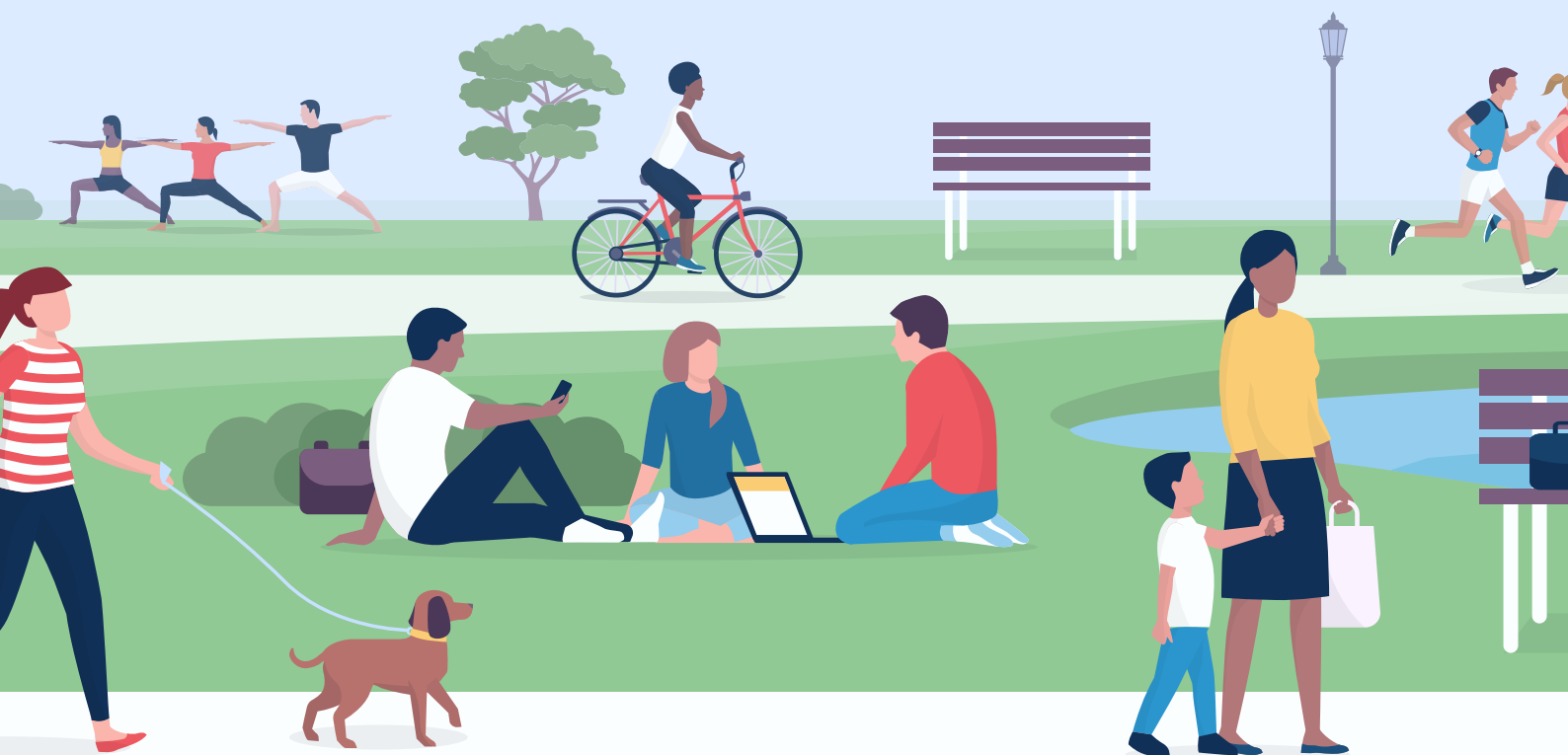




SOCIAL IMPACT REPORT

20/21





Welcome

Welcome to Radius's 2020/21 Social Impact Report, our annual publication informing all our stakeholders on how their housing association is supporting communities, protecting the environment and creating positive social value.

