



bcha

Everyone has a home and the
opportunity to thrive

ANNUAL IMPACT
REPORT
2024
2025



INTRODUCTION



Lorraine Mealings, Chief Executive

I feel very lucky to be part of BCHA and leading our journey to be the very best we can be. We deliver so many incredible services across our communities to support customers who are often facing the most significant challenges in their lives. Our expert teams provide vital support to those in need and I constantly hear stories of customers in our services who manage to take positive steps forward. What a year it has been and we remain absolutely determined going forwards to continually improve what we do so that we can help deliver the very best outcomes for our customers.



Chris Nicholson, Chair of BCHA

One of the key strengths of BCHA, and its Unique Selling Point is the way that it seeks to treat its customers holistically, not just their housing needs. This impact report both presents the statistics for those we help to thrive and also brings alive the very human stories of how BCHA is able to have an impact.

I am pleased that this is recognised by many of our visitors such as HRH Prince of Wales and Tom Hayes MP as well as the partners with whom we work - local authorities, the NHS and other voluntary organisations.

When I visit BCHA homes and projects I am constantly encouraged by the care and sheer dedication of our staff, without which BCHA would not be the unique organisation that it is. The Board and I thank them for all that they do.



A Message from the Customer Steering Group

We are BCHA's customers and we meet regularly to influence and co-produce and help shape the services that matter to us all.

Over the past year, we've seen real progress. We've contributed to key areas such as the improvements to communal cleaning, the Repairs Transformation Programme and have championed better Transitional Support for Customers moving between Services. We're also excited about the launch of the Housing Transformation Plan, which focuses on improving the customer experience when dealing with tenancy issues, repairs, and anti-social behaviour; something we've been advocating for since our very first meetings. Additionally, we've influenced decisions on practical matters like kitchen refurbishments, ensuring services reflect customer needs.

We are proud to be co-producing and committed to ensuring services are shaped by customer input and focused on what matters most to tenants. It's encouraging to see BCHA truly listening and acting on what customers say.

Nick Apps, Customer Steering Group



BCHA'S STRATEGIC PLAN 2024-2029

In 2024 we launched our exciting and ambitious Strategic Plan 2024-2029. This Plan, that was co-produced with customers, colleagues and partners, provides a road map to the vision “*Everyone has a home and the opportunity to thrive*”. Together with the commitment of all those involved, the Plan over the first year of its inception is starting to be delivered. The five priorities guide all that we do and underpin all the stories in this year's Impact Report. We have underlined each section to illustrate which priority it serves.



Customers at the Heart

What we do is centred on supporting people



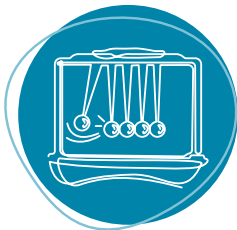
Valued & Supported Teams

Our colleagues are our most valued asset



Safe & Comfortable Homes

Our houses are places we would choose to live



A Bigger Impact

We are developing new homes and services for our customers



Fit for the Future

Our better ways of working make us a strong and resilient organisation



NEW HOMES AND NEW HUBS FOR ALL

We are proactively providing more supported and temporary accommodation to respond to the urgent housing crisis by assessing all of our housing assets. By identifying areas in our current buildings that are not being used efficiently we are able to repurpose as customer accommodation.

We are proud to have successfully provided **17** new accommodation units through this initiative. In June last year, Michael moved into his new temporary accommodation in Morwenna Court in Exeter that had previously been unused office and storage space. Michael went on to complete, with the team at Morwenna, tenancy training, budgeting, cooking on a budget and working on a support plan ready for independent living.



Before I was in a terrible place with no kitchen and now BCHA have provided me with a lovely home which is just what I need - it is nice to have my own front door! The team have helped with my mental health, things I find hard like filling in forms and also helped me to continue my volunteering at the animal shelter.

Michael

Through this initiative we are also delivering new and updated agile working environments to suit the evolving needs of our colleagues. Last year we delivered a new bright and flexible space at 10 St Paul's Lane and work is already underway to open Unity Hub, our first geographical Hub for Devon. This complements a further future investment in the Factory, our Hub in Dorset, Poole. This initiative serves all five priorities and therefore is pivotal to our success in delivering our Strategic Plan in its first year.



BCHA HOME, DEVELOPMENT

The Single Homelessness Accommodation Programme (SHAP)

SHAP is a £200 million capital and revenue fund aimed at increasing the availability of quality supported accommodation for young people (aged 18-25) with entrenched rough sleeping histories or complex needs, to aid recovery and stability. Plymouth City Council (PCC) worked with BCHA with a grant funding of **£2,450,000** for the acquisition and refurbishment of self-contained, one-bed homes with accessibility needs. This year **11** properties were purchased and **10** refurbished and occupied. The project includes dedicated staffing through a service coordinator and support worker to provide tailored support for tenants, enhancing long-term stability and independence.



Plymouth Local Authority Housing Fund (LAHF)

This year there was successful completion of LAHF Round 1 in Plymouth delivering **16** family homes (individual conveyancing per property) for Afghan and Ukrainian Refugees at affordable rents. This programme utilised **£1.53m** of grant from the Ministry of Housing, Communities & Local Government (MHCLG) and total scheme costs were **£3.94m**. In addition to this was the successful completion of Plymouth LAHF Round 2 - delivering **10** family homes (again, each individually purchased) at affordable rents for Afghan refugees and local families owed a homelessness duty. This programme utilised **£1.02m** of grant from MHCLG and total scheme costs were **£2.37m**.



