

Lincolnshire Rural's Calendar 2023

NORTH
LINCOLNSHIRE
MUSEUM



HUBBARDS
HILLS



DONNA
NOOK



LINCOLN
CITY



WOLDS
WALKING
FESTIVAL



BOMBER
COMMAND
CENTRE



AUMBER
WALLED
GARDENS



LINCOLNSHIRE
COAST



TATTERSHALL
CASTLE

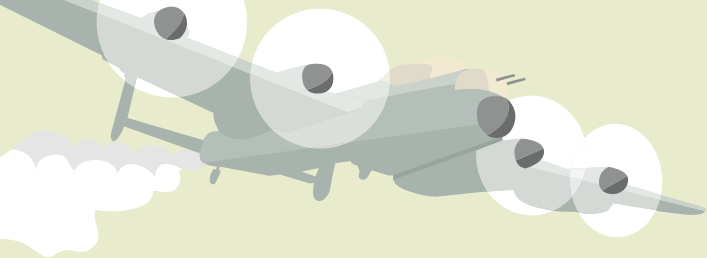


CRANWELL
AVIATION
HERTIAGE



AYSCOUGH FEE
HALL





LRHA's 2021/22 Annual Review

This Annual Review is a summarised version of the Annual Report, which is the detailed account of LRHA's operations and activities throughout the financial year ended 31 March 2022.

The legacy of the pandemic and how it will affect people, organisations and the wider operating environment is starting to be understood. The Covid-19 pandemic has been an unprecedented event, and throughout 2021 / 2022 has continued to affect organisational efficiency, effectiveness, and economy of operations, although good performance in many areas has been sustained, and there were many successes to celebrate.

LRHA was formed in May 1986, by a few public-spirited people, for the benefit of the community. After more than 35 years LRHA's founding principle, overall objective and social purpose remains the same. Our overall objective is to be of benefit to rural communities. Quality affordable homes are provided to over 1000 rural people. The rental income received is invested back into affordable housing and services for communities throughout Lincolnshire, Rutland, Kings Lynn and West Norfolk.

LRHA, as other housing associations, has a significant impact, and is accountable and responsible to the communities served. The Annual Review and Report illustrates how LRHA has contributed social value, or non-financial positive impacts, to rural communities and people.

Housing associations are not just businesses based on bricks, mortar and rent collection. They are about providing access to adequate, safe, and affordable housing. Covid-19 has continued to highlight the importance and inequalities of affordable quality housing, and the impact on health, mental health and well-being. The most significant impact of Covid-19 was the realisation that a decent, affordable home is essential for people's health, well-being, education, and access to work. Truly affordable

social housing has direct positive impact on education, assists people into decent work, and can provide a route out of poverty. LRHA's innovation and commitment over many years has helped reduce energy consumption, provided affordable energy, assisted with fuel poverty, and contributed to tackling climate change. This has not come about by having worthy Policies, but a determined and active strategy that has and will deliver over the long-term.

LRHA is socially motivated, we are steadfast in our commitment to ensuring our residents are at the heart of what we do and upholding our beliefs of being an organisation who is innovative, caring, and excellent at our work. LRHA's **Mission** is **'To Provide Energy Efficient Homes for Rural People in Need'**, with a **Vision** of **'Helping to Maintain Sustainable Rural Communities'**.

The Association is governed by a Board of Management comprising of up to eleven non-executive Members (92%), and one executive Member, (8%). Up to 31 December 2021, Non-Executive Board Members were voluntary unremunerated Members. Board remuneration commenced on 1 January 2022. The Board has excellent skills and experience to provide the important strategic direction required. The Board is committed to remaining an independent rural specialist and continuing as a top performer.





Lincolnshire Rural Housing Association welcomes you to its 2023 calendar.


With the current rise in the cost of living, we have all felt the pinch over the last couple of years. This calendar is all about showing you what the beautiful county of Lincolnshire has to offer and suggests the best days out which are completely free!

Discover a host of exciting things to do in Lincolnshire. From the rolling countryside with historic market towns and villages, to an award-winning coastline and Britain's Best Small City. There is so much to see and do in this county of contrasts.

Head to the Lincolnshire coast for the traditional English seaside experience. Entertainment is never in short supply - from fun on the beachfront with fish 'n' chips to all the fun of the fairground.

Discover exquisite formal gardens, picturesque country parks and wild flower meadows. Enjoy peaceful strolls and being amongst some of the county's finest gardens and country parks.

We have hand picked some of the best and free days out that Lincolnshire has to offer!





A Year of 'Significant Change'!

2021/ 2022 was another period of major sector change with significant future implications, which caused an additional layer of work for governance and senior management during the year.

There have been many sector changes and issues that the Board and Staff have progressed. These include: the induction of a new Chief Executive Officer (CEO), Rachael Fullwood in June 2021; adoption of and working towards compliance with the latest National Housing Federation Code of Governance in 2020 (the Code); compliance with the Ombudsman's complaints handling process; implementation of Member remuneration; and changes to Consumer Regulation and introduction of Tenant Satisfaction Measures.

With a new CEO taking post in 2021, LRHA saw this as a good opportunity to assess the overall governance function. The assessment did not just look at the underpinning governance architecture, the policies, and processes, but also how the Board and senior team are embracing the key themes in the new Code of Governance and White paper such as culture, diversity, resident engagement and addressing the environmental challenges (including zero carbon targets).

An independent Governance Review was undertaken in 2021/22. An action plan is being developed to incorporate the recommendations which includes changes to the governance structure which will be implemented over the next two years.

The CEO and Deputy Chief Executive are progressing a project to develop our HR/ People Strategy, this will include a review of organisational design, job evaluation, and competency frameworks. We will work across the organisation to develop new ways of working that drive a high performance culture; a flourishing and professional and flexible workforce, which is resident focused; and develop enhanced performance management to cultivate talent and drive excellent performance. We want our residents to feel that their experiences are understood and reflected in our approach to service delivery, and that a career with LRHA is open to all. LRHA are socially motivated, we are steadfast in

our commitment to ensuring our residents are at the heart of what we do and upholding our beliefs of being an organisation who is innovative, caring, and excellent at our work.

