

Annual Report 2023



Connexus



Setting strong foundations

In a year filled with unprecedented challenges, Connexus has demonstrated resilience, adaptability, and unwavering commitment to its objective to provide good quality, affordable homes and services to our customers. Despite the uncertainty in our operating environment made worse by high inflation, we have managed to navigate through difficult times and achieve significant milestones that will strengthen our position for the future.

As we look ahead, the organisation's finances are strong. Funding is in place for the next three years, and this supports the investment initiatives that we plan to deliver in the 2023-26 corporate plan which will improve the quality and energy efficiency of homes for our customers.

We have a programme of continuous improvement in place to ensure our services are efficient, effective, and meet the needs of our customers. This involves a number of projects that will transform the way in which we deliver our services and we started with making significant changes to our repairs services this year. My thanks go to all our colleagues and external partners who have worked so hard on making these changes happen, and I look forward to seeing and hearing from our customers how these service improvements have delivered real benefits.

In this my first annual review, I would also like to thank John Barker who stepped down in October 2022 as chair of the Connexus Board, for his commitment and leadership over the past three years. I would also like to thank Richard Woolley, our chief executive, who will be leaving us in November this year after over four years with Connexus. Richard has seen many changes and leaves us in a strong position to become a leading organisation nationally, renowned for its expertise in the rural communities of which we are so proud. I thank him for his passion for Connexus and its customers, and the strong personal commitment he has had in his career to social housing more generally. A new chief executive, Kate Smith, will join us next year from Anchor Hanover and I look forward to working with her on the delivery of our corporate plan, built on these strong foundations.

Michele Ibbs
Chair of the Board

Forward focus

Following the achievement of regaining the G1 grading for governance from our regulator in 2021, this year presented a real opportunity for Connexus to revisit its purpose and focus on delivering what matters most to our customers. Strong governance has played a significant role in this, providing a foundation for improving services and adopting a customer-centred approach that we are striving for. With the guidance of our new chair, Michele Ibbs, we have set a new aim through our Corporate Plan 2023-26 - delivering "Good quality affordable homes for all."

This year has been challenging for our customers due to the cost-of-living crisis. In response, Connexus has invested more than ever before in our repairs and maintenance service, formed partnerships to assist customers, and made fundamental changes to tackle damp and mould issues. While we've started making significant changes to our repairs service, the true benefits will be visible to customers in the coming year.

Developing new homes remains important for Connexus in our commitment to the communities in Shropshire and Herefordshire. However, the economic climate has forced us to make tough decisions, leading us to sell properties that are economically unviable to improve to our desired standards. Wherever possible Connexus will reinvest this back into improving customers' homes and building new homes to ensure we sustain our communities.

As I step down from my role as Connexus chief executive this November, I am grateful for the privilege of serving in this position for over four years. I hope that the foundations we have laid together can be built upon by my successor to continue delivering good quality affordable homes for all.

I'd like to express my gratitude to John Barker, who retired as chair, and Victoria Tomlinson and Jo Tracey, former directors who moved on this year for their invaluable contributions.

Richard Woolley
Chief Executive



Acting on feedback and dealing with complaints

Feedback from customers is hugely important to Connexus. It is actively sought out, with customers regularly asked for their thoughts on how services are being delivered.

Connexus has been building on the principles laid down in its complaints procedure and policy, first launched back in January 2021. That means working harder than ever to resolve issues reported by tenants in a timely and satisfactory manner.

This process saw significant changes in 2022 following the introduction of a new complaint handling code from the Housing Ombudsman.

The new way of working helps deal with complaints fairly and effectively, giving customers a clear understanding of what is expected from each stage of the complaints process.

In the new process Connexus will try to resolve an issue speedily, as an 'early intervention'. If a customer's issue cannot be resolved as an early intervention, it will be logged as a complaint, to which the customer will receive a written response within 10 working days.

If a customer is not happy with the outcome/resolution proposed, the customer can request a review which is investigated by the complaints manager along with a head of service or director. Customers will receive a written response detailing the outcome and resolution, which can take up to 20 days. If a customer is still not happy with the outcome, they have exhausted the Connexus complaints process and can ask the Housing Ombudsman to review the complaint.

