

Client

ANNUAL REPORT

2020-2021



LANGLEY HOUSE TRUST

A Preface from our Chief Executive

I am really pleased to present the Annual Report to Clients for 2020/21. This document is designed to share helpful information to clearly show our performance as a landlord. It also demonstrates how we have responded to requests from you, our clients, to improve and develop the services we provide. We have also highlighted some key successes from last year.

Langley has been shortlisted for two prestigious awards this year; both are from Charity Times, one being for Charity of the Year and the other for HR Management. I am so very proud of how well we have managed this very challenging year and appreciate the opportunity to have Langley recognised in this way. Our HR team has worked hard to make sure that our staff and volunteers are well cared for and kept safe, so that in turn they can provide the level of care we expect for you, our clients.

Well done and keep going! We are proud to be working with you to help you achieve your goals.

We are a responsible organisation, committed to our people, which includes staff, volunteers and of course clients and this past year especially that has been important for us to maintain.

So, wherever you are within Langley, I want to extend my thanks to you as well for working with us this year to make safety a priority. It has not been easy for many of you I know but you have persevered and shown great patience and understanding during the lockdown months and the various restrictions before and after as well. Well done and keep going! We are proud to be working with you to help you achieve your goals.

Warmest wishes,

TRACY WILD
Chief Executive Officer



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WHO WE ARE

SENIOR CENTRAL STAFF

From September 2021



Tracy Wild
Chief Executive Officer



Chris Metcalfe
Corporate Director,
Operations



Stella Wint
Corporate Director,
Quality & Compliance



Andy Rider
National Chaplain



David Wm. Reynolds
Corporate Services Director



Simon May
Interim Head of Care



Dayo Daniyan
Head of Quality



Ali Hancock
Head of Communications



Samantha Graham
Chief Operating
Officer - Clean Sheet



Heather Johnson
Head of New Business



Penny Maginn
Head of Chaplaincy



Robert Magee
Area Manager
(Extra Care &
Supported Housing)



Chris Drury
Area Care Manager



Lesley Molnar-Pleydell
Area Manager - South



Donald Graham
Area Manager - London
& Midlands



Andy Tollett
Head of Housing
& Property



Jane Smith
Head of
Human Resources



Richard Floy
Head of
Finance



Dee Spurdle
Head of
Fundraising

WHAT'S THIS REPORT ALL ABOUT?

This report is given to provide you, our clients, with information on the Trust and how we have performed against housing regulatory responsibilities over the past year (April 2020 – March 2021). Those responsibilities are called 'Standards' and are set out by the Regulator of Social Housing.

Throughout this report, you will see references to 'Local Offers'. These are requests that clients have made and how we have responded to them. Local offers help us to improve the service that we provide to you.

We review the local offers when client survey feedback is shared, and also at our National Consultative Group (NCG) meetings. This was done at the October 2019 meeting and is scheduled for November 2021's NCG meeting.

HOW OUR PERFORMANCE IS MEASURED



The Trust uses a number of ways to measure our performance because we want to improve the service we deliver to our clients and our stakeholders.

Our stakeholders are agencies, organisations or individuals who share an interest in what we do. Some of these include local councils, the Care Quality Commission, the Ministry of Justice, the Regulator of Social Housing, the Charity Commission and the Financial Services Authority.

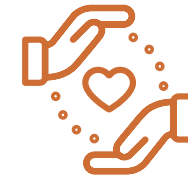
Externally, our performance is measured by the following organisations:

- Regulator of Social Housing
- Care Quality Commission
- Local Councils
- The Charity Commission
- The Health and Safety Executive
- The Financial Conduct Authority

Internally, we measure our performance through:

- Client satisfaction surveys
- Internal audits
- Complaints and compliments monitoring
- Eviction data
- Data on referrals to the Trust
- Equality, Diversity & Inclusion statistics
- Repairs and Health & Safety reporting
- Achievements regarding education, employment, training and volunteering

OUR VALUES



CHRIST AT THE HEART OF ALL WE DO



WE WILL LOOK AFTER THOSE IN OUR CARE



WE ARE FULL OF RESPECT FOR EVERY PERSON



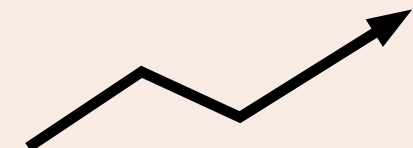
WE SEE YOUR FUTURE, NOT YOUR PAST



STRONG, PRINCIPLED AND FOREVER HONEST

HIGHLIGHTS FROM 2020-21

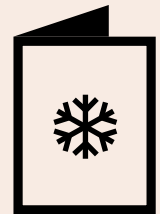
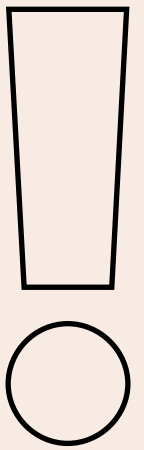
We offered



