



ABOUT

SANCTUARY GROUP

About Sanctuary Group



Sanctuary Group is a large and diverse organisation, but at our core is a simple purpose. We are a housing association – a not-for-profit organisation set up to provide social housing that reinvests our surplus in the homes we own, our communities and services, and in building new social housing. Every year we touch the lives of around 250,000 people.

We own and manage over 100,000 homes throughout England and Scotland. This includes 83,915 social homes, of which 15,250 homes have an element of support alongside the accommodation. This means we are delivering services to some of the most vulnerable people in society and we take our responsibility to do this with respect and dignity very seriously. We also provide housing for older people to rent and buy as well as homes to buy through shared ownership.

Our supported living service provides a range of housing with care and support to vulnerable people, including individuals and families facing homelessness, people with learning and physical disabilities, young people, and people with mental health needs. We also provide specialist retirement properties with the option of care in people's homes, all of which are rated 'good' by the Care Quality Commission.

We carry out the vast majority of repairs to our homes ourselves; we have found this gives us much greater control over the quality and is something that residents have told us time and again that they value.

We are a leading provider of care for older people with around 100 residential care homes in England and Scotland. Our approach is to ensure we enrich residents' lives and create communities where they can explore their passions, learn new things and build lasting friendships. Our homes provide a range of long and short-term care and support, including residential, nursing, intermediate, respite, end-of-life, and specialist dementia care.

We offer a range of commercial services. These include working with universities and National Health Service trusts to provide accommodation and facilities management services for students and key workers, managing a portfolio of direct-let student accommodation, as well as overseeing a diverse portfolio of commercial and market rent properties. We also deliver telecare services to people in their own homes.

We take our role in meeting the UK's housing crisis seriously and we are committed to contributing towards meeting the Government's target of 300,000 new homes a year.

Our mission

Sanctuary's mission is to build affordable homes and sustainable communities where people choose to live.

When we were established in 1969, charitable objectives were written into our Rules and since that day our purpose has not changed – we are here to provide housing and services for people on low incomes, those in need of additional care and support, and the elderly.

We believe no-one should be homeless. Everyone should have a decent home that they can afford and that meets their needs and circumstances.

We believe care should be accessible to all who need it and should be delivered with dignity, respect and, above all, kindness.

Our values

At the core of our business are Sanctuary's values: ambition, diversity, integrity, quality and sustainability. Our values describe what we stand for. They were developed by our staff and Board members and set out what is important to us.

In all that we do and every decision we make, we use our values to guide us. We hold ourselves to our values and we ask that our customers, clients and stakeholders challenge us to always act with these values in mind.



Our people

To deliver our social purpose, we employ around 13,000 people, of whom around 6,300 are working in care homes and around 1,500 are maintenance operatives.

We seek to engage our staff around our social purpose and values, so that wherever they work in the organisation they understand the link between their role and the wider picture.

Members of our Executive Committee spend up to 20 per cent of their time with staff on the front line so they have a complete understanding of our operations. We encourage honest conversations between staff and managers at all levels, and through these conversations we work together even more effectively. We listen to our employees' successes and challenges and together work out how to make Sanctuary an even better organisation.

Through our Staff Council framework, we empower staff and make sure their voice is heard. The importance of this cannot be understated.

Our staff are our greatest asset and it's their talent, commitment and skills that will propel us forward to make even more of a difference in the communities we serve.

We offer a wide range of learning and development opportunities to support our people to be the best they can be, while providing even better services to our customers. We have an award-winning apprenticeship scheme and graduate programme, as well as a variety of courses to support aspiring managers through to becoming experienced leaders.



Building affordable homes

We are committed to building more social housing and believe it is critical to creating a housing market that functions for everyone.

Our current development programme has been designed to build as many new homes as possible without risking the sustainability of our business model.

Our development team continues to drive forward with an active development programme of 6,002 units, with around 1,700 plots to start on-site in the next year.

Case study: Award-winning Anderston regeneration

Sanctuary Scotland has regenerated the Anderston community, in Glasgow, with a £60 million project which has provided high-quality new homes and amenity spaces.

Sanctuary Scotland worked with the local community, Scottish Government and Glasgow City Council to transform Anderston's housing stock, a 10-year project which saw many 1960s buildings demolished and replaced with 540 affordable homes.

Our transformation of Anderston won awards including the Scottish Home Awards – Housing Regeneration Project of the Year 2019; Homes for Scotland – Affordable Housing Development of the Year 2019; Saltire Society – Housing Design Awards 2019: Multiple Dwelling Commendation; and the Chartered Institute of Housing Scotland – Excellence Award Winner 2018.

The completion of the regeneration was formally marked in December 2018 with a visit by First Minister Nicola Sturgeon. Ms Sturgeon met Sanctuary's Group Chief Executive Craig Moule before unveiling a Group-commissioned statue of renowned artist, architect and designer Charles Rennie Mackintosh on the 90th anniversary of his death.



Investing in communities

As a housing association we are committed to working with communities to help them be good places to live. We work with local organisations and residents to identify and harness their unique local knowledge, skills and talents by addressing issues where we can together make improvements and support brand new ideas to make good things happen.

Over 2018/2019 we have invested £1.4 million in funding, time and resources to achieve our aims with projects that attracted a further £2.3 million in match funding from our community partners.