You can find out more about the complaints process by visiting the complaints section of the Connexus website connexus-group.co.uk/complaints or you can request a copy by contacting us in any of the ways listed opposite.



Making a complaint?

- Send a letter to Connexus, The Gateway, The Auction Yard, Craven Arms, SY7 9BW
- Email - hello@connexus-group.co.uk
- Post via social media - @weareconnexus
- Call - 03332 31 32 33
- In-person, when you see any colleague
- Use an online form - available on the Connexus website connexus-group.co.uk/contact



Compliments received 2022/23 **170**



Complaints received 2022/23 **122**

Complaints responded to within target - 70%

Often the total number of outcomes is slightly different to complaints received, because some complaints completed may have been received last year, and some complaints received may be completed the following year.

Complaint outcomes:



17 complaints were not upheld



41 were partially upheld



47 were upheld

Complaints self-assessment and contacting the Housing Ombudsman

You can read the Connexus complaints self-assessment by visiting the documents section of the Connexus website. The self-assessment explains how Connexus meets the Housing Ombudsman's code and gives examples of learning and how customer feedback is used to improve Connexus' service. If you do not have access to the Internet, you can request a copy of the complaints self-assessment by calling 03332 31 32 33.

The Housing Ombudsman Service, who can provide help and support can be contacted:

By phone: Tel: 0300 111 3000 / 9.15am-5.15pm: Monday to Friday

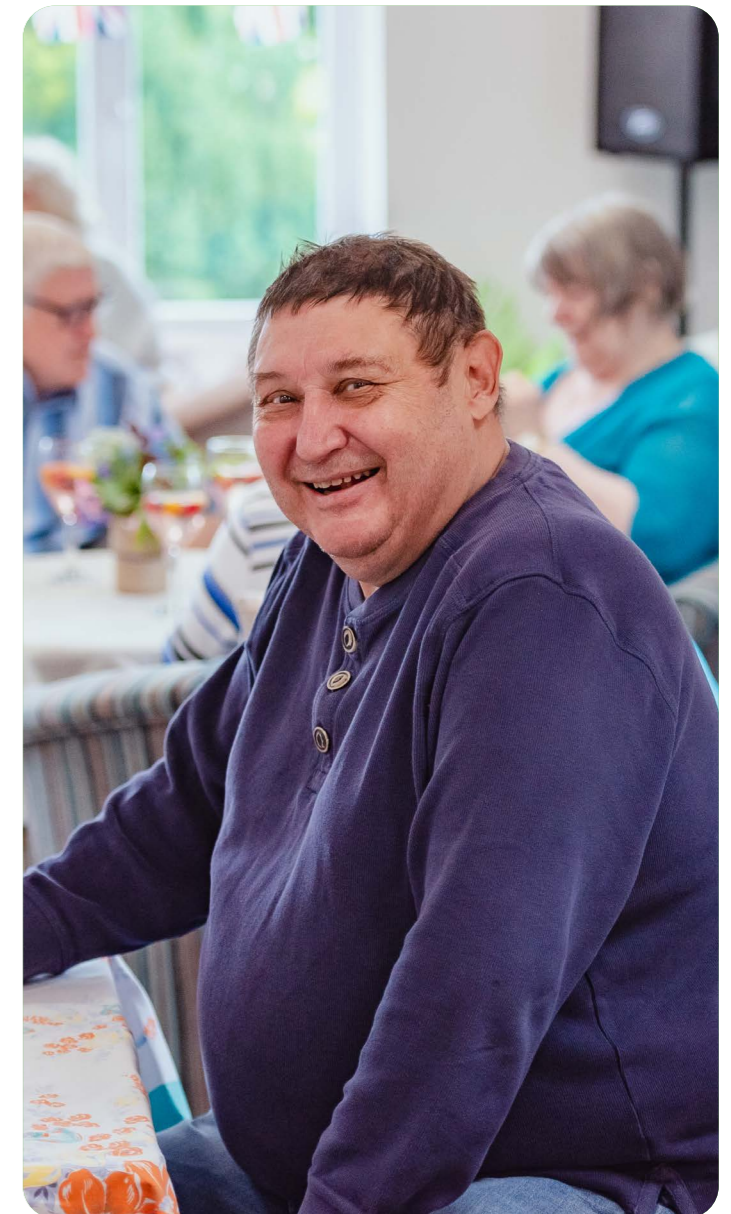
By post: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