For over forty years our staff, tenants, residents, board members and business partners have worked together to achieve a better and more sustainable future for all. That's one free of poverty with equal opportunities and access to housing and services and where resources and decisions do not impact adversely on climate or the environment. Through their creativity, hard work and perseverance, Radius and fellow associations have and continue support people and communities to thrive. We want Radius to be trusted by those we serve and to be seen as adding to a healthier society for current and future generations. We were delighted and honoured to receive recognition of this at the recent Social Enterprise NI awards, winning in the category "Housing Association of the Year".

In this most challenging of years when the Covid pandemic brought illness, isolation and loneliness to so many Radius and its partners excelled in their efforts to minimise its impact. Staff engaged in a whole host of interventions aimed at sustaining tenancies, promoting wellbeing and increasing

opportunities in education and employment. We were particularly delighted to assist many claimants in accessing record levels of entitlements. Our digital inclusion, mental wellbeing and nutritional events were made possible only through the help of valued third sector partners. Our story is one of a successful partnership, accessible by all, while all the time promoting equality, diversity and respect. We hope you enjoy reading our report and would welcome any feedback.

We acknowledge that Radius is on a journey along an ever-changing path with expectations and needs constantly evolving. Much has been achieved over the last twelve months. However as we progress to a better and more sustainable future, there even more need for greater resilience, creativity and partnership. We are pleased to say that Radius and our customers are well served in this regard.

Yours sincerely



Martin Pitt
Chairman



John McLean OBE
Chief Executive

Our Response to Covid-19

Pages 6 - 11



3,365
Christmas Dinners delivered across our Sheltered Housing in NI



22,000
connections to our Connect 24 Service

Pages 18 - 21

Customer First

£1,632,477
additional income identified for tenants through our Welfare Advice Service

330
Residents supported in Care Homes
267 with Dementia
47 older people with complex needs
16 with a learning disability

This is a year that will be reflected in history and we made history.
Staff Member, Glenowen Court

275
members of staff working from home within the first week of lockdown



Everyone has a place...



Radius staff support over
13,000
tenants, residents and leaseholders across NI

★★★★★
4 out of 5
tenants satisfied with the overall service received

66
groups received £35,501.79 through our Community Chest Grant to deliver vital projects across NI



Community Events & Projects
38 Community Events
3.8k people attended
93 organisations involved
99.3% positively rated

Homes & Communities at the Heart

Pages 12 - 17



318+
hours volunteered by 62 tenants together with Radius to shape the services we deliver

Radius aims to keep tenants at the heart of all we do. Together, we can improve our services through our tenant engagement structure.



338+
weeks of apprenticeships completed through social clauses in our development programme

Pages 22 - 27

Stronger Together, Efficient & Well Led

Our Response to Covid-19

Like many organisations, we adapted our services in response to the coronavirus pandemic. Given the social isolation and mental well-being challenges for many in our communities due to the pandemic, Radius developed and delivered a number of innovative and inclusive projects to support our customers, and enable services to be delivered safely.

IT Support

Our awesome IT team worked around the clock to support staff in working from home, enabling seamless delivery of service to our customers.

Within
one
week

275

members of staff
were supported to
work from home

Within 3 weeks,
this had increased to

420

Immediate roll out of digital devices to Radius Care Schemes, ensuring our residents remained connected.

“

Staff have facilitated and allowed for us to see Mum and Dad daily. They have made sure their GP has had Zoom calls when needed. We have felt so reassured and comforted at how well they have been looked after.

Relative, Gngara

”

“

We used iPads for Skype calls with family, and recorded videos to share with families. We did everything we could to keep families connected.

Millbrook staff

”

The IT Team resolved 4,674 tickets, with 84% resolved first time. This team have a 100% customer satisfaction score, and it is thanks to their hard work that we were able to continue delivering vital services to our communities.




Staff

Radius continued to develop the skills of our staff throughout lockdown, with 98% completing mandatory training in key areas including Health & Safety and Equality of Opportunity.



