, cheaper to run and less likely to need repairs



Generating better data on the homes we own or manage, allowing us to make informed decisions about future investment and the timescales



Reducing the number of high maintenance and inefficient homes in our portfolio, improving the resident experience overall



Giving a greater understanding of how technology can contribute to better information, more efficient homes, and an enhanced resident experience

The initial pilot commenced in September 2022, and we plan to increase and scale up the scope of the programme from 2023/24 and beyond.

Complaints and compliments

Just to say, thanks for bracing the frosty morning weather conditions to come and see we are alright. Your commitment to your duties is exceptional. Do please keep up your good work.

Many thanks AI for your quick responses to my requests, your patience, thoroughness and expert knowledge of property management.

I just wanted to send some positive feedback. I contacted customer service today and got through to Yasmin. She was so lovely, cheerful, and helpful which brightened up my day.

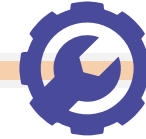
Though so super-efficient, Carol was at the same time, extremely helpful and friendly.

Residents can submit compliments via My Account, or by emailing their local officer or their manager.

Yearly figures

Top theme:

61% of complaints related to repairs



We received **9,185** complaints in 2022/23, compared to 7,265 complaints in 2021/22.

9,008 responded to before 31 March 2023.

5,633 (60%) resolved as a 'quick fix', without the need for a formal response, compared to 58% last year.

3,375 (40%) logged and responded to as formal complaints

3,022 (89.5%) were resolved at stage 1, compared to 88% last year.

353 (10.5%) of complaints escalated to stage 2, compared to 12% last year.

Responses within timescale:

70% for stage 1

68% for stage 2

We received **920** MP enquiries, **71%** of which were responded to within timescale.

More and more residents are using My Account to log their complaint:



2020/21: 38% • 2021/22: 62% • **2022/23: 74%**

Housing Ombudsman Service

In 2022/23 we had **58 complaints** determined by the ombudsman, compared to 60 in 2021/22. Over the past year, the ombudsman has been raising greater awareness of its work so more residents are aware of the role it plays. Of these, we received **28 findings** of maladministration or service failure (48% of our determinations). This is compared to 27 findings (45% of determinations) the previous year.

We deeply value our customers and their satisfaction is our top priority. The ombudsman's findings in 2022/23 show that we have more to do to improve satisfaction. To support that, we are working internally and with the ombudsman to learn from the complaints. As part of that, we are initiating a transformative process centred around enhancing service delivery and complaints management. In 2023/24, we will conduct a thorough review of our complaints process and implement a centralised management framework to ensure a seamless and customer-centric experience.

Residents can submit a complaint here: [Make a complaint | Notting Hill Genesis \(nhg.org.uk\)](https://www.nhg.org.uk).

Homes

When they came, they did the repair in a good way. They were late, but when they came they did their best.

The operative came and asked me basic questions and got on with the job. He came in good time and I didn't have to wait too long

The timing was good regarding coming to do the repair. It was easy to report online, I also contacted my housing officer who made it an emergency repair. The contractor advised me on what to do if it happens again.

The engineer was very good at what he did and he explained things well

We want all our residents to enjoy a safe, comfortable home where they can thrive and enjoy life. As part of our new Better Together strategy, we have set out six priorities for our residents, and everything we do is aimed at meeting them.

Residents feel safe in their homes

Residents feel like their house is a home

Housing costs are fair, predictable and easy to pay

We really listen to residents and act in response

We fix things well and fast

We take care of the property and place for today and the future

Responsive repairs

In response to the Housing Ombudsman's report "Spotlight on: damp and mould – it's not lifestyle" we have been working with a group of residents who have experienced these issues to review and improve the way we repair them. This group has played a vital role in developing our [new damp and mould policy](#) and in the creation of a new leaflet for residents on managing condensation and mould in their home. It outlines the reasons why condensation may occur, how to manage this at home and what we can do to help. A big thank you to the residents who took part in this working group.