By email: info@housing-ombudsman.org.uk

Online: housing-ombudsman.org.uk

Get the latest on how Connexus is performing

For more information about how the organisation is performing you can visit the dedicated customer feedback and performance page on the Connexus website. connexus-group.co.uk/customer-feedback-performance. This page includes comments from customers, and the latest satisfaction figures for key areas including repairs and property lettings. Connexus' customer magazine Connect also includes frequent articles about the process, and how Connexus is learning from complaints. It is published twice a year, in the summer and winter.





You said, we did

In addition to learning from complaints, customers continued to have their say on the services they received throughout 2022/23. Both text message and telephone surveys were used and enabled customers to give feedback easily. Every three months, Connexus reviewed all the feedback received with the findings reported to its senior management team. This allows Connexus to understand what is driving satisfaction and dissatisfaction, and what is needed to improve.

In 2022/23 Connexus made a number of changes and improvements to its services as a direct result of feedback including complaints, some of which are detailed opposite.

Customers told us they felt complaints weren't being handled effectively.

A new complaints process has been introduced which meets the Housing Ombudsman's Code. This has seen the number of complaints increase, which more accurately reflects the levels of dissatisfaction customers experience and enables Connexus to understand where service failures are and address them more effectively.

New Tenant Satisfaction Measures have also been introduced which will enable Connexus to further analyse where things are going wrong and monitor emerging issues.

Customers said they were experiencing damp and mould issues in the home.

Property health checks have been introduced and are monitored closely. A new process has also been created and Connexus now works with specialist contractors to get the right support to customers sooner. When repair work is needed to resolve an issue that is causing damp, condensation and mould, it is given a high priority by the repairs team.

Customers told us they have to speak to people in different departments to try and find out what's happening with their repair.

Work was carried out to provide the customer service team with access to the repairs system and they were trained on how to use it. The team can now support the repairs team in answering basic enquiries, removing the need to transfer a call or arrange for someone to call back.

Customers said communications they receive isn't always relevant and can be too corporate.

Connexus overhauled the twice-yearly customer newsletter, working with customers to improve both its look and the information it includes. Information on the website is also more frequently updated and written to be more easily understood. Information which customers might regularly need, such as energy advice, tenancy advice and support with the cost of living, now feature on social media and in Connect magazine for those without access to the internet.

Customers told us they felt disappointed when they didn't receive improvement work which was promised in writing a few years ago.

The Connexus asset management team has changed its process and now only send letters to customers about improvement work if it has been confirmed to be completed in the next financial year. This helps manage expectations about what work will be done when, reduces frustration and complaints.

Independent Living customers said day-to-day communication around services needed to improve.

More regular updates are now being sent to Independent Living customers about their service and any operational issues which may affect them, including how their service levels are agreed. This change helps improve customer awareness of what's expected, prevents frustration, and reduces the number of enquiries the customer service needs to handle.

Customers said replacement rent payment cards take too long to arrive.

The customer services team can all now order cards. Previously this was handled by one person who worked in another department at Connexus.



Involving customers

Connexus encourages customers to get involved and help shape the delivery of its services.

There are lots of ways to do this, ranging from focus groups and consultations, customers having their say in surveys or even becoming part of the resident scrutiny team or taking part in a tender for a new supplier. And whether customers have lots of time to give, or just a few minutes - there are lots of options to help improve the service

In 2022/23 there were over 50 formal customer consultations carried out, involving over 330 customers - more than 100 of which got involved for the first time. Here are just a few things customers supported Connexus with through consultation:

Connect Magazine

In spring 2022, customers took part in virtual and in-person sessions, reviewing the existing Connexus newsletter and suggesting ways it could be improved. This included more local stories about what's happening in the community, less corporate news, and things to try like games and recipes. Customers also wanted the newsletter to be more visually appealing.