In our Covid-19 Staff Survey:

91% 
of staff told us they felt connected to their team and colleagues

79% 
of staff were happy with communication, with no improvement needed

I cannot put into words the positive impact working from home has had on me. All the energy I would have used hiding my anxiety can now be put to good use in my daily duties. New processes have been put into place to enable efficient working from home for me and my two colleagues. I have a newfound love for my job, which is evident in the high level of work I am able to produce on a daily basis, which can only benefit our customers. Answering customer queries is top priority, and I can now give 100% of my energy to providing an excellent service for both internal and external customers.

Radius Member of Staff

Care & Support



4 Care Homes took part in a province-wide **lateral flow device pilot** to test visitors and protect residents.

95%
of Radius Care Home residents vaccinated in their own homes

85%
of Radius staff working in our Care Homes vaccinated

#AdoptAGrandparent

118

Sheltered and Care Homes benefitted across NI

300+

letters and pictures sent in by local young people

3,000+

tenants and residents received items

The 'Adopt A Grandparent' initiative encouraged young people to connect with older people in Radius' sheltered housing and Housing with Care schemes by sending letters, drawings, jokes and poems during lockdown. It was designed to bring a little happiness into the lives of those feeling lonely.

Most of what we get through the letterbox these days is bills and junk mail, so receiving a handwritten letter or picture is a rare joy. Radius tenants loved the items they received. Many seniors sent photos and letters of thanks back to the young people.



#AdoptAGrandparent
John Thompson

Thank you so much for this lovely picture. My daddy lives in the fold alone and this just made him so happy.

Daughter of tenant,
Mill Brae Fold

Our young people and their parents really got into the spirit of this project, and had great fun getting creative! It was also good for our young people to think about others and how lockdown may be affecting them.

Year 5 Teacher,
Strandtown Primary School



#AdoptAGrandparent
Lola Campbell

The support was excellent. I was reassured that the staff were on hand when I needed them.

Tenant, Barn Halt Cottages

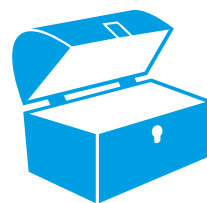
We were there to support and advise them, and always had a listening ear.

Day Care Manager

We were cooks, domestics, shoppers, iPad operators, telephonists, singers, dancers, ice cream ladies, readers, artists, balloon arch makers, decontaminators, cascading Covid-19 updates to families and ringing others with no email address. We were the confidants, the go-betweens, supporting relatives who were frightened or didn't understand news updates. We were the printers of newsletters, the photographers, the storytellers, the shoulders to cry on, the first smiling faces of the day and the last at night.

HWC Manager

Community Chest Covid-19



£19,300
awarded

38
projects supported

13,249
people supported through projects delivered

549
volunteers involved

136
members of staff

88
agencies involved

Bann Valley Community Group applied for Radius Community Chest funding to reach out to vulnerable groups with soap and sanitisers, along with their existing food and prescription distribution. This project was based within a rural Radius community in Portglenone and supported priority groups, included those who have suffered economically, socially, through ill health and in food poverty. The group was successful and was awarded £500 towards delivery of their project.

The project was successfully delivered in early summer 2020. By getting the word out digitally, 3,000 local contacts were made. In partnership with Mid Ulster Council and Department for Communities, the project then targeted 185 households in need.

Bann Valley Community Group thanked Radius for their support to deliver this “tremendous project”, sharing that this was the “most cross-community project we have undertaken to date”.



Bann Valley Community Group



Art from the Heart

More than 300 entries were submitted into Radius’ Art from the Heart Competition, which encouraged children and young people to get creative. Across 4 categories, the project aimed to spread positivity and raise spirits right across the community during the pandemic.

Our expert Judging Panel noted the exceptionally high quality of entries and awarded the overall prize to Shayna Velasquez, who captured the feelings of people from across Northern Ireland during the lockdown with her work of art, “Solidarity”. The 16-year-old presented her winning piece to Health Minister, Robin Swann MLA, as a way of saying thank you to all those working in the Health Service.

Shayna said, “I wanted to create a piece that resonates with everyone, that reminds us of people’s selfless acts, how we had to adjust to a new normal and how we have supported each other during the pandemic. I wanted to address health workers directly to tell them that they are not alone and that we are all playing our part in flattening the curve”.