Total number of repairs raised	Emergency repairs made safe within 24 hours	Total number of repairs carried out	Completed within expected timescale	Total spend on responsive repairs
147,267	89.1%	139,225	74%	£38,671,175

Residents can submit compliments via My Account, or by emailing their local officer or their manager.

Planned works



97% of major planned works delivered



3,300 homes improved across social housing, care and support, and leasehold



722 new kitchens and bathrooms

23 buildings were carried over due to unforeseen circumstances, with each expecting completion during summer 2023.

Our challenges for 2023/24 are:

- To deliver 100% of the programme and to do so smarter.
- To capture and actively implement learnings from all and target more feedback from residents and stakeholders.
- To undertake fresh procurement and achieve best value for money.
- Enhance all our systems, governance and reporting, which will further improve communication and ultimately allow residents to self-serve where possible.
- To be better at sequencing and working yet even closer with our colleagues.



In recent days, I have been walking around the premises and have to say I am truly impressed by the current upgrade. Almost every time I have been out, I have bumped into someone who is either involved with the maintenance or with the upgrade. The paintwork in the passageways, on the front doors and on the handrails leaves me with that 'feel-good factor', not to forget the installation of the new intercom system. I look forward to discovering other parts of the property which are undergoing an upgrade. Thank you.

The contractors are polite and the works were completed very quickly and to a high standard. I'm pleased with the quality of the kitchen units and counter, which are much better than I expected. I am also very pleased with the quality and standard of the work carried out.



Through the last year, we continued to focus on progressing the remediation of buildings identified as having safety issues. Our focus has been to continue to understand our buildings in more detail so we can determine whether any works need to be undertaken to ensure that a fire will not spread over the external wall or through the cavity. This information is also required to meet the updated requirements of the Regulatory Reform Order and the Building Safety Act.

In 2022/23 we:

- Paid **£3.68m** (£5.7m in 2021/22) for waking watches at **seven blocks** (15 in 2021/22)
- Completed remediation works on **eight buildings** (eight in 2021/22)
- Undertook **669** visual/intrusive surveys (428 in 2021/22)
- Published **22** favourable external wall system (EWS) 1 forms (256 in 2021/22) – confirming the external wall has been assessed as safe by a qualified professional, all of which can be accessed on our website
- Issued **294** fire risk assessments to external wall systems, with **128** completed this year
- Held more than **100** resident meetings to keep them up to date with our progress






In 2023/24, our focus will be to continue remediation works on another **35 sites**. We will respond to resident requests for EWS1s and process landlord certificates (a new requirement) within legal timescales as they arise. We will register all high-risk buildings by the statutory timetable. We aim to complete visual surveys on all stock identified as being in scope and continue our intrusive survey programme, completing around 100 in year (100 in 2021/22). We are committed to meeting with residents in any blocks where safety issues have been identified, or where remediation work is being undertaken, on a regular basis to share information and listen to concerns.



Compliance

Our compliance teams work to improve and assure the safety of our buildings, ensuring we conform to legal standards in various areas.

Our key performance indicators 2022/23:

-  **99.95%**
Gas servicing compliance (99.91% on 31 March 2022)
-  **71.81%**
Fire risk assessment (FRA) compliance (80.51% on 31 March 2022)
-  **99.85%**
Communal electrical safety compliance (99.98% on 31 March 2022)
- 98.01%**
Domestic electrical safety compliance (98.63% on 31 March 2022)
-  **100%**
Water safety risk assessment compliance (98.93% on 31 March 2022)
-  **99.87%**
Asbestos survey compliance (100% on 31 March 2022)