We were above our trustee set target for the number of successful move ons in 2020/21

We were finalists

We were shortlisted for **two** Charity Times Awards *HR Management* and *Charity of the Year*; also finalist in the IIP's *'Employer of the Year'* Awards within the Gold category and employing 250+ people



Clients designed Christmas cards for the Trust to send out to all of its supporters and partners



We continued to develop strong working relationships with Clean Sheet



We set up a new Directorate for Quality which is also responsible for Client Engagement

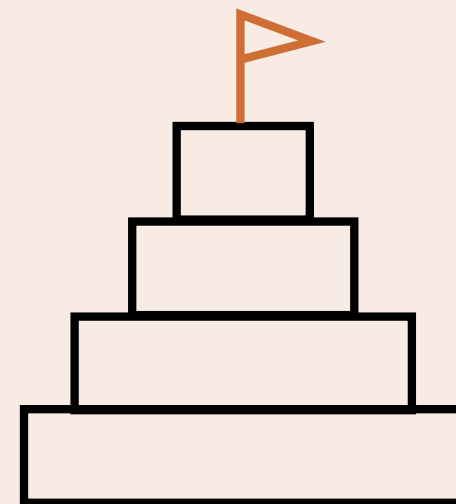
We helped prisoners to complete **Challenge to Change**, our Kainos programme, despite lockdown restrictions



We received positive feedback from the **Care Quality Commission** about our Covid-19 infection control measures, helping to keep everyone safe.



We worked with the **Ministry of Justice** on their covid exceptional delivery model, supporting the **commitment that clients would still be able to be housed during lock down on release from prison**



Highest level of client satisfaction with...

85%

of clients saying they would recommend our services to others.

PERFORMANCE AGAINST THE STANDARDS. A:

TENANT INVOLVEMENT AND EMPOWERMENT



The Tenant Involvement and Empowerment Standard is all about getting you involved in the service we deliver and empowering you to have your say in decisions that affect you.

It is important for us to listen to those who receive our services, and for you to be able to share your views and influence both current and future services.

WHAT WE HAVE ACHIEVED OVER THE LAST YEAR

Continuation of Client Engagement During the Pandemic

Despite the difficulty in not being able to gather together physically we have continued to hold the National Consultative Group meetings via zoom to make sure that our organisation continued to listen to the views of clients. This has not been easy for everyone but we hope that you have felt able to be involved and to be heard during this challenging time.

We do it because: We want to involving clients properly in the development and delivery of the services that are offered to them.

Client Consultation and Satisfaction

In 2020/21 we sent out 425 surveys and received 240 responses which is the highest response rate for several years. The survey showed positive feedback in a number of areas: 79% of clients value key-working and are seeing its benefits in their lives, and 85% would recommend the Trust to others. These are really important measures of our success.

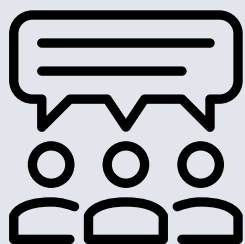
We will be reviewing the way we receive feedback from clients and are committed to find alternative ways to allow clients to feedback over and above the annual client satisfaction survey.

We do it because: it is important for us to listen to those who receive our services, and for you to be able to share your views and influence both current and future services.

 **95%** of clients said that they knew who to talk to if they had a problem

HIGHLIGHT STATS





LOCAL OFFERS

You asked us to feedback to you on how your suggestions and aspirations have helped to shape the service that you receive.

We held three NCG meetings in 2020/21 via Zoom as Covid restrictions did not allow for large gatherings.

Client representatives from across Langley projects participated to give feedback on the services they received and contributed to key policies and procedures.

Client representatives also considered a number of topics which were relevant for them:

- Equality, Diversity and Inclusion (EDI)
- The client satisfaction survey
- Quality of accommodation
- Communication
- The Trust's growth and development
- Client engagement

