

# 2023-24

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## Annual Report



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# OUR VALUES, YOUR SERVICES

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First Priority Housing Association is a Specialist Supported Housing provider. We provide homes and services to tenants that have a range of complex needs.

Our approach to service delivery is driven by our values to be a Caring, Honest, Accountable and Trustworthy organisation, working with our partners. The delivery of our services will reflect the individual needs of each of our tenants.



## BACKGROUND

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The Tenant Satisfaction Measures (TSMs) were launched in 2023-24 by the Regulator of Social Housing as part of the new suite of monitoring powers developed by the Department of Levelling Up, Housing and Communities. Under the new regulation, small providers of less than 1000 units will be required to complete their TSM collections a minimum of once every two years.

We joined the Regulator of Social Housing (RSH) TSM pilot for small housing providers in 2023. We have actively participated in the group to try and best represent the views of small specialist supported housing provider like ourselves.

We are committed to championing the voice of our tenants, ensuring that we deliver high quality services that reflect their needs and requirements. Getting feedback and insight from tenants is essential to the success of this, but it does not stand alone. We work with a network of care providers and local authorities who also contribute significantly to the experiences of our tenants when in their homes.

It was requested under the terms of the pilot, that all participating pilot group members complete a first round of TSMs under the same timescales as other registered providers. This meant a completion date of 1 April 2024 for all surveys, with results being submitted to the Regulator by 30 June 2024.

A summary of our approach can be found on page 11 of this report.



# 2023-24

## REFLECTIONS

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2023-24 was a good year for First Priority where we continued to grow as an organisation. We are committed to ensuring we deliver good services to our tenants. Consequently, we expanded our team with the new post of Head of Operations. This role is solely focused on service delivery, ensuring tenants are at the heart of what we do. We have also increased the number of homes we provide, building on our trusted reputation of delivering high quality specialist supported housing. We welcomed new regulation from the Regulator of Social Housing, with its focus on quality of services to tenants.

We took part in the pilot for smaller housing associations for the Regulator's new Tenant Satisfaction Measures. We spoke with many of our tenants, listening to their views on what works well and what could be even better. We will continue this work to ensure all our tenants have an opportunity to voice their views. We look forward to continuing to work with our tenants, their advocates, support providers and other local authority/ health partners delivering good services and more much needed homes for vulnerable adults in 2024-25.



*John Higgins, Chief Executive*



*Iain Sim, Board Chair*

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“We are delighted with another year of strong progress across the organisation.

We have seen more growth with us now housing over 500 tenants in more than 60 local authorities.

Getting more feedback than ever before from our tenants has really helped us as a Board to see where we can continue to improve, putting tenants at the heart.

2024-25 looks set to be another exciting year, where we will continue to build our reputation as a leading provider of specialist supported housing.”

# INTRODUCING FIRST PRIORITY HOUSING ASSOCIATION

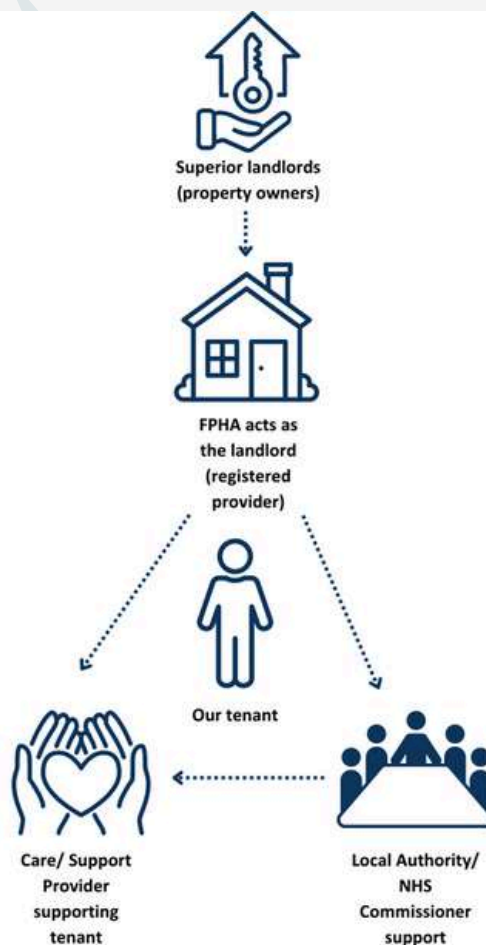
First Priority Housing Association is a specialist supporting housing provider for people with learning disabilities and mental health conditions.