We want to have appropriate resident representation on the Board; and are looking at this as a part of a wider review of our committee structure and delegated authorities, which will help identify our preferred route to achieving Board representation.

We want to link our engagement with our residents to our journey to 'Net Zero' and Decarbonisation/ Environmental Strategy and our wider Corporate Strategy, which includes growth, investment in existing stock, digitisation etc.

We are facing an incredibly demanding and ever-changing operating environment. The key external and political operating environment challenges include inflation is at a 40-year high, increasing costs, the energy crisis, and the post 2025 rent settlement.

It is essential that our residents know what support is on offer, as people will be vulnerable now who have never been vulnerable before.

The needs of current residents must be balanced with future demands; and choices must be made between essential ongoing investment in the existing housing stock and contributing to new supply.

We are committed to working across the organisation to develop new ways of working that drive a high-performance culture.

We have set out clearly defined ambitions to move forward positively, and adapt to the ever changing world and challenges we face of helping our communities by providing energy efficient homes for rural people in need in an innovative, caring and excellent way - our Mission, Vision, and Values.

Lesley Robinson LLB (Hons)
Board of Management Chairman

Rachael Fullwood (CIHCM)
Chief Executive



Where: Oswald Road, Scunthorpe, DN15 7BD

NORTH LINCOLNSHIRE MUSEUM

Discover the history of North Lincolnshire at the free museum near the centre of Scunthorpe.

A visit to the Museum is a step back in time through fascinating hands-on displays. Learn about some of North Lincolnshire's amazing objects and stories. Explore the geology, local history and archaeology galleries.



JANUARY

01	SUN	New Year's Day	17	TUE	
02	MON	New Year's Day Bank Holiday	18	WED	
03	TUE		19	THU	
04	WED		20	FRI	
05	THU		21	SAT	
06	FRI		22	SUN	
07	SAT		23	MON	
08	SUN		24	TUE	
09	MON		25	WED	Burns Night
10	TUE		26	THU	
11	WED		27	FRI	
12	THU		28	SAT	
13	FRI		29	SUN	
14	SAT		30	MON	
15	SUN		31	TUE	
16	MON				

Lincs Rural's Staff Team

JULY 2022



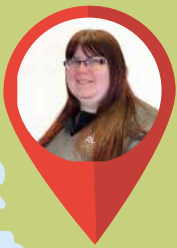
CHIEF EXECUTIVE
RACHAEL
FULLWOOD
CIHCM



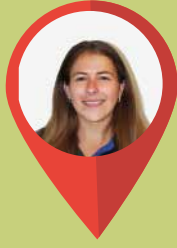
**DEPUTY CHIEF
EXECUTIVE**
MICHELLE TURNER
ACMA, CGMA



**HEAD OF
OPERATIONS**
ANDY HAIME
DipSurvPract



**EXECUTIVE &
GOVERNANCE
ASSISTANT**
SAM RIGGELL



INCOME MANAGER
MARJI SEIDEL



**FINANCE
MANAGER**
ROCHELLE NEL



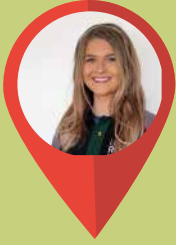
**RESIDENT
ENGAGEMENT
MANAGER**
KATIE TAYLOR



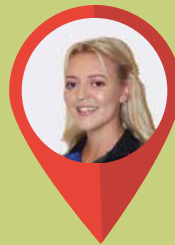
**EXECUTIVE
SUPPORT**
JANE ALLEWELL



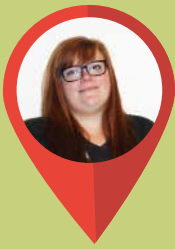
**EXECUTIVE
SUPPORT**
LEE HYNES



**RESIDENT
ENGAGEMENT
ASSISTANT**
LEAH COXELL



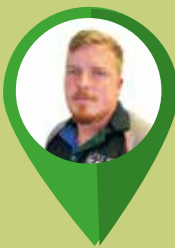
**COMMUNICATION
SPECIALIST**
OLIVIA APLETREE



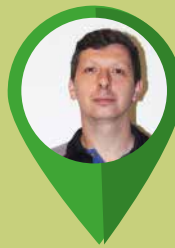
**HOUSING REPAIRS
CO-ORDINATOR**
KEYLEIGH
FOUNTAIN



**HOUSING ESTATES
ASSISTANT**
KELLIE GARDNER



**MAINTENANCE
TECHNICIAN**
JAMIE BOONE



**ELECTRICAL
TECHNICIAN**
SHANE YORK



**MAINTENANCE
TECHNICIAN**
TERRY JOLLANDS

LEADERSHIP TEAM

STAFF TEAM

MAINENANCE TEAM



Where: North Rauceby, Sleaford, NG34 8QR



CRANWELL AVIATION HERITAGE MUSEUM

Royal Air Force College Cranwell (the first Military Air Academy in the world) is probably the most famous landmark in Royal Air Force (RAF) history. The Cranwell Aviation Heritage Centre portrays the fascinating story of this historic establishment from its early days as a Royal Naval Air Service base to the current day.

Discover the history of the RAF Cranwell/RAF College Cranwell through artefacts, story boards, displays and exhibits.



FEBRUARY

01 WED

02 THU

03 FRI

04 SAT

05 SUN

06 MON

07 TUE

08 WED

09 THU

10 FRI

11 SAT

12 SUN

13 MON

14 TUE

Valentines Day

15 WED

16 THU

17 FRI

18 SAT

19 SUN

20 MON

21 TUE

Shrove Tuesday

22 WED

23 THU

24 FRI

25 SAT

26 SUN

27 MON

28 TUE

Lincs Rural's Governance Team



This 19th Century double walled garden has been reimagined with many quirky and different planting areas. On site there is a plant stall selling locally grown and supplied plants often with rarer varieties being available. The tea room serves delicious home baked food, there is always vegan and GF options available. The shops are full of wonderful homeware, garden tools, furniture, garden mirrors and ornaments.