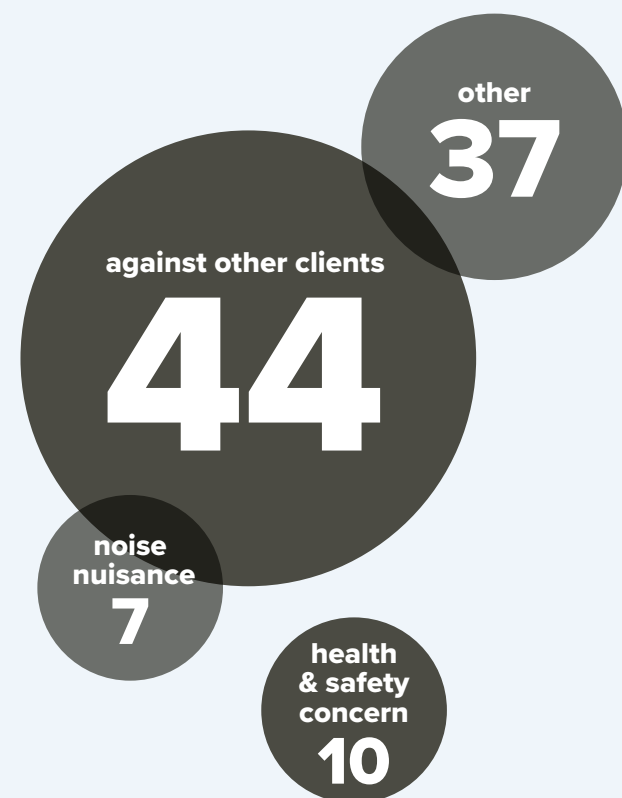


COMPLAINTS REPORTED

You asked us to report on the type of complaints that we received, how many were resolved and the time it took to resolve them over the past year.

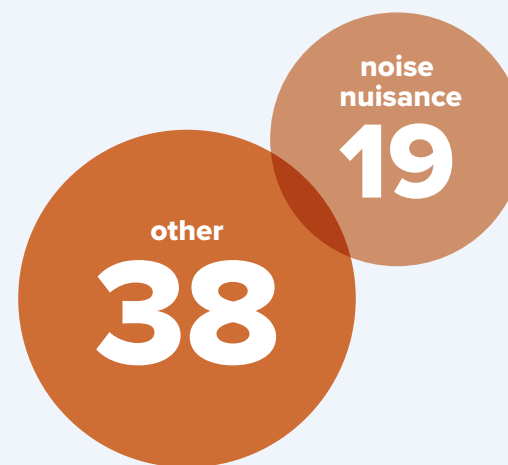
There were 155 complaints received for the year 2020/21.

CLIENT



Staff are committed to getting complaints resolved fairly and quickly.

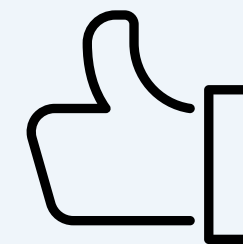
NEIGHBOURHOOD



RESOLUTION

All complaints were resolved within the service level agreements contained in the Trust's Complaints policy and procedures.

The Complaints, Compliments and Suggestions Procedure explains how staff deal with any complaints received. We are committed to dealing with all complaints quickly and to feedback the resolution promptly. We will be offering further training to staff on dealing with complaints and from this year the new Quality Directorate will be overseeing the handling of complaints.



COMPLIMENTS REPORTED

All clients, staff and partners of the Trust have the opportunity to feedback where and when they have seen or received good service or performance by way of registering a "Compliment".

Compliments are used to celebrate and share the good practice that occurs in projects and to review the positive impact that work has. In addition to the formally registered compliments there are many other informal examples whereby senior staff, directors and/or the CEO write to members of staff or projects recognising and thanking them for where they go the 'extra mile' to deliver an excellent service.

We received 36 compliments in 2020/21.



These were split equally between clients and stakeholders: Clients said how supported they felt by staff, particularly during the lockdown, and clients also shared how appreciative they were of staff coming in to work during a very difficult time.

The rest of the compliments were from other stakeholders who commented on how much they appreciated the support we offered to clients.

We received **double** the compliments this year compared to last year!

PERFORMANCE AGAINST THE STANDARDS. B:

HOME

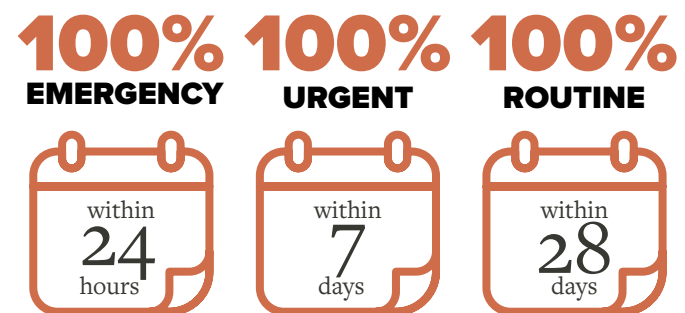
The Home Standard is all about making sure that the Trust's properties meet the right level of quality throughout your stay with us. The Trust is committed to making sure that our homes meet the Government's 'Decent Homes Guidance'. The Trust also has a cost-effective repairs and maintenance service in place to complete repairs.

WHAT WE HAVE ACHIEVED OVER THE LAST YEAR

-  Kitchens were upgraded at 4 of our care homes
-  Major redecoration was undertaken at supported housing accommodation in the North of England
-  The external offices and client recreational rooms at the House of St Martin were upgraded.