At the end of 2023-24, there were 422 tenants in our homes.

We work with Local Authority and NHS Commissioners in over 60 local authority areas.

We are a lease based provider. Whilst we don't own our homes, we still provide active asset management, repairs and maintenance, compliance and most importantly, intensive housing management.

We work with Support Providers who work with our tenants day-to-day, whilst our housing team provide housing support so that tenants can sustain their tenants, being a part of the community.



# 2023-24 IN NUMBERS

## Turnover

Our turnover increased by 28% in 2023-24 to £7.3m. This exceeded our target for the year. The increase has been driven by an increase in the number of homes under our management. We are a trusted partner for over 60 local authorities and more than 60 Care Providers.



## Bed spaces

We grew by 145 bed spaces in 2023-24 with 6 new counterparties. At the end of 2024, we had 422 bedspaces in management.



## Income

Rent collection decreased slightly this year from 96.8% to 93.9%.



This is largely due to experiencing delays with a number of new schemes coming into payment.

## Repairs

Repairs activity increased significantly in 2023-24 due to the number of new properties we have taken into management.



	2022-23	2023-24	Target
Emergency	98%	96.6%	100%
Urgent	95%	92.8%	97.5%
Routine	94.3%	93.3%	100%

# 2023-24 IN NUMBERS

## Compliance

Performance across all compliance remained strong and is an area prioritised by us.

The outstanding fire risk assessments were completed in March and the figure below reflects certificates being received late, though inspections were completed on time.



	2022-23	2023-24	Target
Fire	100%	96.7%	100%
Gas	99.3%	98%	100%
Water	100%	99%	100%
Asbestos	100%	100%	100%
Electricity	100%	99.2%	100%

## Occupancy

Occupancy decreased slightly on last year, but this is due to the performance of the new schemes that came into our management.

The main driver for void rooms continues to be compatibility issues between tenants, with many of our properties being shared accommodation.

We have worked hard to bring other schemes into service, building new relationships with local authority commissioners and Support Providers.



	2022-23	2023-24	Target
Occupancy	87.9%	82.4%	87.5%
Unlettable beds	3	40	0

# LOOKING AHEAD TO 2024-25

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As part of our commitment to ensuring we provide good services to our tenants and partners, we will be continuing to improve our services.



## Repairs Review

We will undertake a full and comprehensive review of the Repairs and Maintenance service. This will focus on our process, people, data and systems.



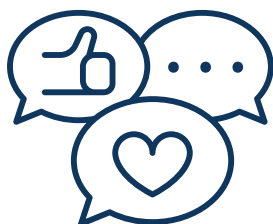
## Housing Management Review

There will also be a full review of our Intensive Housing Management Service undertaken in the second half of the year.



## Performance Reporting Framework

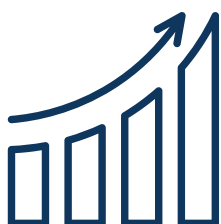
From April 2024, we will be introducing a new Performance Reporting Framework to ensure that services are operating as we would expect.



## Tenant feedback

Following on from our participation in the Regulator's Tenant Satisfaction Measure pilot in 2023-24, we will be rolling out new approaches to gather more tenant feedback than ever before. New Easy Read surveys will be offered to all tenants.

We will also gather feedback from partners, overlaying this with performance information to ensure we are continually improving for tenants and addressing any underperformance promptly.



## Growth

We want to continue to grow the organisation in a sustainable way. We will actively seek new opportunities to bring more homes into our management.

# GETTING IN TOUCH

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