Shayna Velasquez
Art from the Heart Award Winner

Operation Christmas

Christmas is traditionally a time when our Sheltered Housing tenants socialise and celebrate together as a community. In 2020, we felt those who had done so much to keep themselves and others safe deserved a Christmas thank you.

Our amazing housing and scheme staff worked together to run Operation Christmas, ensuring that sheltered tenants received some Christmas cheer in a safe and supportive environment.

Spreading hope and well wishes during the 2020 festive season through:

130+
scheme staff involved across NI

3,367
Christmas dinners and decorations delivered to tenants

£5,018.38
raised for Salvation Army and St. Vincent De Paul through our Christmas Appeal

Homes & Communities at the Heart

The Radius purpose is to make a positive difference by providing homes, support and care for people, to build neighbourhoods and to empower communities. Our values place our tenants at the heart of our business and at the heart of thriving communities.



Summer Street Festival, Global

Our Homes

Our focus is to meet the demand for high quality homes across communities in NI. Our housing management teams, new homes development programme, servicing, repairs and planned maintenance works ensure we deliver high standard housing.

13,000

tenants, service users and leaseholders supported to sustain their homes and communities

1,100

homes allocated to new tenants across NI



New Homes

- £52.5m private finance secured to provide new homes
- 744 new homes in development
- £18m+ invested in building 152 new homes to increase Radius housing stock



Improving Homes

- £12,976,786 total spend on major works to our homes (£5,378,220 capital and £7,598,563 revenue)
- 7 major planned works completed (including heating and lift works)

Repairs

- 77% of tenants who reported a repair in the last month were satisfied with the repairs service
- 11% increase in satisfaction with our repairs service since 2019
- Through Service Improvement Groups, we worked with our tenants to shape the new Measured Term Contract which covers general housing repairs to ensure we keep our tenants at the heart of service provision

Independent Homes

- 297 disability adaptations completed in Radius homes to the value of £748,147.80, supporting our tenants to remain independent at home
- 209 disability adaptations completed to the value of £2.78m in Disabled Facilities Grants paid to people supported through our Staying Put Service

“

“They completed the work on time, with minimal disruption, were polite, tidy and credit to their employer. Finally, the replacement front door has made us all feel safer, providing improved security and more comfortable access for residents.”

Tenant at Glenravel Fold

”

“

“The works completed are fantastic and I am delighted. It will not only change my life but the lives of my entire family”

Radius Tenant

”

Satisfaction

- 90% tenants satisfied that Radius provides a safe and secure home
- 82% tenants satisfied with the overall quality of their home

Our Communities

Safe, sustainable, cohesive communities allow people to grow and thrive. We continue to support community development projects across NI.

85% of tenants told us in our 2021 survey that they are satisfied with their neighbourhood as a place to live.

4,000 older and vulnerable tenants received weekly and daily support calls from our Housing Management Team

Improving Environments

- We worked together with tenants across Northern Ireland to improve outdoor spaces.
- Laurel Hill Gardens transformed underused community space with growing walls, pathways, murals, dragon seating, bird hotel and Lough Bann Monster.
- Colin Roundabout was transformed by volunteers and Colin Neighbourhood Partnership with Radius to “bring the largest flower garden to bloom”.
- Tenants worked together in communal gardens to tackle social isolation and make their outdoor space a great place to be.



Laurel Hill Gardens



Colin Roundabout



Tenants at Fruithill Fold



Benny, Largest Sunflower Winner

Sow & Grow

Barbara attended Radius' online training Biodiversity Programme, looking at nature and wildlife. She can now garden daily.

60
Community Groups

70 Radius Sheltered Schemes participated

This is a past dream brought back to life – it means so much to me - thank you so much Radius.



Alcohol Awareness Week

During Alcohol Awareness Week, Radius worked with 10 partner organisations to provide support, advice and information to our communities and beyond.