Reporting On Our Repairs

Our responsive repairs are split into three categories, and in 2020/21 we completed the following percentage of repairs within the following timescales:



Repairs

Swifter repairs were mentioned as an area for improvement. Repairs have been impacted by the Covid pandemic with some non-urgent repairs being delayed due to restrictions and some being delayed due to outbreaks.

What We Have Done

We are improving the process for clients to communicate any delays with repairs.

We are empowering local managers to better understand what repairs can be carried out at a local level and which need to be completed via the property team.

During the year the Trust has begun to undertake a stock condition survey which will look at all our properties against the Governments Decent Home Standards. We will be able to report on this in 2022.



PERFORMANCE AGAINST THE STANDARDS. C:




TENANCY

The Tenancy Standard is all about making sure that the Trusts lets its homes in a fair, transparent and effective way and also that the right type of occupancy agreement is provided for clients.



There were 1515 referrals in 20/21 which is slightly higher than the previous year. This represents more than three times the amount of beds available.

WHAT WE HAVE ACHIEVED OVER THE LAST YEAR

-  The average occupancy was 90% (excluding care beds)
-  Referrals continue to be monitored monthly to ensure that the Trust meets the fair access requirements under the Equalities Act 2010.
-  We reviewed the care referral process to ensure that it was effective. Although we were unable to do face to face assessments we were still able to undertake assessments in a fair and informative way.




PERFORMANCE AGAINST THE STANDARDS. D:


NEIGHBOURHOOD AND COMMUNITY


The Neighbourhood and Community Standard is all about the Trust being a good, responsible neighbour, working with our clients to achieve this (including addressing anti-social behaviour) and promoting social, environmental and economic wellbeing in the areas where we operate.

WHAT WE HAVE ACHIEVED OVER THE LAST YEAR

The Trust is committed....and Inclusion principles are used to eliminate any discrimination and inequality within the Trust. The Trust achieves its commitment to this through the following essential principles:

- 

The Trust has developed a statement setting out clearly our commitment to stand against discriminatory behaviour.
- 

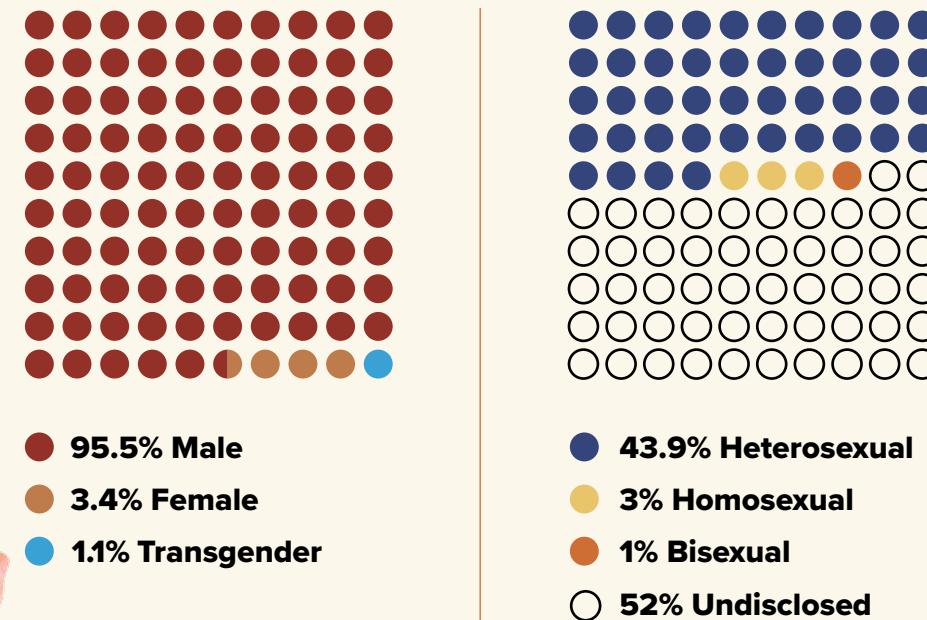
The Trust has developed a new Equality, Diversity & Inclusion (EDI) strategy and is working with a specialist organisation to help us promote EDI principles throughout the organisation.
- 

Delivered training on discrimination and unconscious bias for senior leaders and plan to deliver this training to all staff by the end of 2022.

“The Group understands the vital role Equality, Diversity and Inclusion plays in creating an environment in which our staff and clients are able to reach their full potential. **We appreciate and celebrate difference and individuality, respecting everyone as being made in God’s image and having an intrinsic value, a view strongly upheld by our Trustees and senior management team.** There is no place for racism or any other form of discrimination within the Group. It is not just illegal, but goes against all that we stand for, as outlined in our values. Langley House Trust Group staff are asked to challenge any racist or discriminatory behaviour that they witness, experience or hear about and then report it. The CEO’s commitment is to ensure all allegations are investigated and appropriate action taken.

