

# Soha Housing

Overview of communities' work



# Our Corporate Plan 2021-25



## The journey continues

We maintain our ambition to offer the best homes and services we can to help residents and communities flourish.

764



New homes we have built over the last 4 years.



### Outstanding provider of housing for older people



Soha was the first Housing Association to achieve the Erosh Code of Practice demonstrating positive outcomes for older people through quality housing and services.

### Increased service access choices for residents

1729

Residents downloaded the Soha app



Wi-Fi installed in all Independent Living communal facilities

793

Tenants and staff signed up for membership.



### Supporting Communities

The Close and Social project in Henley, the Berinsfield Information and Volunteer Centre (BIVC) and the Didcot Community Partnership are just some of the local community projects we have been delighted to support.

90%

Residents satisfied with Soha's overall service.



77%

Residents satisfied that we listen to their views.

### Supporting people into work

49

The number of residents who have job offers out of the 121 we have been supporting and training.



99%

Staff say they are proud to work for Soha.



### A strong organisation for the future

Soha attained the housing regulator's highest ratings for governance and financial stability (G1 and V1). This shows the utmost confidence in our finances and the way we govern and manage the business.

### Members' influence

Members decided we should invest to help reduce loneliness and isolation. This led to involvement in the Community Connectors project to help people form links to enhance their local communities.





| Linking communities



Community Connector summer event  
Henley on Thames



Community Connectors afternoon tea  
Didcot



## Silver Stories

- A resident in Goring got involved in the Silver Stories project and now wouldn't be without it. She has a call every Thursday and really enjoys both the stories and chatting with the girl and her family. All the stories are different, and they laughed together over a story with talking fruit. Our resident has also really enjoyed hearing about the young girl's new puppy and the fun things they do.



# Digital Inclusion – Getting online!

- 1-1 support – phone or on the doorstep!
- Drop-in sessions in libraries, community larders and independent living communal rooms
- Device and Mi-Fi loan
- Gifting new laptops for schools and refurbishment project for gifting laptops to children in communities to help with schoolwork

# Lots of feedback from communities

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- Health and happiness
- Equity and local economy
- Culture and community
- Land use and wildlife
- Sustainable water
- Local and sustainable food
- Sustainable materials
- Sustainable transport
- Zero waste
- Zero carbon



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# Environmental Projects

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Thank you for listening.....



Happy to answer any questions  
and if we don't know the  
answer we will find out and get  
back to you!