During Alcohol Awareness Week, Radius:



delivered
10,000
newsletters



held **15**
Street Quizzes



engaged with
400
people





Summer Nutrition Programme

The Summer Nutrition Programme was a partnership project between 3 Housing Associations that aimed to provide healthy food and information on healthy eating to a wide range of participants including people who were homeless, BME or receiving refugee support. The project included weekly food/snack packs and weekly activity sheets, resulting in participants improving their eating habits and reducing the financial strain on families when food shopping.


400
families supported

178 children and
69 parents involved


37
Community Partners


150
Information Sessions

CIH Award
Winner
2020 for Excellence in
Health & Well-Being



“
Thank you very much for letting us take part. Food is costly, and the extra fruit and meat parcels encouraged the kids to create dinners.
”



Festive Boxes

To raise Christmas cheer in our communities, we delivered:

476 Cultural Family
Festive Boxes to the doors of tenants in shared neighbourhoods, enabling

1,500 people in
Radius Communities to develop cultural awareness.



Floating Support

Radius Floating Support Team helps people age 55 and older to continue living independently in their own homes.



4,300
assessments carried out by the Floating Support Team



120
staff worked in collaboration to deliver the Floating Support Service



“
“Tenant supported to remain in own home” and “feel more safe and secure in their own home”.
”



Nearly
16,000
support calls made with 93.7% response achieved

Customer First

Our Radius tenants and customers are the reason we strive to do the best we can to deliver results across the business.

Welfare Advice

The Welfare Advice Team is here to provide free advice, information and advocacy to all Radius tenants. We believe no one should go short, even if they do not fully understand the benefits system.

650

new clients received support through our Welfare Advice Service

The service is promoted each month in our Tenant Newsletter "Radius Mail"



£1.6m

additional income identified for tenants

A client was referred to Welfare Advice with a large HB overpayment of £15k outstanding, and being asked to repay was causing them stress. The Radius advisor researched the case and the legislation, and felt that an error had been made in the assessment process. After lengthy interventions and numerous calls, the error was eventually rectified and the overpayment recalculated, saving the client £11k, which may not have been identified otherwise.



Radius Mail

A monthly tenant newsletter is produced, and available in large print and translated languages.



After receiving the newsletter, I contacted the Welfare Advice Team who supported me to receive extra money in my pension each month and £1,100 backpaid.

Radius Tenant



87%

of tenants are satisfied that Radius keeps them informed about things that might affect them as a tenant



Social Media



2,066
followers on Twitter



2.9k
followers on Facebook

Connect 24

Radius' Connect 24 service provides 24/7 support to anyone of any age who is concerned about personal well-being or home safety, or who may feel anxious about managing on their own.



52
Corporate
Clients



2,000

average welfare calls
to customer each week

5,561

average calls made to
contacts each month



5,988

calls to Emergency
Services in the last year



1,988

average maintenance
requests dealt with on
behalf of customers
across Ireland



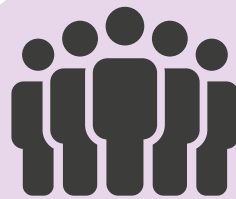
Empowered Staff

“I worked as a Senior Care Worker, and I was prepared to go into lockdown and not leave the scheme if that’s what it took. I would have willingly given up my personal life to live in the home to keep our residents safe. We were there for all the residents if needed”.

Staff Member, Glenowen Court



Tenant Satisfaction



1,319

tenants took
part in our biannual
Tenant Satisfaction
Survey



4 out of 5

tenants satisfied with the
overall service received



90%

told us Radius
has friendly and
approachable staff



85%

told us Radius
treats its
residents fairly

85%

trust Radius
Housing



83%

agreed that Radius
provides the service
they expect



93.46%

of complaints completed
against target



Her approach on the phone can
make the difference between
changing a bad day to a good
day. Well done repairs.



You may not always know it or
be told it, but you have most
certainly been a shining light
at the end of our tunnel here.



Stronger Together

"Individually, we are one drop.
Together, we are an ocean."

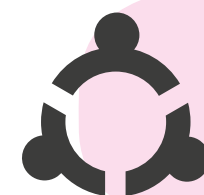
- Sartoro



Stronger Together

Equality & Diversity

1,080 Cultural Boxes were delivered to schools, organisations and tenants in partnership with 10 organisations promoting cultural awareness and inclusivity.