”

Protected Characteristic Lettings Statistics 2020/21



AVERAGE AGE

39

BLACK ASIAN MINORITY ETHNIC

17.8%

SELF-REPORTED DISABILITY

25.4%

HAS A FAITH/BELIEF

13.3%

As part of our Equality, Diversity and Inclusion commitment, the Trust monitors whether our client and staff group is reflective of the population in the areas where we work. The national census of 2011 showed that there was a 19% BAME population in the areas where we worked. We are pleased that in 2020/21 our client group mix almost mirrored this, with 17.8% of our clients and 19.4% of staff identifying as BAME.





LOCAL OFFERS

You asked us to report to you on anti-social behaviour (ASB) incidents within the Trust. We agreed and as part of the local offers, we said we would report on the number of incidents, how many were resolved and any learning/improvements that had been gained from the incidents

The chart shows the number and type of incidents. There was a total of 819 ASB incidents in 2020/21.

The Trust has an incident management system which flags ASB incidents to senior managers who review each situation and advise on necessary actions to be taken.

162

Client Verbal Aggression

113

Client Inappropriate Behaviour

113

Drugs or Alcohol on site

79

Client Physical Aggression

74

Threatening Behaviour (Client)

60

Drugs Test/Client under influence

59

Other ABS or Breach issues

36

Damage to Property

30

Bullying/Harassment

27

Client Assaulted

20

Racial Abuse

16

Client Assaulted

14

Theft from Service/Client

12

Nuisance Calls

4

Immediate Eviction



ANTI-SOCIAL BEHAVIOUR (ASB) OUTCOMES

- Each incident was reviewed and appropriate actions were taken to address each ASB incident.
- In order to improve our recording and monitoring of incidents including anti-social behaviour the Trust has reviewed the way they are recorded. We are introducing a grading system which will allow us to better highlight those that need urgent review and will help us to see patterns of behaviour that need to be managed in a different way.
- We have reviewed and altered the de-escalation training staff receive to ensure it is appropriate and up to date.

The most common responses to incidents in 2020/21 were as follows:

- Managed at Project level
- Police attendance
- Probation Officer informed

The Trust remains committed to ensuring that all clients are able to enjoy their homes without fear for their personal safety and well-being. The Trust proactively deals with ASB, nuisance and harassment. The Trust will continue to put the support of victims at the forefront of all its corrective actions related to ASB.

The Trust remains committed to ensuring that all clients are able to enjoy their homes without fear for their personal safety and well-being.



LOCAL OFFERS

You asked us for more information on local partnerships and the services that they provide.

Throughout our projects last year we saw remarkable resilience, creativity and inspired ways of managing the long periods of national lockdown and different times of restrictions being in place.

There were fewer opportunities than usual to get involved in local communities and instead clients' projects became those local communities in a real way, coming together for movie nights, barbecues during the heat of the summer, baking, gardening, enjoying tuck shops onsite, quiz nights and games nights.

Projects shared their ideas for social activities with each other and a number of events were offered via zoom as well – the People's Pancake Party, a cookie-bake-along with our CEO and in December the online carol service was introduced to enable projects to come together in a Langley Christmas celebration.

Chaplains stayed in touch as best they could and many came into our projects' gardens to sit socially distanced outside and meet with clients and staff individually for support and encouragement.

We saw remarkable resilience, creativity and inspired ways of managing the long periods of national lockdown.

PERFORMANCE AGAINST THE STANDARDS. E: ECONOMIC

The Economic Standard is all about ensuring that the Trust is managed well by its trustees and leaders, including having good financial management in place and is meeting its regulatory requirements.

Governance

During 2020/21, the Trust met all its regulatory requirements.

The Trust is governed by a Board of Trustees who are legally responsible for the safe delivery of services to clients. Trustees are all volunteers who come with a range of expertise and knowledge across all areas of our organisation.

Some of the external regulators for the Trust are listed below and they set out the targets that the Trust need to meet:

- The Charity Commission
- The Care Quality Commission (CQC)
- The Health and Safety Executive (HSE)
- The Financial Conduct Authority (FCA)

Where it applies to the Trust, the Trust also observed:

- The National Housing Federation's (NHF) "Code of Conduct"
- The NHF's "Code of Governance"

The Trust's financial year runs from 1st April to 31st March. Each year we produce an annual report and financial statements, which are independently checked (audited). This year they were audited by an external company called Crowe U.K. LLP.

A copy of the annual report and audited accounts for 2020/21 is available on the Charity Commission's website: charitycommission.gov.uk. We also submit our financial statements to Companies House.

The Trust is governed by a Board of Trustees who are legally responsible for the safe delivery of services to clients.