Where: Lincoln Road, Horncastle, LN9 5NL

MARCH

01	WED	St David's Day	17	FRI	St Patrick's Day
02	THU		18	SAT	
03	FRI		19	SUN	
04	SAT		20	MON	
05	SUN		21	TUE	
06	MON		22	WED	
07	TUE		23	THU	
08	WED		24	FRI	
09	THU		25	SAT	
10	FRI		26	SUN	Daylight Saving Time Starts
11	SAT		27	MON	
12	SUN		28	TUE	
13	MON		29	WED	
14	TUE		30	THU	
15	WED		31	FRI	
16	THU				

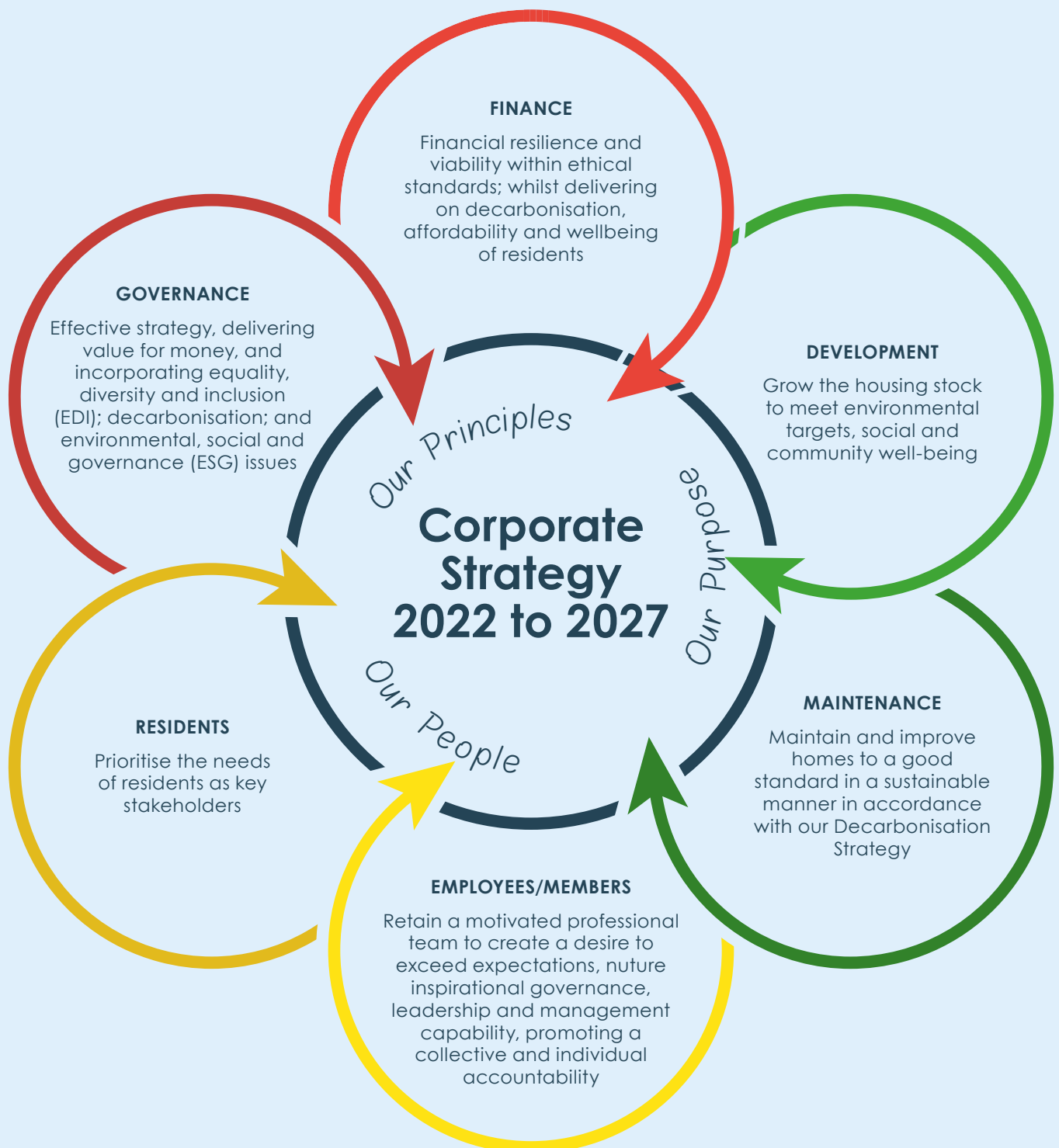
Lincs Rural's Strategy

The Board of Management's objective is to maximise delivery of the Corporate Strategy whilst sustaining long term viability and providing Value for Money (VfM). The Corporate Strategy relies on continued governance effectiveness, taking account of statutory and regulatory compliance, and ensuring debt servicing and operating costs are sustainable. The Corporate Strategy seeks to ensure existing properties are well maintained, whilst the development and acquisition of additional affordable homes is maximised.