The communications and marketing team went away and created some design options, which customers then scored in a further consultation. The winning design was chosen, with the first full edition landing on doorsteps in September 2022. Since then features and articles have covered everything from days out on a budget to answering customer questions about water leaks and home contents insurance.



Damp, mould and condensation review

Involved customers helped review how Connexus handles reports of damp, mould, and condensation by examining a customer's experience when reporting issues.

Through their own experiences, and by talking to other customers and Connexus teams, they made recommendations they felt would support the customer further. These included more face-to-face visits, more thorough checks and creating a knowledge base for colleagues to be able to distinguish between damp, mould and condensation when reporting issues to Connexus. As a direct result of the feedback provided, new customer information has been created and a more robust process developed which included the appointment of a specialist contractor to help diagnose reports and tackle issues more quickly.



Repairs and fencing standard

In autumn 2022, customers took part in an online consultation about a proposed new repairs policy and fencing standard. The new draft policy, which had already been developed with customer feedback from surveys, complaints, and compliments was designed to be shorter and easier to understand to better manage expectations. It was also driven by customer needs, not by categories and it also outlined ways to keep the repairs service more consistent throughout the year.



Customers fed back on a number of points, including the proposal for MOT style home services and the balance between landlord and tenant responsibilities. There was also a desire to see further improvements to the repairs service, feedback which has been taken on board and implemented as part of Connexus' next corporate plan for 2023-2026.

Corporate plan

In early 2023, members of the Connexus executive team met with customers to share an early draft of the corporate plan to get feedback. The draft plan included three specific areas including transforming the repairs service, investing in existing homes and improving customer service and access. The customers who were consulted were supportive of the customer-centred plan approach and were invited to be at the launch of the plan alongside colleagues in July 2023.



Delivering for communities

Throughout 2022/23, Connexus continued to support good causes and local groups through its Community Development Fund (CDF) and other grants and donations. Projects from across Herefordshire and Shropshire can apply to the CDF for up to £3,000.

Here are some of the projects that Connexus supported and delivered in 2022/23:

Walters Workshop

A community workshop received £1,260 after applying for funding through the CDF. Walters Workshop, set up and run by volunteers, repairs everything from broken vacuum cleaners to garden furniture for the benefit of the local community.

The money was spent on new racking and shelving which helped the workshop store items much more easily. The group are also hoping to develop a website in the future to promote Walters Workshop and communicate with a wider audience.



Hereford Dynamix Trampoline Club

Hereford Dynamix Trampoline Club received funding from Connexus' Community Development Fund to purchase 1200 foam protective socks for foam blocks used to land on when dismounting. The club worked with the children to put the socks on which took four days in total.

Sam from Hereford Dynamix said: "The contribution of funding has helped ensure the foam will last a lifetime and continue to bring smiles and happiness to everyone having fun trampolining."



Outdoor furniture for Independent Living schemes



Connexus' communities team invested over £11,000 in new outdoor furniture sets for residents to enjoy at Independent Living schemes. Outdoor table and chair sets were delivered to 19 Independent Living schemes, encouraging residents to socialise while getting outdoors.

"Connexus recognises the value of outdoor spaces and socialising, with the Covid-19 pandemic bringing the benefits of these activities into sharp focus. This outdoor furniture will allow residents to have spaces where they can chat with others, or simply enjoy some different surroundings," said Jacqui Gears, customer experience manager at Connexus.

GOAL community group

Connexus gifted computer equipment to local community group GOAL (Getting Older Adults Online). The new equipment allowed more learners at its sessions to get hands on with technology and become familiar with using the world wide web. Skills taught at the sessions are used at home for everything from online shopping to keeping in touch with friends and family.