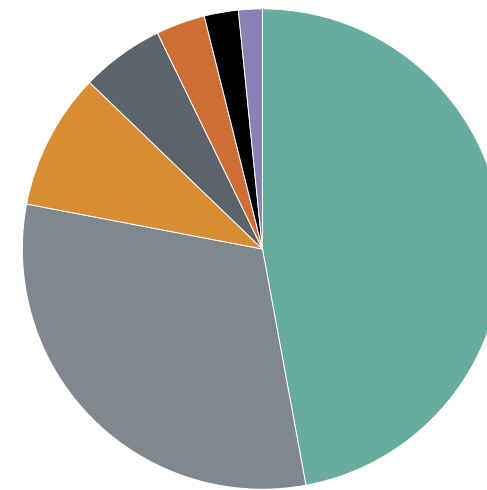


LOCAL OFFERS

We agreed to inform you about the Trust's financial performance in respect of social housing.

Total Trust wide income & expenditure 2020/21

The graphs show where our money came from in 2020/21 and how that money was spent.



- 47.1% Care and spot funding £7.3m
- 30.9% Social housing lettings £4.8m
- 9.2% Ministry of Justice funding £1.4m
- 5.6% Contract income £0.9m
- 3.3% Supporting people income £0.5m
- 2.3% Voluntary income £0.3m
- 1.6% Other charitable activities £0.3m

Operating Income 2020/21

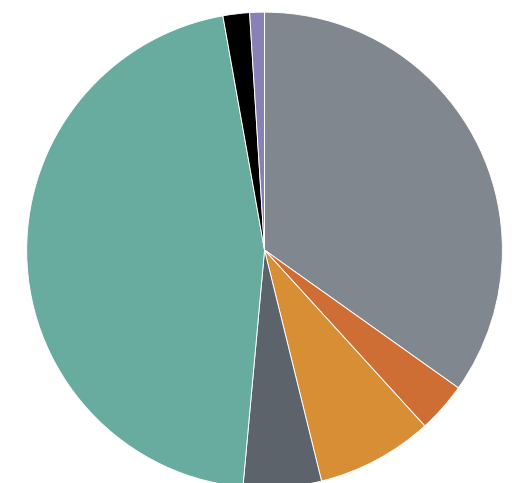
Both care & spot funding (47.1%) and social housing lettings (30.9%) remain the largest income streams for the Trust.

THE TOTAL INCOME FOR THE YEAR WAS
£15,511,723

Operating Expenditure 2020/21

As the largest income streams, these two areas also generate the largest expenditure at 45.7% of the total Trust's expenditure being spent on care & spot funding, and a further 34.8% on social housing lettings.

THE TOTAL EXPENDITURE FOR THE YEAR WAS
£14,733,523



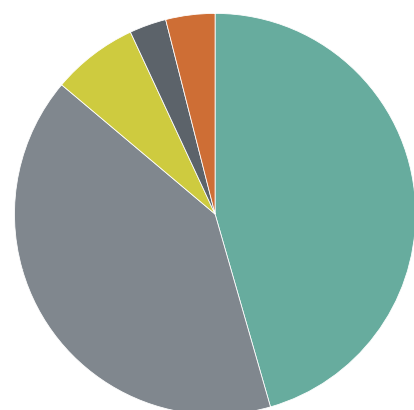
- 45.7% Care and spot funding £6.7m
- 34.8% Social housing lettings £5.1m
- 7.9% Ministry of Justice funding £1.2m
- 5.3% Contract funding £0.8m
- 3.4% Supporting people funding £0.5m
- 1.8% Other charitable activities £0.3m
- 1% Voluntary income £0.1m

PERFORMANCE AGAINST THE STANDARDS. F: VALUE FOR MONEY

The Value for Money (VfM) standard is all about spending our money wisely and well to help us provide quality homes and services.

Value for Money Activity

The Trust has Value for Money (VfM) targets set by the Regulator of Social Housing. The Trust also sets internal targets.



For every £1 we spent

- 46p Rent and Management costs
- 41p Services to Clients
- 7p Routine Maintenance
- 3p Planned Maintenance
- 4p Other Property Costs

As can be seen from the VfM Initiatives, the Trust has continued to review and improve efficiency. This has resulted in positive changes being made to the way we do things both centrally and at projects.

VfM Champions from across the Trust have continued to share good practice, identify, evaluate and prioritise VfM opportunities for the Trust on a monthly basis.

The Trust's strategy is to promote a culture of VfM across all parts of the organisation. Below are some samples of these from across the year:

CENTRAL SERVICES

Looking at reducing the number of desktop computers at some Projects where the majority of staff have laptops. This will save software licences costs.