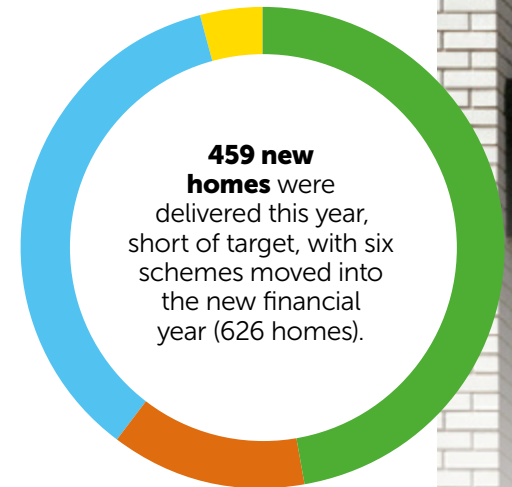
New homes

The sector as a whole is currently operating in a very difficult climate when it comes to development of new homes, and we are no different. In the last financial year we delivered:

459 new homes, against a target of 1,087. We also started work on **459** new homes during the year. Quality of new homes remains good, with an average of **two defects per new property** against a target of 2.5.

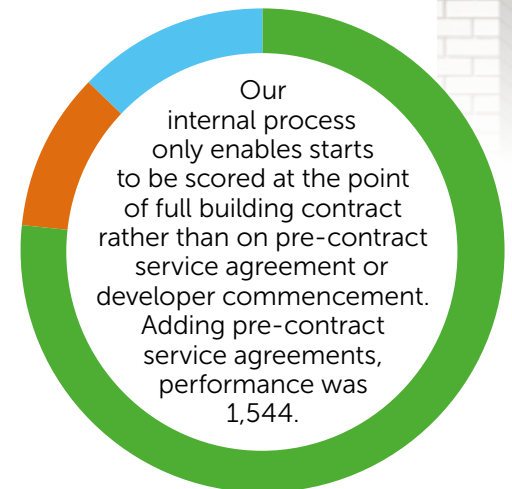
New homes completed:

- 217** Low-cost rental (Target: 498)
- 60** Shared ownership (Target: 262)
- 164** Private sale (Target: 218)
- 18** Market rent (Target: 99)
- 0** Commercial sale (Target: 10)



Starts on site:

- 353** Low-cost rental (Target: 386)
- 0** Intermediate market rent (Target: 13)
- 48** Shared ownership (Target: 507)
- 58** Private sale (Target: 464)
- 0** Market rent (Target: 50)
- 0** Commercial sale (Target: 8)



Resident support

I wanted to take a moment to express my sincere gratitude for your exceptional support and assistance with my welfare and benefit issue. Your dedication and expertise were invaluable and I am incredibly grateful for all that you did in order to navigate the system on my behalf.

Your compassion, patience, kindness and knowledge made it possible for me to have made a significant impact on my life. You took the time to navigate a process that would have been impossible for me to have achieved!

Our resident support programme helps to sustain tenancies and increase the wellbeing of our residents through partnerships and projects that build financial resilience, reduce social isolation and help residents to better access the internet.

The programme is split into three teams: welfare benefits, partnerships and volunteering. Over the past year, we have seen:

805 referrals to partner services and projects relating to cost of living

400-500 people being reached via 10 cost of living events across London and Essex, not including welfare benefits drop-ins

120 people supported with winter and Christmas food projects

357 hardship fund awards for essential items (white goods, cookers, beds, flooring)

150 emergency food awards via vouchers

360 households provided with around **450** energy top-up vouchers (funds sourced externally)

1,057 residents referred to our welfare benefits service

£3.3 million income recovered by the welfare benefits team for residents

Welfare benefit support

One of our tenants is a young adult who had become guardian to two younger brothers after their parents sadly passed away. Initially Universal Credit refused to pay their housing costs or the child element of their claim due to issues with succession and guardianship for the children being processed. Ryan, one of our welfare benefits advisers, supported the resident over many months to challenge this decision and after two years of hard work, **we secured a £18,000 payment**, which our tenant had been entitled to from the beginning. The resident said: "This last year I've had so much less stress day-to-day just knowing my bills are paid and my family is fed".

