



About Sanctuary Group



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We provide housing and care to more than 200,000 people in England and Scotland, giving them a safe, secure and decent home. Our housing includes properties for social rent, care homes, retirement schemes, supported housing, student and key worker accommodation.

We are a commercially-focused housing association and are driven by our charitable objectives: we believe no one should be homeless and everyone who needs it should receive appropriate care. We invest in the homes we own and the communities we work in to ensure they are places where people want to live.

We know that the UK desperately needs more quality housing and we are stepping up to play our part. We aspire to build 30,000 new homes. This will include a range of tenures to support more people into home ownership, as well as helping to meet the need for additional rented homes.

As part of this, we have been allocated almost £90 million funding from Homes England, its largest ever grant allocation, to build 2,265 affordable homes across England over the next five years.

This ambition to deliver takes forward our proud heritage as one of the leading developers of social housing nationally. Our £750 million national development programme, which ran from 2011 to 2015, saw the delivery of over 5,000 new homes. Along the way, we won awards, achieved recognition for our use of green technologies and continued to create apprenticeships and employment opportunities.

We are able to use our size to develop more homes, in more places, more quickly than ever before. We are working with Government, local authorities and private developers to build the homes that Britain needs.

Our business activities complement one another, meaning we can make a difference to our customers and communities.

We employ over 13,000 people and inspire a workplace culture where equality, diversity and talent is championed, and innovation is encouraged.

Our mission and values

Our mission is to remain a market leader in the provision of high quality housing, nursing and residential care, and community services for people in need. Through careful stewardship of resources, we will maximise the benefits of our ethically-based operations providing good quality and value to our customers and stakeholders.

At the core of our business are Sanctuary's values: ambition, diversity, integrity, quality and sustainability. These set the way we conduct ourselves and how we do business.

We also have a behaviours framework that shows how we are all living our values. When we recruit new staff, we look for people who share our values and can demonstrate them through their behaviour.



■ Providing high quality housing

Social housing

We believe everyone should be able to live in a decent home, where they feel safe and secure. Social housing is at the heart of Sanctuary's work; it's why we were set up, almost 50 years ago. We believe no one should be homeless and everyone should have a decent home that meets their needs and that they can afford. We believe that social housing should be seen as a tenure of choice, offering a secure, warm, safe and dry home that our residents can live in for life. We also believe in investing in and maintaining the social housing that we own so that our residents have homes that they can feel proud of; we provide in-house maintenance and reinvestment services across our portfolio of properties.



Supported living

We provide a range of housing where personalised care and support is offered to a wide range of vulnerable people alongside accommodation. We specialise in services for young people, homeless families and individuals, and people with physical disabilities, learning disabilities or mental health needs. We also provide care in people's homes in our retirement living schemes and telecare services to people in their own homes.



Student and market rented

We work with universities and NHS trusts to provide accommodation and facilities management services for students and key workers, as well as managing a portfolio of direct-let student accommodation, and overseeing a diverse portfolio of commercial and market rent properties.

■ Delivering nursing and residential care



We are a leading provider of care for older people. We have over 100 welcoming homes across England and Scotland, operated by highly trained staff. Our wonderful teams care for our residents like they were members of their own families.

We are committed to keeping kindness at the heart of our care – supporting residents to lead happy, contented lives full of wonderful experiences and memories. We help our residents live dignified and fulfilling lives in places where they can explore their passions, learn new things and build lasting friendships.

Our well-equipped care homes provide a range of long and short-term care and support, including residential, nursing, intermediate, respite, end-of-life, and specialist dementia care.



As part of our commitment to using technology to deliver the highest levels of service, Sanctuary has developed its own electronic care planning application, kradle. The industry-leading app allows staff to electronically plan, track and measure care delivered to our residents. Staff use mobile devices around the home to deliver care and record well-being, vital statistics and useful information about residents at the touch of a button. With the roll-out across the Group's care homes now well underway, kradle is transforming the way we work, placing greater emphasis than ever on delivering high quality, individualised care to our residents.

■ Building new homes

We take our role in meeting the UK's housing shortage seriously and we are building more homes than ever before. Our significant development programme will include homes built by our own in-house construction team. As well as providing more much-needed housing, our construction programme helps to create jobs and training opportunities, regenerate neighbourhoods and support communities across the UK.

■ Case studies



■ Sanctuary Grove, Worcester

Our £22 million flagship development brings together a variety of care and support accommodation and services in one central location in the heart of the city. The five-acre site features a 60-apartment extra care scheme and a 60-bedroom care home, both served by a central hub, which is open to residents and the public. It incorporates facilities such as an on-site restaurant, shop and hair salon. The development also offers retirement living accommodation comprising 16 apartments and 8 bungalows, and provides 14 apartments for adults with learning disabilities. In addition to creating new jobs and training, over 100 work experience placements were offered to youngsters from colleges across the West Midlands.

■ Cumbernauld, North Lanarkshire

Sanctuary was selected to deliver a widescale £75 million regeneration project to the high-rise blocks of former new town Cumbernauld in North Lanarkshire. Working in partnership with North Lanarkshire Council and the Scottish Government, the regeneration programme includes the demolition of 12 ageing high rise blocks which are being replaced with over 400 energy efficient homes. Among those is the £4.3 million Ochilview Court development which was built on the site of a former nursing home in Seafar. Comprising 39 flats, 22 of which are for rent and 17 for shared equity sale, the regeneration provides safe, secure and warm accommodation replacing the tired tower blocks of the past.



■ Anderston, Glasgow

In Glasgow three cloned 'hippos' saved from extinction were returned to Anderston as part of our £60 million area regeneration. The original concrete hippos were hugely popular with residents, many of whom remember their installation in the 1960s, but their condition meant they could not be restored. We instead had moulds of the original hippos created so exact replicas could be returned to the site. After more than half a century of the hippos having no formal names, local primary school pupils have named the 'dad' Rocky, the 'mum' Kiboko and the 'baby' Alexanderston.



■ Investing in communities

Every year we invest in hundreds of initiatives which enhance the lives of our customers. In 2017/2018, we invested £1.6 million in 401 community investment initiatives, benefiting 54,325 people and 243 community groups.

■ Case studies

■ Helping to sustain tenancies

Around 7.8 million people in the UK today don't use the internet and miss out on its benefits including accessing statutory services, applying for jobs or housing, and being connected to family and friends. In 2017/2018, 381 residents took advantage of Sanctuary Online, our free digital skills training offer. The training, delivered by We Are Digital, was provided mainly through one-to-one support in the comfort of people's own homes. One participant who lives in a sheltered scheme in Aberdeen thought it was a great example of how to give people confidence with technology, so much so that she went on to volunteer to help others develop their skills.



■ Reducing isolation

Love Sport, our five-year programme with Sport England, supported 568 people to get more active in 2017/2018, bringing the total number of people benefiting to date to 1,811. This year we sought to get a deeper understanding of what motivates people to take up healthy activities, barriers to taking part and what keeps people motivated. Working with an educational psychologist and a graphic illustrator, we were able to identify that people do not always take part to improve their health. Often for people experiencing isolation and loneliness the opportunity to meet others, to share experiences and build friendships were key motivating factors.



■ Tackling worklessness

We have funded food hygiene training for people living in our communities. Holding an up-to-date food hygiene certificate can help someone get paid employment or volunteer in their local community. Because this training is very practical, it can also help overcome a fear of learning, provide a sense of achievement and the motivation to move onto other things. For one mother of three in Shiregreen, who also cares for her disabled husband, it has meant an opportunity to meet new people and find paid work.



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



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