As well as gifted laptops, the group made use of Connexus conference facilities to run training sessions. The sessions have proved so popular, there is now a waiting list, with more and more older local people coming forward to learn about the benefits of computing.



Shropshire Hills Discovery centre transfer

Just before the end of the financial year, a deal was struck to transfer the ownership of Shropshire Hills Discovery Centre and lease 12 hectares of surrounding meadow land to a local charity.

The centre had been owned by Connexus since 2014 and managed by local charity Grow Cook Learn. The deal saw outright ownership transferred free of charge to the charity, and 12 hectares of local meadow gifted to Craven Arms Town Council, which lease it to Grow Cook Learn. The move will enable the new owners to seek additional funding to deliver a range of ambitious projects in and around the centre, benefitting the community and local wildlife.

On completion of the deal, Richard Woolley, Connexus chief executive said: "We're pleased to contribute to the long-term sustainability of a much-loved local amenity by transferring the freehold of the centre to Grow Cook Learn.

"The gifting of the meadows to Craven Arms Town Council will ensure that it is in public ownership again and we're delighted Grow Cook Learn have come to an agreement with the town council to manage the area. We wish the Shropshire Hills Discovery Centre the very best for the future."



Applying for funding

Connexus welcome applications for funds and assistance for new and existing projects. If you feel your project meets the criteria for the Community Development Fund, then apply for funding on the website at connexus-group.co.uk/CDF.

You can also get in touch by calling 03332 31 32 33 and asking to speak to Sian or Jacqui in the customer engagement team.



Supporting customers

Connexus provides essential support services across its operating area for customers and those living in local communities, whatever their age and circumstances. Wherever possible teams work to maintain tenancies and support customers through challenging situations and often traumatic life events.

Accommodation options at Connexus' Independent living schemes provide much-needed support for older and vulnerable people. The Falls Responder and Falls Care Navigator teams also provide support for older and vulnerable people and can provide a quick response to those in need - working alongside the ambulance service and the NHS. Connexus is currently also able support those in Shropshire through its prevention support team, who help customers maintain their independence and can support with a range of issues.

Connexus' domestic abuse services provides person-centred support across communities in Shropshire and help those in need take their first steps to rebuild their lives. This includes extensive support options for men, women, and children.

For younger customers, Connexus Younger Persons service is available - offering specialist accommodation and support at sites in Shropshire and Herefordshire.

And where action is needed to prevent homelessness, anti-social behaviour or provide debt advice, Connexus' tenancy sustainment team are available to help, working in partnership with other specialists and organisations to provide tailored support.

Over the past 12 months, Connexus' support teams have worked to deliver innovative new support initiatives, expanding what's on offer and helping more people as a result.

Connexus hardship fund

The Connexus hardship fund was introduced to provide direct financial assistance to tenants and shared owners who are suffering hardship. Assistance is considered for those who have a genuine financial need but are unable, or not easily able, to source help elsewhere.

The fund can be accessed on behalf of customers by colleagues where all other avenues of financial support have been exhausted or where no other support is available. Referrals can be made while undertaking pre-tenancy assessments, supporting with arrears, during transfers and tenancy conversations or when providing help with hoarding, anti-social behaviour or following repair visits.

The fund is not designed to provide ongoing support to customers but to cover one-off expenses where there are no other resources available. Once referred to the fund, Connexus can offer continued support through its tenancy sustainment team. For wider affordability issues the organisation's prevention support team and housing officers provide support.

In 2022/2023 23 individual referrals were made to the fund of which 19 were accepted and paid.

Marches Energy Agency partnership

Connexus started a partnership with Marches Energy Agency (MEA) in September 2022. The partnership helps support customers with heating and utility advice and guidance,

At the end of March 2023, 98 referrals had been made, 55 of which had been fully resolved with 43 receiving ongoing support. Support has been largely provided over the telephone with two home visits. In addition, an event attended by over 20 residents held in Church Stretton, Shropshire, was extremely successful, with specialists from MEA on site for around two hours providing advice on keeping warm, accessing help and how to apply for things like free lightbulbs. Free items were given out and leaflets left with customers in case further advice was needed in the future.