Volunteering

The volunteer programme leads on wellbeing partnerships and creative resident involvement projects. The emphasis remains to support older residents living in general needs properties and across care and support. We ran two key projects this year:

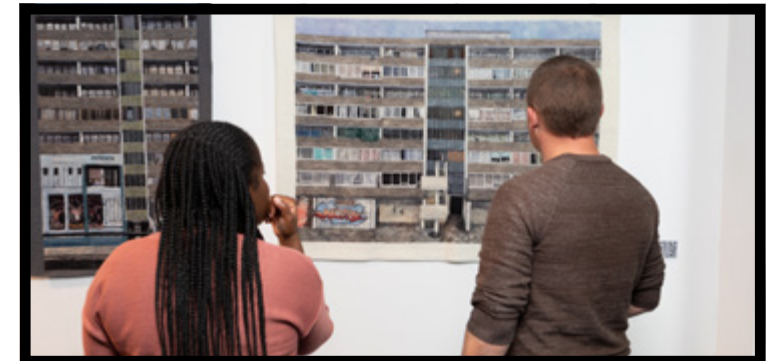
Every Kinda People volunteer trainees



Every Kinda People (resident podcast series two)

Each of 12 podcasts showcase one resident's story through a musical timeline. **Ten resident volunteers** attended three days of sound recording and interviewing technique training on how to make and produce a podcast. The podcasts can be listened to on Mix Cloud [here](#).

Resident artists exhibiting their work at the gallery



Unlocked – our resident art show. The exhibition was held in the heart of London's Piccadilly Circus, at Koppel X Gallery. It showcased artwork from **41 individual resident creatives** and **five partner projects**. A bespoke website was built to create a lasting legacy of the event and to process fundraised sales. <https://unlocked22.com/>.

Partnerships



Good Gym – runners who volunteer to do good deeds for residents over 50



The Reader – wellbeing reading groups hosted in sheltered housing



Shapeshifters – musical wellbeing sessions for residents in care and support



Re-engage – call companions (telephone befriending) and social tea parties, all to tackle social isolation



Cubitt – artist studios and creative workshops in our former extra care schemes



All Change – creative resident participation sessions at extra care schemes, working alongside artists

Notting Hill Genesis

Love Where You Live

Our Love Where You Live grant fund provided **£100,000** towards projects and engagement events that directly benefit our residents and

communities. The projects we fund aim to increase financial resilience and wellbeing by providing advice, practical support or through creating opportunities for communities to interact.

It funded **25 projects** in total for 2022/23 and reached over **900 residents** over the year.

You'll find examples of some of those projects below.

Case study

One of the many standout pupils has been Ivoree, a year 4 pupil. Ivoree has attended 100% of her classes and her progress reflects her immense dedication to the programme. Ivoree has made **82% progress** in maths after just six hours of tuition, improving from 55% in her initial assessment to a **perfect 100%** in her midpoint assessment! Additionally, Ivoree has made fantastic progress in her English.

Ivoree's tutor said: **"Ivoree's progression and attitude have been fantastic to see; she is always attentive and engaged in lessons, no matter the subject. Any time there is a question she may not have an answer to, she will put her hand up regardless to give her best effort and learn from any mistakes. It's been a pleasure to have her in my class."**

Tutors United

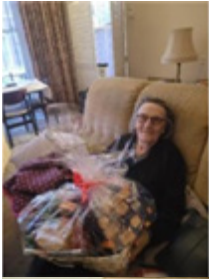
We funded tutoring sessions in Tower Hamlets and Camden to help year 5 and 6 children with maths and English following the pandemic and the interruption to their schooling, as well as to support their transition to secondary school. Both courses were over subscribed. More than 90% had a household income of under £35,000, 78% were in receipt of means tested benefits, 70% received free school meals and 26% had parents who spoke English as a second language.