- ✓ Economy
- ✓ Efficiency
- ✓ Effectiveness

KAINOS

We made constructive use of the lockdown time to develop aspects of the programme, which will enhance delivery of the programme, but are things which it is difficult to find time to develop when actually running the programme. They are also pieces of work, which can be used in other establishments if they take on the programme. This would mean that other teams would not need to spend time developing these in the future.

- ✓ Economy
- ✓ Efficiency
- ✓ Effectiveness

KENT

We have been using in-kind direct, an organisation that provides items for charities, as they have been able to supply household cleaning items in the quantities we require during this time. Over the past 18 months we have saved nearly £2,000.00.

- ✓ Economy
- ✓ Efficiency
- ✓ Effectiveness

Project/ Dept.	VfM Initiatives	Economy	Efficiency	Effectiveness
Ashdene	KK will purchase a substantial amount of postage stamps prior to the New Year when it is reported the cost will be rising.	✓		✓
Bedford	JC advised that one of her neighbours has offered a washing machine, cooker and TV, which will be available in September. Bonham Court could use the washing machine as theirs was stolen.	✓	✓	
Chatterton Hey	We have made great progress with our chef using up food and making soups out of left overs etc.	✓	✓	✓
	We have now set out a day where we get our Health & Safety fixing done - We collect all the repairs needing doing and then they come in for one day and do all the jobs, this will save us a fortune as you have to pay for them just coming out.	✓	✓	✓
	We saved in the month of August by making use of the eat out to help out, encouraging clients to go out for meals Mon-Wed.	✓		✓
Central Services	JB purchased a batch of courier credits to save money when posting out large numbers of laptops.	✓	✓	✓
	The Zoom business account has not reduced the cost, but enables central management, which saves time and improves quality of service. Zoom has also been identified as a potential ICT support tool that works without the VPN, which reduces the need to purchase a new remote support tool.		✓	✓
	ICT are developing a Frequently Asked Questions page, which should free up our time for repeat requests, enabling us to work more efficiently.		✓	✓
	Looking at reducing the number of desktop computers at some Projects where the majority of staff have laptops. This will save software licences costs.	✓	✓	
	Chatterton Hey have saved 15-20% by changing their agency.	✓		
	We are no longer printing as many documents for filing and are now saving them on the Finance Drive: Efficiency (less weekly filing and less archiving) = money saving (approx. £1,000.00 per year on scanning and archiving). Beneficial to Finance Team as documents are easier and quicker to find.	✓	✓	✓
	Utilities have been re-tendered and we have saved £40k.	✓		
	Some spare webcams were found in the Coventry office, which can be sent to Projects instead of purchasing new ones (currently expensive) or ordering full laptops.	✓	✓	
Dorado	Saved up to 40% by ordering PPE masks from eBay.	✓	✓	
	We have saved a substantial amount on staff transport by setting up an Uber account.	✓		✓
Kainos	We have taken a column out of the key-work sessions as we never write anything in this. This will reduce the amount of pages we print when making a record of key-work sessions.	✓	✓	

Project/ Dept.	VfM Initiatives	Economy	Efficiency	Effectiveness
Kainos	We have planned an induction package for our new facilitator so that she can still start work and engage in a meaningful induction, but do this via Zoom. We have also worked collaboratively with Longcroft to set this package up so that it will support Longcroft with staff shortages and give the facilitator experience of working with clients, which we would not be able to offer her otherwise until we return to the prison.	✓	✓	✓
	The mentor has recently made a Christmas tree made out of old cardboard and craft items that we already had. This is VfM and VfT as the mentor produced this, so it did not take any staff time up, and VfM as no new materials needed to be purchased in order to create the tree and decorations. Old decorations were modified in order to be reusable, again saving money.	✓	✓	✓
Kent	We have been using in-kind direct, an organisation that provides items for charities, as they have been able to supply household cleaning items in the quantities we require during this time. Over the past 18 months we have saved nearly £2,000.00.	✓	✓	✓
Longcroft	In May we completed an almost full switch over to a wholesale retailer, enabling us to buy most food items and cleaning products in bulk, at a reduced cost and in the case of fresh food, with improved 'best before' dates, so less is wasted.	✓	✓	✓
	In June we got a second freezer, which has given us the room to freeze leftover food, which has also reduced our wastage as a Project and also given clients the opportunity to buy their own food to give them more independence and also save on the amount of food being consumed by the Project.	✓	✓	✓
Mariposa House	Staff member using cab during COVID that is charging an out of local area rate. Researched some cab companies. All quotes slightly lower than one currently being used. One company misquoted, but upheld quote when advised we were a charity. £6 per journey saving for misquote and £11 per journey saving through changing cab company.	✓		✓
Tekoa	Reviewed our SKY contract and re-negotiated this. The result is cutting our cost by almost half. It was £99pm and we will now start to pay £54pm. Just by having a conversation with SKY on the grounds that we have continued to pay the same for some time and would like to negotiate our package – which they did to our benefit.	✓		✓
The Knole	SLF has identified meals that are expensive to produce. She also hopes with the tracking of food items being used, this could ensure ordering is done sensibly with a clear idea of what is needed.	✓	✓	
	Games were purchased for clients; this is because activities outside of the Project are limited due to lockdown. Nintendo Wii has been delivered for the clients.		✓	✓