Our Vision Helping to Maintain Sustainable Rural Communities

Our Mission To Provide Energy Efficient Homes for Rural People in Need

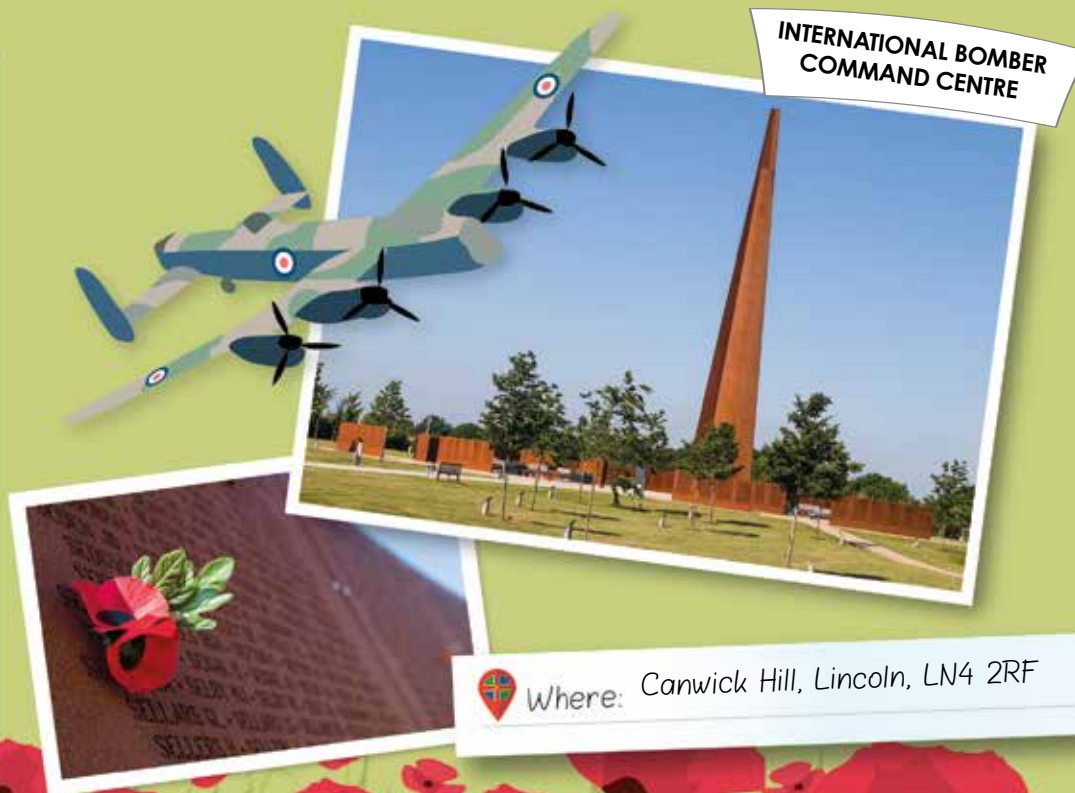
Our Values Innovative, Caring and Excellence



The Bomber Command Memorial spire and walls are free to visit, with stunning views back over the city of Lincoln.

The International Bomber Command Centre (IBCC), via its digital archive, delivers the most comprehensive coverage of Bomber Command in the world including the contribution and effect on over 60 countries. Free guided tours are available of Spire Memorial and Peace Gardens daily every half an hour.

An educational interpretation centre with full visitor facilities including a state of art exhibition over three galleries telling the core themes of the project: Recognition, Remembrance and Reconciliation (admission charged). The exhibition includes the first-hand testimonies of those who survived.



INTERNATIONAL Bomber
COMMAND CENTRE



Where: Canwick Hill, Lincoln, LN4 2RF

APRIL

01	SAT	16	SUN
02	SUN	17	MON
03	MON	18	TUE
04	TUE	19	WED
05	WED	20	THU
06	THU	21	FRI
07	FRI	22	SAT
08	SAT	23	SUN
09	SUN	24	MON
10	MON	25	TUE
11	TUE	26	WED
12	WED	27	THU
13	THU	28	FRI
14	FRI	29	SAT
15	SAT	30	SUN

Good Friday

Easter Sunday

Easter Monday

St George's Day

Headline Performance at Lincs Rural

Corporate Strategy performance and achievement is detailed in the Annual Report.

Particularly strong performance was delivered in income recovery, back-to-back lettings, and low voids, which reinforced financial viability and the 'Finance' Objective.

At the end of the financial year all properties were occupied. There were 23 re-lets during 2021/22, seven general needs properties of which incurred a void period of 15 weeks in total. This is an excellent achievement particularly due to the continued impact of the pandemic during the year. This provides evidence that the use of assets has been significantly maximised, particularly taking account of the rent collected.

Rent arrears at year end were 0.82%, again placing the Association amongst the highest achievers in the sector during a period of increasing austerity and financial hardship. Staff focus was on assisting residents to sustain their tenancy, evidencing achievement of Strategic Objective 'Prioritise the needs of residents as key Stakeholders'.

The Association's ongoing compliance with the founding principle 'to be of benefit to rural communities' in May 1986 ensures residents are at the heart of LRHA. Assisting residents to sustain their tenancy during a difficult year was important and there were no evictions. Resident satisfaction was high illustrating that the 'Residents' objective was delivered.

There were no new developments or acquisitions during the year to achieve the 'Development' Objective. However, LRHA did purchase back 100% of two shared ownership properties which were converted to social rented homes. Growth remains a strategic objective during 2022/23, but the Association's aspirations of developing high quality homes for 'social rent' at current Government grant levels is not financially viable. This is further compounded by the requirement to achieve Energy Performance Certification (EPC) rate C for existing properties by 2030, and net zero carbon by 2050.

Strong performance against KPI's monitoring maintaining homes to a good standard, however delivered the 'Maintenance' Objective.

The Regulator of Social Housing requires housing associations to 'ensure effective governance arrangements that deliver their aims, objectives and intended outcomes for Tenants and potential Tenants in an effective, transparent and accountable manner'. Results of the Board 360 Degree Appraisal of its group performance illustrated high standards of governance, and achievement of the 'Governance' Objective.





30th April – 5th June

The Lincolnshire Wolds Outdoor Festival is a new event taking place in and around the Lincolnshire Wolds, an area of outstanding natural beauty.

This nationally important and cherished landscape has so much to offer, so many great outdoor activities, things to do and places to explore that we thought it was time to celebrate it all!

Discover some of the many activities that help make the Wolds such a wonderful place to be: from cycling, fishing, golf, water sports and high ropes to navigation, dancing, crafting, gliding and much more