Children were all assessed at the start and midpoint with all children making significant progress, particularly in their maths. One pupil achieved 35% in their initial assessment and **progressed by an incredible 129%** achieving 80% in their maths midpoint. The group tutoring will continue for one year and children will continue to be assessed throughout.

"My son is making great progress in maths and his confidence has improved. He really enjoys the lessons and the tutor is amazing too!"
Jenna, Camden

Earth Living hot food project

Supporting residents through the winter



During winter 2022/23 the resident support programme worked with Earth Living, an organisation who deliver food and support to isolated and elderly residents in west London. Earth Living was started by one of our residents during the pandemic to help give a diverse range of nutritious meals to elderly, homeless and less able people from all

walks of life. Their vision is to reduce food shortages and help combat loneliness by engaging in conversation through food.

To bring festive cheer during the Christmas period we also provided **80 hampers** with staples such as tea, sugar, Christmas cake and more to residents in west London and Hackney.

Meghan, a staff volunteer, said: "It was a delight to see how much it meant to residents and it is so important for all colleagues to get out of the office and engage with residents in their neighbourhoods"

Pocket Power



We funded Pocket Power to support our residents through the cost-of-living crisis by helping to reduce household bills. Pocket

Power offer a one-to-one appointment to go through all household bills and check the best rates/tariffs are being accessed as well as any grants or discounts. On average up to **£300 can be saved** after the first phone call.

Jubilee party and gardening project in Earl's Court



Residents and staff joined forces to do some planting in preparation for afternoon tea where residents and local councillor Linda Wade celebrated the jubilee.

Community events programme



Our community events programme funded initiatives across London to bring together our neighbourhoods and estates.

Just before Christmas last year we held a health and wellbeing event, alongside cost-of-living support, in partnership with Brent Council, Brent Start and SPACE baby bank at our community centre on the South Kilburn estate.

More than 100 local people came through the doors to chat, share mince pies and receive support. Residents could receive health checks, advice on tackling the rising cost-of-living and referrals to partner agencies.

To keep the event festive and fun, families took part in colouring activities, Christmas card and gift box making, while visitors were treated to a traditional dragon dance performance thanks to a local group.

Money A&E project



We extended a pilot with Money A+E to provide tailored one-to-one budgeting support to residents. It helps them

gain the necessary financial knowledge and skills they need to prevent money issues developing or recurring, supports them to feel able to take control of their money and financial situations, and encourages them to save for unexpected expenses or towards future goals.

Residents who participated have fed back how useful they found this information:

"I want to take this opportunity to thank you for your time this evening. I found your one-to-one workshop very uplifting and will continue to take all valuable information on board along with what I am doing to manage my debt problem."

"The session was very informative and pleasant. Thank you for not judging me and thank you for all the tips you have passed on to me. I feel that anyone who is in debt like me that take on board all the information you have given will at some point find themselves debt free, thank you."

SPACE baby bank



We launched a baby bank in Brent (open to residents in Brent, Hammersmith & Fulham and Westminster) with SPACE after seeing their work elsewhere in London.



In the first year of the project, SPACE provided local families with baby essentials, food when available, information and guidance. They recorded **404 visits** in the first three quarters of the year,

providing budget information, completing grant applications and signposting to other support services, as well as distributing the equivalent of **9,380 meals** to families.

As well as running drop-in sessions, SPACE held regular coffee mornings with local mums. During these coffee mornings they engaged with service users to understand their needs and give an opportunity to shape services. They also set up an online parent group where parents connect to one another and can create solutions together. The group has 43 members.

"Anna" is a tenant in Hammersmith & Fulham who is married and lives with her husband and her two-year-old daughter.

She approached us for support when she was heavily pregnant. The household is on Universal Credit and are struggling financially to meet their energy bills and often cannot afford basic essentials such as food. The tenant is a Ukrainian national and extremely anxious at the situation back home where her mum and dad live.