PERFORMANCE AGAINST THE STANDARDS. G:

RENT

The Rent Standard ensures that the Trust and other housing providers set their rents in line with the Regulator of Social Housing direction. This is why your annual rent increases are capped at a level of CPI (consumer price index) + 1% as explained within your occupancy agreement.

LOCAL OFFERS

Rent Reduction & More Move On Options

As with previous years, a number of clients have commented on the cost of rents and help with affordable move-on. The higher costs associated with providing supported housing and the lack of affordable move-on remains a national issue for the Supported Housing sector as it does for the Trust;

What We Have Done

Rent reduction

Develop a letter/document that makes clear the rent breakdown and ensure client sees it before someone accepts a tenancy from us.

Move On Options

We are looking at services that don't have move on options to develop close links with private landlords to develop more move on options for clients and are developing opportunities for sharing good practise with move on planning amongst services.



MOVING FORWARD

Our Vision

As a christian organisation we support people who have offended or who are at risk of offending so they reintegrate into society, live crime-free and thrive

We work with those of all faiths and none

Our Mission

The Trust will work towards the fulfilment of its vision of a crime-free society where no one is unfairly disadvantaged or excluded because of their past

In the future, the Trust is seeking to:

1. Develop move-on options in the Supported Housing sector

As in previous years, a number of clients have commented in the survey about the cost of rents and help with affordable move-on. The higher costs associated with providing supported housing and the lack of affordable move-on is a national issue for the Supported Housing sector as it is for the Trust. We are looking at services that currently don't have move-on options to understand how we can develop close links with private landlords; this would help us to develop more stable move-on options for clients. We are developing ways of sharing good practice with move-on planning amongst our different services across the Trust, as some are finding this easier than others and shared knowledge is a good way forward.

2. Open a new care home

We recognise that there is a growing need for care services for those coming out of prison especially and in some instances for individuals subject to Probation as well. We have established safe, effective provision across our care services and are well placed to extend them further; so in 2022 we will be looking to purchase another care home in a locality we do not currently occupy.

3. Develop our Client Engagement Strategy, work and approach

We are excited to have set up a new section of the Trust this past year which is all about quality. An important part of that directorate's responsibility is to develop the best client engagement opportunities, to make sure that Langley clients have a voice and different ways to share their experiences, concerns and ideas with us. This work will be taking off in 2022, and will help us to make sure everyone who wants to be involved is included, through different points during the year and not just the client survey.

4. Develop our EDI agenda

Equality, diversity and inclusion matter to us. We want our clients, staff and volunteers to feel valued and respected, no matter what their backgrounds look like. We will be stretching ourselves during 2022 to make sure that we have a good understanding of what we need to do across the Trust to improve this work; and then we plan to deliver it, following a clear action plan that we report on to the Board of Trustees.

Thank You!

Thank you for the much-valued feedback that you have given to us throughout the year. Please continue to let us know your views.

Together, we can build services that make a positive change to people's lives.

AS OUR COMMITMENT TO YOU, WE WILL:



Continue to engage with you at an individual and a project level



Continue to consult with you through our existing forums and identify areas of service delivery that may require further local offers

If you need any of our documents translated, please let us know. We can also arrange for an interpreter so that you can speak to us in your own language.

Contact us if you would like one of our documents in large print or Braille.

Telephone: 02476 587360

Email: HousingTeam@langleyhoustrust.org

Website: www.langleyhoustrust.org

Twitter: @LangleyHseTrust

Company No. 07888191
Homes and Communities Agency Registration No. 4693
Registered Charity No. 1146304

Housing Team
Coventry Office
PO Box 6364
Coventry
CV6 9LL

Langley House Trust is an innovative Christian charity that provides specialist housing, programmes and support services in the community, and targeted advice in prisons, for offenders seeking to live crime-free. Since 1958 we have earned an enviable reputation for reducing reoffending with proven results.

Regardless of a person's history, **our passion is to change every life for the better**, working with people of all faiths and none.

Part of the Langley House Trust group, Kainos Community transforms lives through Challenge to Change, a pioneering prison wing community and post-release mentoring programme.

LANGLEY HOUSE TRUST
HELPING PEOPLE TO LIVE CRIME-FREE LIVES

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KAINOS COMMUNITY
CHALLENGE TO CHANGE

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