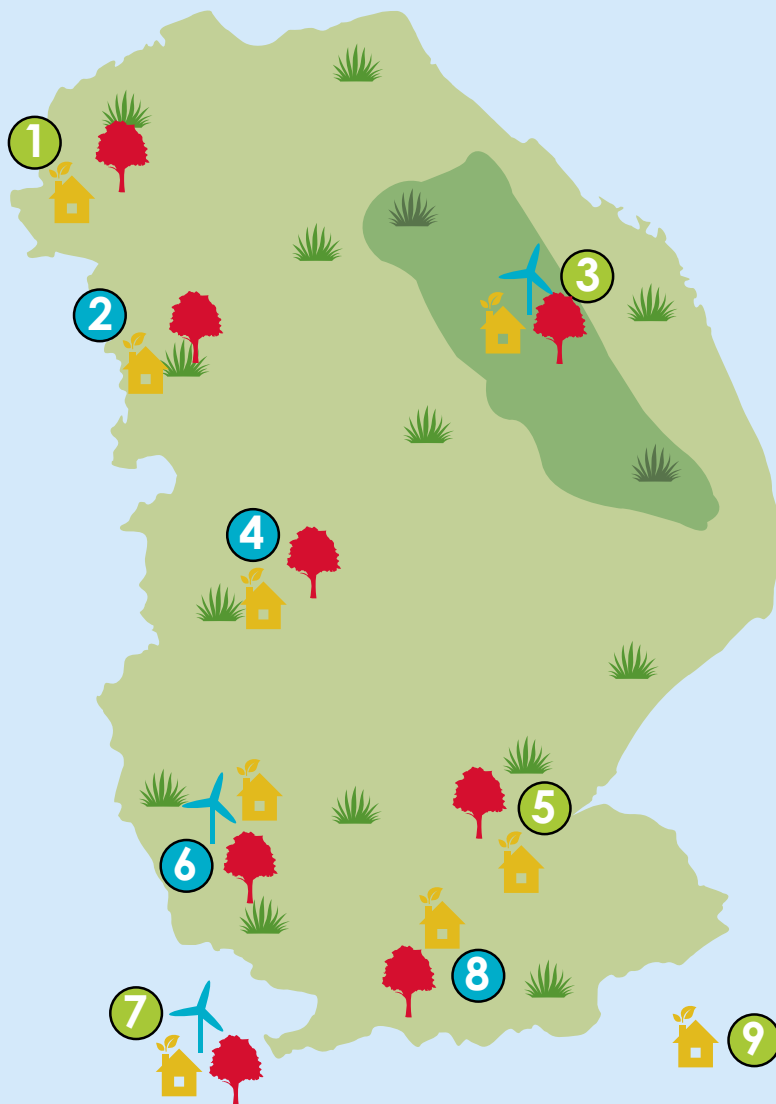
Where: The Lincolnshire Wolds

MAY

01	MON	Early May Bank Holiday	17	WED	
02	TUE		18	THU	
03	WED		19	FRI	
04	THU		20	SAT	
05	FRI		21	SUN	
06	SAT		22	MON	
07	SUN		23	TUE	
08	MON		24	WED	
09	TUE		25	THU	
10	WED		26	FRI	
11	THU		27	SAT	
12	FRI		28	SUN	
13	SAT		29	MON	Spring Bank Holiday
14	SUN		30	TUE	
15	MON		31	WED	
16	TUE				

Lincs Rural's Properties

The mix of housing type and Local Authority location is:



1. North Lincolnshire Council

Rented	Shared Ownership
2 Bed - 26	2 Bed - 7
3 Bed - 13	

2. West Lindsey District Council

Rented	Shared Ownership
2 Bed - 7	2 Bed - 1
3 Bed - 4	3 Bed - 2

3. East Lindsey District Council

Rented	Shared Ownership
2 Bed - 81	2 Bed - 2
3 Bed - 54	3 Bed - 1
4 Bed - 1	

4. North Kesteven District Council

Rented	Shared Ownership
2 Bed - 34	2 Bed - 2
3 Bed - 14	3 Bed - 2

5. Boston Borough District Council

Rented	Shared Ownership
2 Bed - 25	2 Bed - 3
3 Bed - 12	3 Bed - 4

6. South Kesteven District Council

Rented
2 Bed - 11
3 Bed - 32
4 Bed - 1

7. Rutland District Council

Rented
2 Bed - 7
3 Bed - 6
4 Bed - 0

8. South Holland District Council

Rented
2 Bed - 39
3 Bed - 26

9. Borough of King's Lynn & West Norfolk

Rented
2 Bed - 8



2 Bed total 254 (inc S/O)



3 Bed total 171 (inc S/O)



4 Bed total 2

Total 428



Tattershall Castle is a magnificent medieval tower proudly rising from the flat Lincolnshire fens; a survivor of conflict, decay and restoration. Built of brick in an era of stone this fortified manor is one of the earliest and the finest surviving examples of medieval brickwork.

Entry to the grounds are free of charge

Open Wednesday - Sunday



TATTERSHALL CASTLE

Where: Tattershall, LN4 4LR

JUNE

01	THU	16	FRI
02	FRI	17	SAT
03	SAT	18	SUN
04	SUN		Father's Day
05	MON	19	MON
06	TUE	20	TUE
07	WED	21	WED
08	THU		Summer Solstice
09	FRI	22	THU
10	SAT	23	FRI
11	SUN	24	SAT
12	MON	25	SUN
13	TUE	26	MON
14	WED	27	TUE
15	THU	28	WED
		29	THU
		30	FRI

Financial Statements

This summary illustrates the financial performance for the period
1 April 2021 to 31 March 2022.

Statement of Comprehensive Income For the Year Ending 31 March 2022

	2022	2021	
	£	£	
Turnover	2,232,807	2,303,762	Note 1
Operating Costs	(1,741,111)	(1,574,828)	Note 2
Gain on disposal of tangible fixed assets	1,500	12,992	Note 3
Operating Surplus	593,196	741,927	
Interest Receivable	100	264	
Interest Payable and similar charges	(316,154)	(325,668)	Note 4
Surplus before Tax	276,942	531,889	
Taxation	(5,445)	(12,595)	
Total Comprehensive Income for the year	271,497	403,928	
Actuarial losses in respect of pension scheme	176,000	(321,000)	
Other comprehensive income for the year after tax	447,497	82,928	Note 5

Note 1 – Income received as rent and other income on properties managed

Note 2 – Money spent on managing and repairing properties, office costs and paying staff

Note 3 – Surplus made on sale of fixed assets

Note 4 – Total interest paid on loans and loan fees

Statement of Financial Position As at 31 March 2022

	2022	2021	
	£	£	
Assets			
Properties	23,207,934	23,152,939	
Other Fixed Assets	120,065	149,166	Note 1
Cash and Debtors (Net Current Assets)	585,757	866,977	Note 2
Amounts falling due after more than one year	(16,220,480)	(16,686,615)	
Pension – defined benefit liability	(292,000)	(528,000)	
Other provisions	(23,132)	(24,812)	
Total	7,377,144	6,929,655	
Reserves			
Income and Expenditure Reserves	30	38	
Share Capital	7,377,114	6,929,617	
Total	7,377,144	6,929,655	

Note 1 – Computer equipment, vehicles and office furniture etc.