Further events took place in May 2023 and throughout the summer to prepare customers for the colder winter period.



Help for rough sleepers

In March 2023, the RESET project was launched. RESET is a lifesaving multi-agency service which provides drug and alcohol treatment support for rough sleepers and those at risk of rough sleeping across Shropshire. RESET's multi-agency team provide holistic support services for rough sleeping communities including domestic abuse support, adult social care, housing support and mental health treatment.

The RESET team is made up of Shropshire Council, Shropshire Domestic Abuse Service (SDAS, operated by Connexus), With You at Shropshire Recovery Partnership, the Midlands Partnership Foundation Trust (MPFT), The Shrewsbury Ark and Intuitive Thinking Skills.

Improving the repairs service

A big focus for Connexus in 2022/23 was laying the groundwork for the transformation of the repairs service which will provide a better, more effective and efficient customer experience. Work on this was split into several strands, covering the fleet of vehicles, materials used, staffing, skills, and the provision of effective IT services.

Changes to staffing structures took place 2022/23, with additional posts provided to support colleagues and ensure consistent quality when repair work is completed. Planning for a new partnership which would allow trade colleagues to collect materials, have them delivered to site or kept as stock on their vehicles also moved forwards significantly in the year, with a contract now in place with building supplier Huws Gray.

Planning for a new IT system also got off the ground, designed to provide better appointment scheduling and fewer missed appointments. A website portal will also be delivered as part of the project, allowing the online booking and tracking of repairs.

The transformation of the repairs service remains a key priority for Connexus, and forms part of the new corporate plan, which was developed with input from customers. The plan runs until 2026.

Repairs and maintenance budget

In 2022/23 Connexus spent £17.6m on both routine and planned maintenance of its customers' homes, compared to £14.4m in the previous year.

Repair jobs and satisfaction



Jobs completed by the repairs team

32,744



Repairs completed in first visit

95.60%



repairs completed in target time frame

78.30%



Customer satisfaction with repairs

86.30%



Continued investment in homes

In 2022/23 Connexus' invested £14.5m in improvement work on existing homes, a 26% increase over the year before. The additional funding reflects the organisation's commitment improve the quality and efficiency of homes.

The programme of was split into five principal areas covering regeneration, Decent Homes, fire prevention, energy efficiency, and structural work. Investment aimed not only to improve homes for customers but also increase kerb appeal, making sure homes remained visually appealing for those who live in and around them.

Fire safety and prevention was also high on the agenda with more than £1million invested.

The programme budget for 2022/23 also included around £673,000 for minor estate repairs including tree surveying, adaptations, and fencing.

New technology helped those in the most rural locations

Air source heat pumps were installed in 35 homes that traditionally relied on expensive, unreliable heating systems or those in rural properties which were off the gas grid. The installation of air source heat pumps also saw additional retrofit work completed to help solve damp issues that have been identified in older properties, bringing them up to modern standards.

Retrofit programme got underway

2022 saw Connexus begin a programme of retrofit work to improve the energy efficiency of over 230 properties across Shropshire and Herefordshire.

A large scale-project was completed in Hereford, where flats with 'Cornish-style' tiled roofs had vastly improved external insulation installed (among other improvements). The result was a completely modern look for much more energy-efficient homes. Further funding from the Government's Social Housing Decarbonisation Fund has been successfully secured to roll out the works to a further phase on similar blocks elsewhere in Hereford.

You can watch a documentary film about the improvement work carried out in Hereford on the Connexus YouTube channel: [youtube.com/@weareconnexus](https://www.youtube.com/@weareconnexus).



Refurbished Cornish style homes in Hereford


Connexus' improvement programme in numbers

 **121**
Kitchens

 **80**
Bathrooms

 **107**
Rewires

 **101**
Heating systems

 **362**
Boilers

 **50**
Windows

 **205**
Doors

Developing new places and spaces

Connexus' focus when it comes to building new homes is to deliver good quality, affordable housing which meets the needs of those living in communities across Herefordshire and Shropshire. As one size or type of home doesn't suit everyone, Connexus builds a mixture of affordable and social rent, shared ownership, and Independent Living homes.