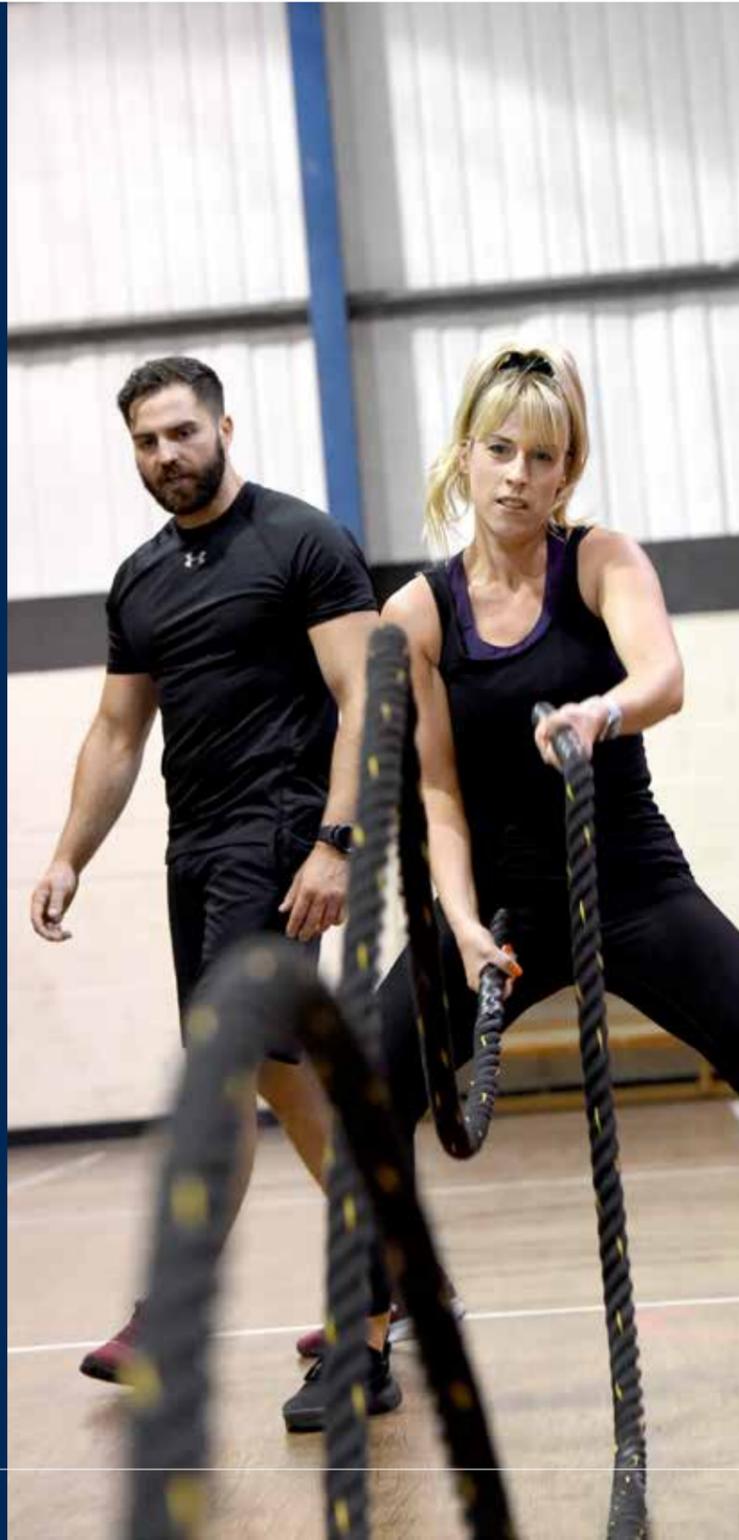


What's Your Game?

Case study: Love Sport and What's Your Game

One example of our community investment work is our partnership with Sport England. Love Sport was a five-year programme which concluded in March 2019 that supported residents to become more active while developing a passion for sport and fitness. We worked with 63 local partners helping 3,300 people find new ways to get active. Over 30 per cent of people who got involved told us that they have sustained a sporting habit as a result of this project.

We are delighted to continue our relationship with Sport England for the next four years as we embark on our new initiative, 'What's Your Game'. This project will help families in Sheffield, Ely, Torbay and Hull to create long-term new and fun ways of including physical activity as part of their daily lives.



2018/2019 Community investment highlights:

48,108
people supported



£284,000

funded projects that improve health and reduce the risk of loneliness and isolation supporting over 19,500 people

401

projects delivered



14,706
people reported
an increased sense
of belonging to a
neighbourhood

9,501
people took part
in activities that
promoted mental
wellbeing



£194,000
invested in activities
that support people into
employment, education,
skills and training helping
over 6,000
people



5,500
people benefited
from environmental
projects

5,505
people developed
a new skill

£51,500
helping divert people from
poverty supporting over
1,700
people

1,577
people reported
increased
confidence to
manage their
money



£97,500
invested in community safety activities benefiting over
15,000
people

If you would like this publication in an alternative format or language, please telephone **01905 334344** or email: **pr@sanctuary-housing.co.uk**



Sanctuary Group

Sanctuary Group

Sanctuary House
Chamber Court
Castle Street
Worcester
WR1 3ZQ

01905 334000

www.sanctuary-group.co.uk



Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity
Registered office: Sanctuary House, Chamber Court, Castle Street, Worcester, WR1 3ZQ
Registered as a provider of social housing with the Regulator of Social Housing No. L0247
Registered Society No. 19059R

Published: October 2019