Note 2 – Difference between bank balances, prepayments, money due and money owed falling due within one year.

The above is an extract from the full accounts in the Annual Report audited by Beever and Struthers' for which an unqualified management report was received.



Where: from Skegness - Cleethorpes

EAST COAST BEACHES



For a traditional British seaside experience heading to the Lincolnshire coast will not disappoint. Come rain or shine, entertainment is never in short supply - from family fun on the beachfront to fish 'n' chips to all the fun of the fair.

The beaches of Cleethorpes, Mablethorpe, Skegness and Sutton on Sea have all been awarded prestigious Blue Flags. Pack a picnic and head over to the coast for a fun filled day.






JULY

01	SAT	17	MON
02	SUN	18	TUE
03	MON	19	WED
04	TUE	20	THU
05	WED	21	FRI
06	THU	22	SAT
07	FRI	23	SUN
08	SAT	24	MON
09	SUN	25	TUE
10	MON	26	WED
11	TUE	27	THU
12	WED	28	FRI
13	THU	29	SAT
14	FRI	30	SUN
15	SAT	31	MON
16	SUN		

Lincs Rural's Performance compared to others

The Association uses Acuity Performance Benchmarking Consultants to submit Key Performance Indicator (KPI) data. This provides comparative data and trend analysis from a range of housing associations. The Benchmark Group used to compare against is the Smaller Housing Association Group which consists of 15 organisations.

LRHA continues to have low levels of arrears and achieved excellent results in average re-let times and rent lost when compared to the Benchmarking Group. These evidence the effectiveness of the income recovery and back to back letting processes.

Performance Indicators	Lincs Rural 2019/20	Lincs Rural 2018/19		Median of Benchmark Group	Lincs Rural Rank In Benchmark Group	Median Small National HA's	Median National HA's
Percentage of rent lost through dwellings being vacant – GN only	0.08%	0.07%		0.38%	Lowest	0.60%	1.05%
Average re-let times – calendar days – GN only	5.17	4.7		18	Lowest	26	52
Current resident rent arrears % net of Housing Benefit – General Needs	0.26%	0.35%		N/A	N/A	N/A	N/A
Universal credit arrears as % of total arrears	14%	13%		37%	Lowest	42%	N/A
Occupancy	100%	100%		N/A	N/A	N/A	N/A

The benchmark group consists of 14 small housing associations across the country comparable to LRHA
 National benchmarking group for smaller housing associations and of all sizes
 N / A = Not Available at time of printing Annual Review





Where: Lincoln City Centre



Discover the beautiful cobbled streets and some of the oldest buildings in the city located on The Strait and Steep Hill. Shop at a variety of unique independents including specialist food and drink stores, cafés and vintage clothing shops. If you manage to make it to the top of the world renowned 'steep hill' you'll be able to see the iconic Lincoln Cathedral and the impressive Lincoln Castle. Entry into the Cathedral and Castle are not free, but the grounds around the landmarks are free to roam around as you please!

AUGUST

01	TUE	17	THU
02	WED	18	FRI
03	THU	19	SAT
04	FRI	20	SUN
05	SAT	21	MON
06	SUN	22	TUE
07	MON	23	WED
08	TUE	24	THU
09	WED	25	FRI
10	THU	26	SAT
11	FRI	27	SUN
12	SAT	28	MON
13	SAT	29	TUE
14	MON	30	WED
15	TUE	31	THU
16	WED		

August Bank Holiday

Lincs Rural & Value for Money

The 'Governance' Objective in LRHAs Corporate Strategy requires 'Effective strategy, delivering value for money and incorporating environmental, social and governance (ESG) issues'.

Achieving value for money is important as every pound of rent collected should deliver the maximum result, which is not automatically achieved, or must not be left to chance. Value for money relies on high governance and management performance to deliver effective strategy, to ensure the effective decision making maximises the use of every pound spent.

The Regulator of Social Housing has selected nine value for money metrics to be reported detailed below. These illustrate effective delivery of the Strategic Objective 'GOVERNANCE

Effective strategy, delivering value for money, and incorporating environmental, social and governance issues'.

The results illustrate a significant increase in reinvestment compared to the previous year which is a result of the high level of component replacements to improve existing stock in addition to the purchase back of shared ownership properties. The increased level of planned and major works has also had an impact on LRHA's headline social housing cost per unit and the operating margin.

Key Performance Indicators	Lincs Rural 2021/22	Lincs Rural 2020/21		Median of Benchmark Group	Lincs Rural Rank In Benchmark Group	Median Smaller National HA's
*Reinvestment %	2.46%	1.30%	💡	4.21%	3rd Lowest	2.42%
*New Supply Delivered %	0.0%	0.0%	💡	1.24%	Joint Lowest	0.0%
New Supply (non-social housing) %	0.0%	0.0%	💡	0.0%	Joint Lowest	0.0%
*Gearing %	19%	19%	💡	24%	Lowest	15%
*EBITDA MRI Interest Cover %	184%	269%	💡	187%	6th Highest	255%
*Headline Social Housing Cost per Unit	£3,839	£3,095	💡	£3,634	5th Highest	£4,656
*Operating Margin (Social Housing Lettings Only) %	24%	30%	💡	26%	5th Highest	18%
*Operating Margin (Overall) %	25%	32%	💡	26%	5th Highest	17%
*Return on Capital Employed	2.48%	3.07%	💡	2.30%	6th Highest	2.41%



A remarkable area of natural beauty, Hubbard's Hills is a picturesque park near the Lincolnshire town of Louth. The park itself is hugely popular all year round.

The park has proved a hit with visitors of all ages, ideal for family days out, dog walking, picnics, romantic strolls and lazy afternoons with friends. There are plenty of things to do at Hubbard's Hill, many of which are completely free of charge. You can follow a nature trail, paddle in the river, tuck into a picnic or play a game - all without spending any money at all.