In 2022/23, Connexus delivered 211 new homes in places like Broseley, Church Stretton, Hereford, Orleton, Priorslee and Moreton on Lugg.

Costs for labour, materials and land have all made building homes more expensive over the past 12 months, however Connexus is still committed to delivering a minimum of 200 homes each year.

In total £24.9m was spent on new homes in 2022/23, £2.9m of which was delivered through grant funding from Homes England, with £400k received through other grants.

Behind the build - Connexus developments in 2022/23

Specialist new homes at Pine Grove

Connexus worked with Herefordshire Council and construction partner G P Thomas to complete work on eight bungalows and one three-bedroom property at Pine Grove and Chestnut Drive, in the heart of Hereford. The new homes replaced eight bungalows, constructed from prefabricated concrete, that had sadly fallen into a state of disrepair and were not energy efficient. Two residents returned to brand new replacement homes, joined by new tenants from the accessible homes register, with specific identified needs.

All eight bungalows have been designed with the specific needs of each tenant in mind. Herefordshire Council and their team of occupational therapists provided grants for specialist equipment that some tenants require. Nearing the completion of the construction phase, tenants were invited to their new homes to assist occupational therapists in the final decisions about where any grab rails and other accessibility aids could be placed. Besides having their accessibility needs met, tenants were invited to have input into decisions around the colours and finish of the new kitchens and flooring in kitchens and bathrooms.

Back on track in Ledbury

The Full Pitcher site at Ledbury suffered a setback in October 2022 when the primary contractor fell into administration. Responding to the situation, Connexus took on management of the development in-house, recruiting many of the contractors and subcontractors already employed on the site. By December 2022, teams were back on site and construction was once again underway.

Connexus is now on-track to deliver the 93 good-quality affordable homes as originally planned. The development will be completed in two stages, with the first phase due to be completed by Autumn 2023 and all residents expected to have moved into their new homes by Spring 2024.

Reflecting local housing need, the development includes 41 x two-bedroom houses, 44 x three-bedroom houses, 6 x one-bedroom houses and 2 x two-bedroom bungalows. These properties will be offered with a mix of affordable rent, rent-to-buy and Shared Ownership contracts.

In 2022 Connexus invited the children of Ledbury Primary School to run a street naming competition for the new development. Honouring the late Queen Elizabeth II, the winning names were Platinum Way, Duke House, and Monarch House.

Cause for celebration

In July 2022, Connexus celebrated its fifth anniversary. Since it was formed in 2017, the organisation has been committed to developing new affordable places to live across the two counties. Connexus also has invested in specialist accommodation too, including housing for young people, those fleeing domestic violence and Independent Living schemes for older people.

Here's some of Connexus development highlights from its first five years.



Callaughtons Ash

Connexus' first Passivhaus scheme unveiled in 2018, featured 12 affordable homes in Much Wenlock, Shropshire. It won low energy project of the year at the 2019 Structural Timber Awards and featured in The Sunday Times.



Brummie Stokes Court

Named after the SAS veteran who scaled Mount Everest three times, Brummie Stokes Court was opened in 2019. Comprised of 35 one and two-bedroom apartments, the scheme was built on the site of a former pub in Hereford.



Bath Street

Opened in spring 2023, Bath Street features 74 new build apartments in Hereford for affordable and private rent built on the site of a former Victorian working boys' home.



Llewelin House

Named after Philip Llewelin (23 October 1940 - 1 July 2005), a British journalist and writer born in Oswestry, Independent Living scheme Llewelin House is made up of 38 apartments and was officially opened in 2023.



Oak Meadow

Unveiled in 2020, Oak Meadow featured 24 new affordable homes for rent and shared ownership for residents in Bishops Castle, South Shropshire. During construction, the scheme was visited by Robert Jenrick MP, Secretary of State for Housing, Communities and Local Government at the time.