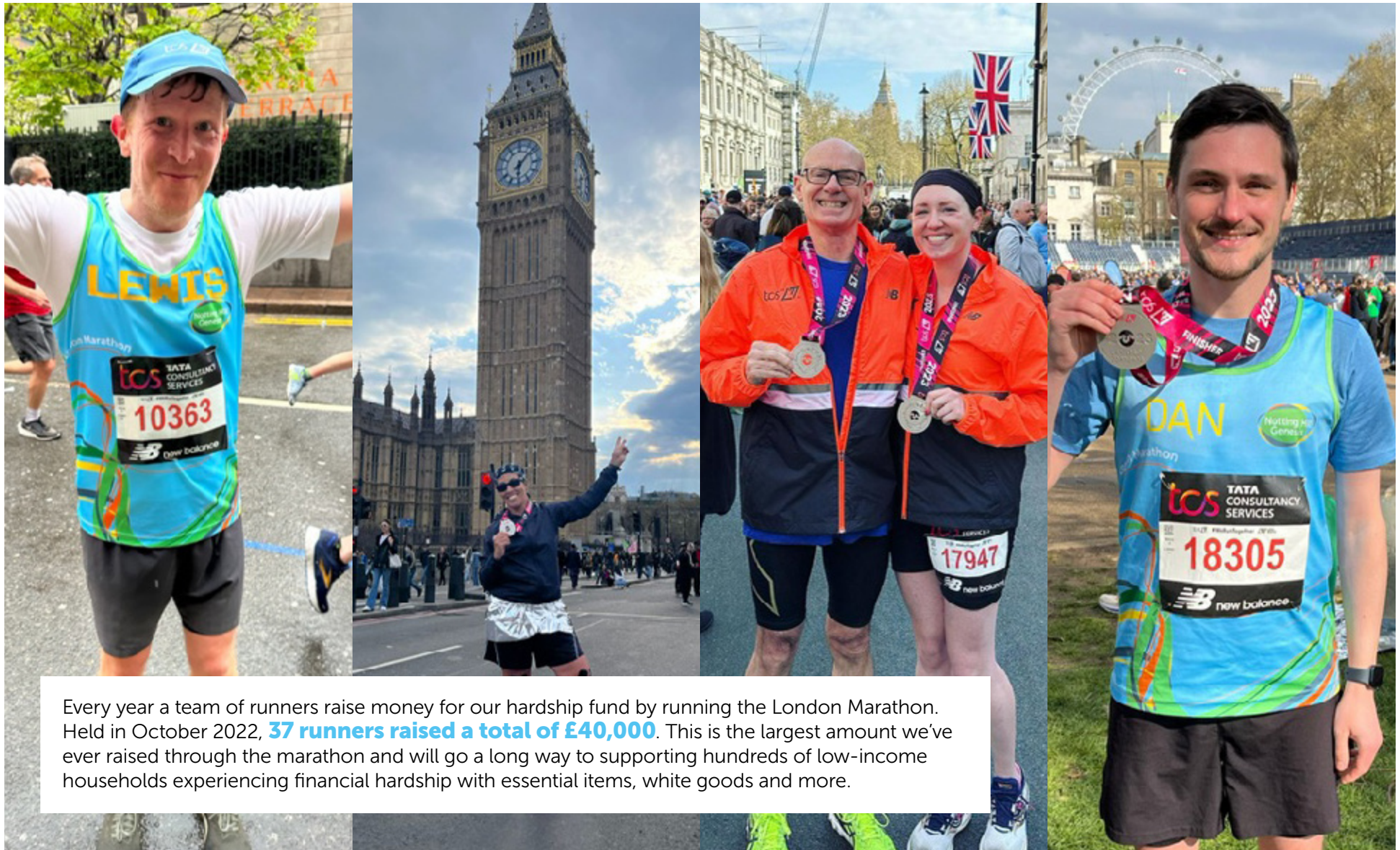
When we met her she was very emotional. She was worried about giving birth and could not afford baby essentials and felt she had nowhere to turn for help. We were able to support her and prepare her for birth. She was referred to her council's early years team and for emotional support.