SEPTEMBER

01	FRI	16	SAT
02	SAT	17	SUN
03	SUN	18	MON
04	MON	19	TUE
05	TUE	20	WED
06	WED	21	THU
07	THU	22	FRI
08	FRI	23	SAT
09	SAT	24	SUN
10	SUN	25	MON
11	MON	26	TUE
12	TUE	27	WED
13	WED	28	THU
14	THU	29	FRI
15	FRI	30	SAT

Lincs Rural's Key Performance

Resident involvement is undertaken in a variety of ways to suit resident preferences for engagement with LRHA. At operational level a network of Resident Representatives serves the majority of properties across LRHA's operating area. This provides effective two-way communication between the Association and residents, to develop and implement opportunities for involvement, and empowerment. Information is provided in a number of ways to suit resident needs.

Resident involvement and satisfaction levels illustrates significant achievement against the Corporate Strategy objective 'Tenants – Prioritise the needs of Tenants as Key Stakeholders'.

Resident satisfaction with the overall service provided during the year was 92%, although there were complaints received from which lessons were taken and improvements made.

Key Performance Indicators	Lincs Rural 2021/22	Lincs Rural 2020/21		Median of Benchmark Group	Lincs Rural Rank In Benchmark Group	Median Small National HA's	Median National HA's (2021)
% of Tenants satisfied with the landlord's services overall – GN only	92%	100%	💡	91%	5th highest	89%	82%
% of Tenants satisfied with the overall quality of their home - GN	91%	91%	💡	86%	2nd highest	86%	81%
% of Tenants satisfied with their neighbourhood as a place to live	92%	96%	💡	91%	2nd highest	86%	82%
% of Tenants satisfied with the value for money for their rent - GN	92%	100%	💡	92%	3rd highest	90%	85%
% of Tenants satisfied with the value for money of their service charges - GN	74%	74%	💡	75%	3rd lowest	75%	67%
% of Tenants satisfied that their landlord listens to their views and acts upon them - GN	79%	80%	💡	80%	5th highest	77%	65%
% of Tenants satisfied with repairs and maintenance - GN	82%	80%	💡	82%	4th highest	86%	74%



Ayscoughfee Hall

Ayscoughfee Hall is a unique survivor of a family house from the mid-15th century. Set in 5.5 acres of gardens, Ayscoughfee Hall provides a fascinating glimpse into Spalding's past. The house and grounds are both free of charge to visit.



Where: Church Gate, Spalding, PE11 2RA

OCTOBER

01	SUN	17	TUE
02	MON	18	WED
03	TUE	19	THU
04	WED	20	FRI
05	THU	21	SAT
06	FRI	22	SUN
07	SAT	23	MON
08	SUN	24	TUE
09	MON	25	WED
10	TUE	26	THU
11	WED	27	FRI
12	THU	28	SAT
13	FRI	29	SUN
14	SAT	30	MON
15	SUN	31	TUE
16	MON		

Daylight Saving Time Ends

Halloween

How did Lincs Rural produce social value?

Social value is the term used to describe the additional value created in delivery of a service, which has a wider community or public benefit. LRHA provides secure tenancies, high quality affordable homes, and related support and advice services. A home provides shelter, warmth and safety, which are fundamental human needs. The benefits of having a safe and secure home are wide ranging and can assist with healthy, happy family environments that enable improved well-being, educational and working achievement.

A sample of the Association's social value activities over the year delivered over £4.1m of social value.

Social Value Activity	Outcome	Value of Activity	Source of value / workings
Day to day activities			
Added value provided by the Association's day to day activities	Providing quality homes and services to Tenants	£3,802,783	NHF Local Economic Impact Calculator
Tenant financial status			
Benefit and Universal Credit advice provided to 36 residents including home visits and award of Discretionary Housing Payments. 29 of these residents hold a clear rent account at the year end.	Able to pay for housing	£213,063	HACT Social Value Bank
Resident well-being			
One resident moved from temporary accommodation to secure housing	Secure Housing	£5,236	HACT Social Value Bank
Resident Engagement			
Tenant Representative meetings are held regularly with 36 active members	Active in Tenant groups	£71,280	HACT Social Value Bank
Energy Efficiency			
Property improvement works led to one property moving from an EPC rating of C to A or B	Energy efficiency improved	£1,986	HACT Social Value Bank
Property improvement works led to ten properties moving from an EPC rating of E, F or G to D	Energy efficiency improved	£23,080	HACT Social Value Bank
Training			
All members of staff undertook training to improve skills for their role	General training for job	£15,328	HACT Social Value Bank
Assessed value of social activities for 2021/22		£4,132,756	





Where: Marsh Lane, LN11 7PD



DONNA NOOK SEALS

Every November and December, grey seals come to the Donna Nook coastline to give birth to their pups near the sand dunes; a wildlife spectacle which attracts visitors from across the UK. Get up close to the most adorable seal pups and view them in their natural habitat.



NOVEMBER

01	WED		16	THU	
02	THU		17	FRI	
03	FRI		18	SAT	
04	SAT		19	SUN	
05	SUN	Guy Fawke's Night	20	MON	
06	MON		21	TUE	
07	TUE		22	WED	
08	WED		23	THU	
09	THU		24	FRI	
10	FRI		25	SAT	
11	SAT		26	SUN	
12	SUN	Remembrance Sunday	27	MON	
13	MON		28	TUE	
14	TUE		29	WED	
15	WED		30	THU	St. Andrew's Day

Important Information

Lincs Rural aims to deliver quality services in line with our 'Values', which are to be Innovative, Caring and Excellent as we 'Prioritise the needs of Tenants as key stakeholders'. Although people's perception of value and quality of service varies, resident opinion is highly regarded and monitored regularly by the Board of Management.

Lincs Rural's staff are available help residents report a repair, discuss rent, housing issues, or any other query, Monday to Friday between 8.30am and 5pm by:

Telephone

01790 754219

Email for all repairs

repairs@lrha.co.uk

Email for all other enquiries

customerservices@lrha.co.uk

Or visit our website

www.lrha.co.uk

To report emergencies outside office hours, or on Bank Holidays, call 01790 754219 for a contact number.

Views, opinions and suggestions can also be sent on Facebook at Lincs Rural Housing Association, and Twitter at @Lincs Rural

IMPORTANT FOR YOUR SAFETY

To report a gas or carbon monoxide emergency

- Call the emergency line for gas escapes on 0800 111 999;
- Put out any naked flames or cigarettes;
- Do not switch anything electrical on or off - even a light switch can cause a spark; and
- Get everyone out of the property until it is made safe.