 Total number of Connexus homes
10,230

 New homes built in 2022/23
211

Including:

 **73** homes for shared ownership

 **37** social rent homes

 **73** affordable rent homes

227 new homes were also in progress at the end of the financial year.





Keeping customers safe

The health and safety of customers and colleagues remains the highest priority for Connexus. To achieve this, comprehensive measures are in place. Legionella risk assessments are conducted, and regular monitoring is implemented to mitigate any potential risks. Additionally, a yearly random audit of domestic properties is carried out to maintain safety standards.

All communal areas undergo annual fire risk assessments, coupled with regular inspections of fire doors to guarantee optimal safety. Connexus' commitment extends to regular servicing of passenger lifts every two months, accompanied by insurance inspections every six months. Domestic stairlifts and hoists receive services every six months, complemented by regular insurance inspections to ensure their reliability.

Furthermore, all Connexus properties are equipped with smoke and carbon monoxide alarms, which are meticulously checked as part of an annual servicing and maintenance programme. All those living in Connexus homes are encouraged to report any concerns they have, allowing any issues to be dealt with swiftly - maintaining the highest safety standards possible.

Connexus also asks customers to give access to their homes for much needed health and safety checks.



Gas safety compliance at 31st March

99.90%



Oil safety compliance at 31st March

96.25%



Solid fuel safety compliance at 31st March

96.82%



Communal compliance Legionella

100%



Communal compliance fire safety

100%

Governance, performance and value for money



Regulatory rating

Regulatory judgements are required for all housing providers who own 1,000 or more homes for social housing. They are reviewed regularly by the Regulator of Social Housing and determine whether a provider is meeting the regulator's governance and financial viability standards.

Connexus holds the highest possible G1 regulatory rating for its governance arrangements.

In 2022, the organisation's financial viability rating moved from V1 to V2. A V2 rating means Connexus still meets the regulator's viability requirements and has the financial capacity to deal with a reasonable range of scenarios but needs to manage material risks to make sure it remains compliant with regulatory standards.

Connexus was one of a number of housing providers across the country to receive a regrade to its viability rating as the UK faced and continues to face economic uncertainty.

Connexus holds an A3 Moody's financial agency rating, making it financially sound and resilient.

Better Value Together

Connexus calls its value for money activity Better Value Together. Getting value for money is extremely important, particularly when it comes to getting the balance of understanding right about what matters most to customers. Connexus always want to get the best possible service for the best price, but that doesn't always mean going for the cheapest option.

You can find out more about how Connexus gets the best possible value for money by visiting the dedicated

Better Value Together page on the Connexus Website at connexus-group.co.uk/vfm

Better Value Together log and efficiency savings
Connexus' Better Value Together log shows the savings delivered through the year by operating effectively, avoided certain costs or through savings totalled £962,000.

During 2022/23 Connexus also delivered £645,000 of financial efficiencies.

The savings or efficiencies made are reinvested into the delivery of services or the development of new affordable homes.

Tenant satisfaction measures

In 2022/23 work was completed to make sure Connexus was ready to report against new Tenant Satisfaction Measures - a requirement of the regulator.

Tenant Satisfaction Measures allow customers and the Regulator of Social Housing to more easily scrutinise how social landlords like Connexus are performing.

At the start of the new financial year in April 2023, there were 22 measures covering five areas including building safety and repairs. These are recorded through regular surveying and by monitoring services directly.

Accounts and financial statements

If you'd like to see the full set of financial accounts for Connexus, these are available by visiting the documents page of the website, which you can find in the About/Contact section.

Get in touch

To get involved with Connexus please visit
connexus-group.co.uk/be-involved

You can also contact us by:

Calling: 03332 31 32 33
Emailing: hello@connexus-group.co.uk
On social media: @weareconnexus

By post:

Connexus
The Gateway,
The Auction Yard,
Craven Arms,
SY7 9BW

This annual report has been developed to provide Connexus customers with an in-depth look at how the organisation performed and what it achieved in 2022/23. It covers activity during the financial year, between 1 April 2022 and 31 March 2023. For the latest information on how Connexus is performing, please visit the customer feedback and performance page on the website.