We provided her with a wealth of baby equipment including a moses basket, car seat, a baby carrier, baby bottles, clothes and formula. When she gave birth, we provided her with a new born hamper consisting of baby clothing, and toiletries for both mum and baby

The average monthly costs for a newborn for families in the UK is £500. We estimate that the help we provided was the equivalent of £350. We also supported the household with a food parcel of the equivalent of £60 for three weeks.

The family was able to move forward and feel now more financially resilient. The tenant wellbeing increased significantly and she recently visited us to donate clothing for other families to benefit from.

Fundraising:



Every year a team of runners raise money for our hardship fund by running the London Marathon. Held in October 2022, **37 runners raised a total of £40,000**. This is the largest amount we've ever raised through the marathon and will go a long way to supporting hundreds of low-income households experiencing financial hardship with essential items, white goods and more.

Grahame Park, Barnet

Our partnership with the London Borough of Barnet is set to provide new homes on the Grahame Park estate in Colindale alongside a community centre, nursery, shops, cafés, restaurants and flexible workspaces for local businesses. The £700m investment will also enhance the lives of those living on the estate, many of whom are on low incomes.

Work started in March 2022 on the first plot of 209 affordable homes (149 shared ownership and 60 social/London Affordable Rent). Completion is expected in early 2024.

We provide a dedicated socio-economic offer to ensure tangible benefits for the community.

Our successes in 2022/23 include:

95
residents into
employment

298
residents in training

15
new business
start-ups

45
work experience
placements

10
apprenticeships

87
residents directed
to financial
inclusion services

424
residents accessing
physical wellbeing
activities



Annual Urban Gamez



Grahame Park Young Futures project



Woodberry Down, Hackney

Woodberry Down is one of Europe's biggest single-site estate regeneration projects, and is led by a partnership of Hackney Council, Berkeley Homes, Notting Hill Genesis, Woodberry Down Community Organisation and the Manor House Development Trust.

Over 20 years, the estate will be completely redeveloped to provide more than 5,500 new homes, community facilities and better public spaces.

Highlights of our socio-economic initiatives at Woodberry Down were:

48
residents into employment

37
residents in training

31
apprenticeships

188
residents directed to
financial inclusion services

547
residents accessing physical
wellbeing activities



Tree planting



Hidden river festival

Aylesbury Estate, Southwark

The Aylesbury Estate regeneration is a partnership between Southwark Council and Notting Hill Genesis with the aim of rebuilding the existing estate while improving the quality of life and local infrastructure for the current residents, and welcoming new residents. The vision is for a vibrant neighbourhood of mixed tenures, sustaining the existing strong sense of community while improving access to opportunities that will lead to more positive outcomes for all residents and the wider community.

During the 2022/23 financial year, the Aylesbury Estate regeneration has achieved several key milestones. Those included supporting our first tenants to move into new homes and securing planning permission to move forward with the next phases of the regeneration, which will unlock the next wave of new homes and increase opportunities for resident employment and involvement.

Highlights of our socio-economic initiatives at Aylesbury Estate include:

5
residents into
employment

55
residents into
training

3
new businesses

2
work experience
placements

6
apprenticeships

23
young people
receiving
intensive one-
to-one support

25
financial
bursaries
awarded to
support people
into training,
employment
and further
education

500+
young people
engaged
in holiday
programmes

46
residents
benefiting
from money
management
workshops

360
young people
involved
in school
engagement
workshops with
our consultants

**£12 of
social value
generated for
every £1** spent
on community
investment
(using HACT
social value
calculator)



Annual standards report

2022/23



Bruce Kenrick House
2 Killick Street
London N1 9FL

020 3815 0000
www.nhg.org.uk