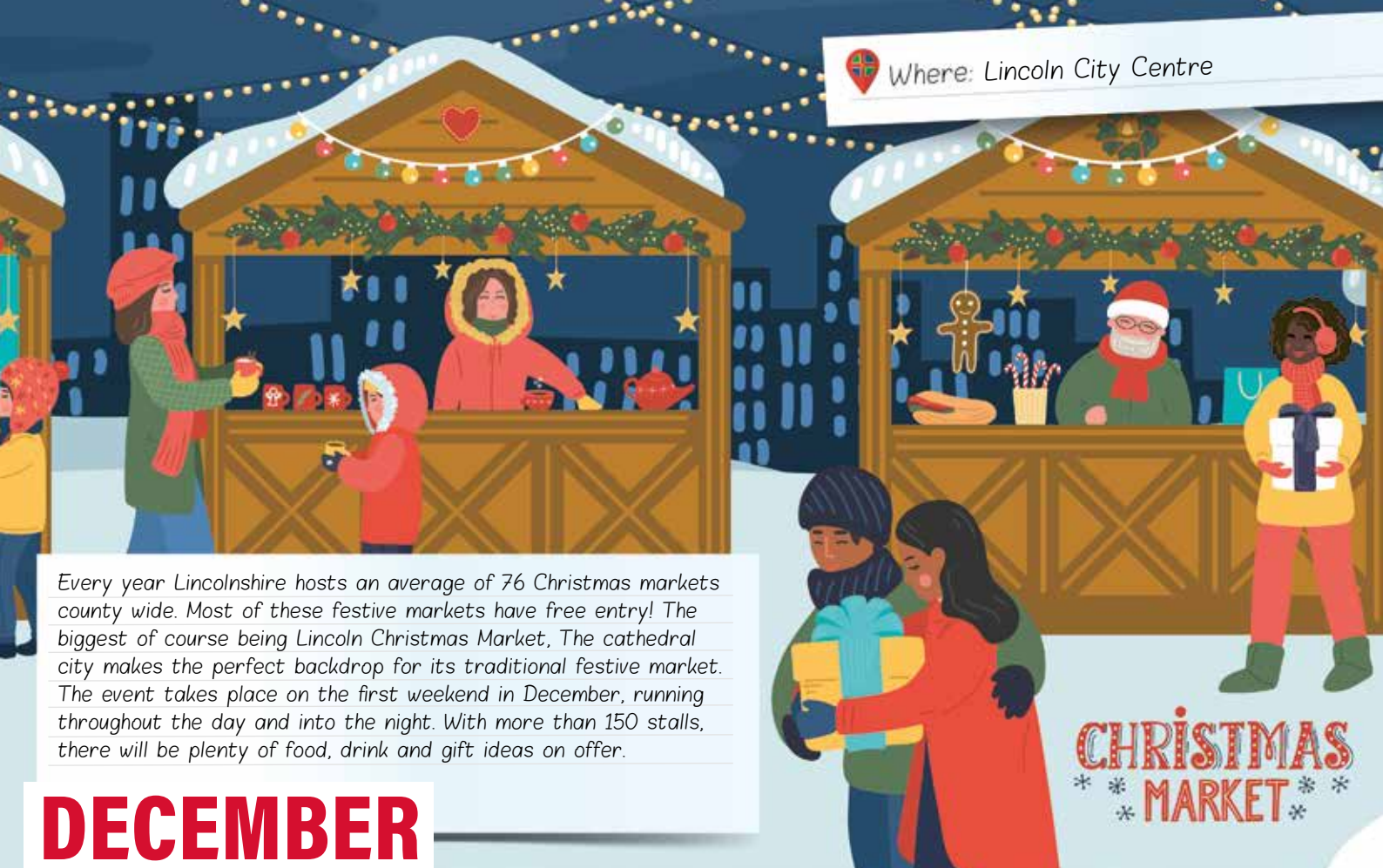
Further advice is available on www.national.grid.com

FIRE SAFETY

- Check smoke detectors weekly;
- Close internal doors at night; and
- In the event of a fire, evacuate the property immediately and call 999 from a safe distance.



Where: Lincoln City Centre



Every year Lincolnshire hosts an average of 76 Christmas markets county wide. Most of these festive markets have free entry! The biggest of course being Lincoln Christmas Market, The cathedral city makes the perfect backdrop for its traditional festive market. The event takes place on the first weekend in December, running throughout the day and into the night. With more than 150 stalls, there will be plenty of food, drink and gift ideas on offer.

DECEMBER

01	FRI	17	SUN
02	SAT	18	MON
03	SUN	19	TUE
04	MON	20	WED
05	TUE	21	THU
06	WED	22	FRI
07	THU	23	SAT
08	FRI	24	SUN
09	SAT	25	MON
10	SUN	26	TUE
11	MON	27	WED
12	TUE	28	THU
13	WED	29	FRI
14	THU	30	SAT
15	FRI	31	SUN
16	SAT		

Winter Solstice

Christmas Eve

Christmas Day

Boxing Day

New Year's Eve

2024

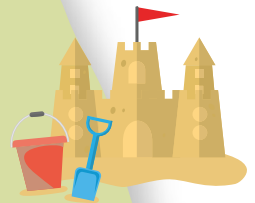
JANUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



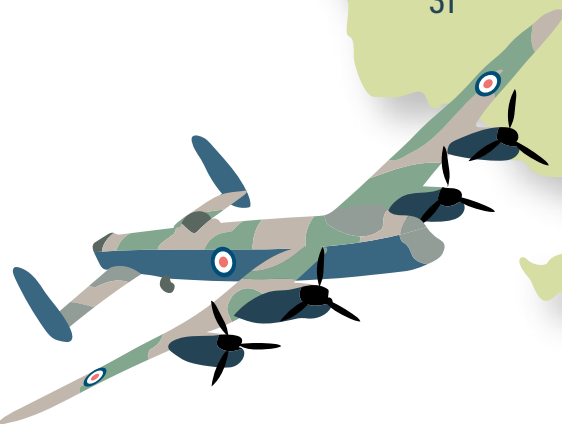
FEBRUARY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		



MARCH

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



Lincs Rural's Annual Report 2021/22