80.6%

of those who attended our events told us cultural diversity benefits society



76.6%

reported more positive neighbour relations



Connections Café in Causeway engaged with 35 people during lockdown and encouraged the development of Cultural Ambassadors



Increased awareness and acceptance of diversity

Tenant Engagement

Keeping tenants at the heart of all we do is paramount. Together, we improve our services through the **tenant engagement structure**. This includes our Area Panels, Tenant Executive Committee and Service Improvement Groups.

318+ hours volunteered by **62** tenants.



Digital Inclusion

Working together with tenants and residents, we ensured that they could continue to engage with us and their communities digitally.



148 tenants participated in digital meetings, workshops and training



40 tablets sourced and available to loan for those who were digitally excluded



70 tenants supported by our 10 Digital Champions to engage online



34 children participated in our Globetrotters Online Project

“Now feel more confident joining Zoom meetings, using Skype, talking to my family, and making videocalls with friends in Holland.”
Tenant, Advice NI Digital Skills Training

Estate Walkabouts

Estate walkabouts are a dedicated time in a Radius development when our staff and tenants come together to discuss any queries or issues in regards to their homes, tenancies or community. Despite the restrictions set in place, we continued to carry out this vital service where possible.



10 Estate Walkabouts Completed



631 households invited



3 Community Partnerships to the value of **£1.5k** each

Training & Employment

Through 2020/21, Radius worked with our partners to deliver training and apprenticeships across our communities.

12 young people have been trained and accredited in Mental Health & Leadership through the Do Something Healthy Programme in partnership with Boys and Girls Clubs NI.

14 voluntary football coaches supported to achieve IFA Level 1 Training in Portstewart.

We worked in Partnership with P&K McKaigh, using the “Buy Social” approach, resulting in:

780

weeks paid work to each new entrant trainee



30

weeks unpaid work experience



150

hours accrued in promoting Business in Education



Efficient & Well Led

Radius HOUSING



Mary Smith, Tenant Board Member

In February 2021, Mary Smith gave an insight to the Tenant Executive Committee on her role as a Tenant Board Member. She told us how she speaks on behalf of Radius Tenants from her heart.

In 2020/21, Mary volunteered 46 hours across 26 meetings with Radius to ensure that tenants remain at the heart of everything we do. She meets with the Radius Board on average every 2 months, and engages in our Communities & Assets Committee, Tenant Executive Committee, Area Panels and Service Improvement Groups. Mary told the Committee how the Radius Board is keen to listen to her views on particular issues - if she has a question or raises a query

to the Board, she always gets an answer.

John McLean, our Chief Executive, commended Mary for the hard work she has put in over the years. Mary's contribution and passion to get the best for tenants is shown. Her own experience living within the Radius community has helped the Board when decisions needed to be made by providing a tenant's perspective.

Accreditations



Customer Service
Excellence Award
achieved



ISO 9001
& 2700 achieved

Governance

13 
Board Members

29 
staff engaged
in Employee Voice

79% of tenants
satisfied that Radius
listens to their views
and acts on them

Health & Safety

No RIDDOR
accidents reported
in 2020/21



Value for Money


£77,282,073.55
rent collected
in 2020/21

84% tenants
satisfied that their
rent provides value
for money

73% tenants satisfied
that their service charges
provide value for money

**47 Corporate
Contracts** with
businesses based
in Northern
Ireland with an
**average spend of
£2.7m per year**

 **A1 Moody's
Rating**
(best
possible)

£80,476,223
paid in invoices
to local suppliers

£9,077,025.99 awarded
through 14 local contracts
procured through our
planned works



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SOLICITOR

Wilson Nesbitt
33 Hamilton Road
Bangor
BT20 4LF

INTERNAL AUDITOR

KPMG
The Soloist Building
1 Lanyon Place
Belfast
BT1 6D4

EXTERNAL AUDITOR

PricewaterhouseCoopers
Waterfront Plaza
8 Laganbank Road
Belfast
BT1 3BN

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