Impacting the future

347 homes (of the 300 5-year target) have been identified as worthwhile opportunities that 'fit' the profile and objectives of the Strategic Plan - subject to due diligence, treasury management and viability. This mitigates one of the big three risks identified in the Development Strategy. **111** homes (of 347) have been approved for Commitment by BCHA Board's Development & Asset Management Committee (D&AMC) to date and **£3.21m** of Homes England funding has been secured to deliver **26** affordable homes at Marchesi House, Weymouth. We have secured **£1.68m** to deliver **10** family homes in collaboration with Dorset Council for LAHF Round 3 in 2025/26 and secured **£1.53m** to deliver **14** family homes in collaboration with Plymouth City Council for LAHF Round 3 in 2025/26. Finally we have secured BCHA's first Section 106 development with Wyatt Homes at Sturminster Newton. This includes **24** affordable homes.





BCHA SUPPORT



The Plymouth Alliance

The Plymouth Alliance continues to be a highly valued and effective partnership for BCHA's services in Plymouth. We remain committed and excited to be contributing to this impactful and forward-thinking partnership. Key successful initiatives working with the Alliance include:

The Hospital Discharge Team provides a link between all hospitals in Plymouth and The Plymouth Alliance. This supports patients to have a safe discharge into the community and lower rates of delayed discharges for the NHS. They offer **6 weeks** outreach support following discharge if required, which can support with managing the risk of readmission. The total number of customers supported at discharge this year were **471**.

The B&B Team work with single people in bed and breakfast who have been placed in this emergency provision. Working in close partnership with PCC, partners and Alliance agencies, we work with customers to support them into a more sustainable and appropriate accommodation. The total supported this year was **162** with **78** positive move ons.

Sleep safely, formerly known as the Night Shelter, is a service provided by BCHA based at Plymouth's Hamoaze House, a partner in Alliance. Initially it offered **12** beds for people experiencing homelessness, opening for **6** months during the winter period.

Since October 2024 it is open year-round. From October 2024 to March 2025 there have been **91** referrals: of these **80** used the service and **40** were successfully supported into more stable accommodation.

Brian experienced homelessness spending several months living in an abandoned shed without windows or a door. Brian was helped by the homelessness support charity Shekinah and in June 2023 was offered a room at BCHA's supported accommodation. Winston Avenue is a beacon of hope for single people experiencing homelessness, offering nine bedrooms and around the clock support and help to find long-term accommodation.

With the assistance of BCHA, Brian was nominated for the 'Ten Homes Scheme' in Plymouth, a collaborative initiative providing stable housing and ongoing support.

Brian was able to secure his own flat and move to independent living thanks to the collaborative work within the Plymouth Alliance. The Plymouth Alliance is commissioned by Plymouth City Council.



I received the keys to my very own council flat which is a million miles away from living in a shed. Not only did BCHA give me a room, but they also believed in me.

Brian

When Brian moved into our accommodation, he felt hopeless and like there was no way out of his current situation. He engaged brilliantly with us to address the issues he was experiencing at that time and slowly started to see the progress he was making.

Martin Jump, Complex Needs Support Worker



The Plymouth Alliance



Customers at the Heart



BCHA SUPPORT



Families Temporary Accommodation

This support reaches families in emergency shelters or temporary housing dispersed across Plymouth. Through trauma-informed care and focusing on empowerment, the team help families build the skills and confidence to manage their housing situations independently and sustain long-term tenancies. **187** families were supported with **69** positive move ons.



Customer Story

A violent relationship of over a decade meant Gemma* was forced to leave her home with her two children and only a suitcase filled with belongings. After fleeing for her life she was left feeling suicidal and isolated but following Plymouth City Council's referral to BCHA and their support, Gemma can now live life independently and safely.

*Pseudonym

I'm now in my own flat with my children, I have a lovely garden and I am looking forward to the future. No one can take that away from me. If anyone is offered help from BCHA, I would 100% recommend them.

I am interviewing to start my degree at my local university and want to be able to support those who have been in the same situation as me. I would not have had the confidence to do this without the Families Team.

Gemma



Next Steps Accommodation Programme Torbay – Floating Support (NSAP)

This service provides support to individuals who have experienced long term homelessness into NSAP accommodation, providing intensive, active engagement and person-centred support to maintain their tenancy, become part of the community and empower individuals to explore and access employment, education and training opportunities. We support **14** individuals, **10** in their own flats and a mixed house of multiple occupancy (HMO) of **4** people.



Rough Sleeping Accommodation Programme (RSAP)

Over the last year **Homeless Prevention** took on **16** new clients and with **13** of them remaining in accommodation. Housing First continues to house **18** people, **7** of whom have been accommodated for **5 years**. Keeping every single one of them housed is a success.



New Homes for Young People

There has been an **80%** increase in positive move ons for young people in our services this year! **27** young people had a positive move on experience with **14** moving into private rented accommodation, now more affordable since the raising of the Local Housing Allowance. **8** young people have moved to social housing, **11** moved in with family and partners and BCHA accommodated **8** young people in BCHA general needs accommodation.





BCHA SUPPORT

A Flavour of Liberty

A new survivor-led cookbook, co-produced by residents at The Liberty Project, honours the resilience of survivors of modern-day slavery. Launched in Bournemouth on the eve of Modern Slavery Awareness Day (18 October), A Flavour of Liberty features a heartfelt collection of recipes that take readers on a journey across continents, offering a taste of freedom via the universal language of food. Each recipe tells the powerful story of its creator – a survivor who found solace and empowerment through LIBERTY.

The idea for the cookbook came from survivors in our safehouse and each recipe means something to them. Funds raised via book sales will enable us to continue supporting individuals that have been exploited and fight against modern slavery and human trafficking.

Poppy Blundell, Business Manager for Domestic Abuse & Modern Slavery Services

The Liberty Project, run by BCHA, supports survivors of modern-day slavery in their recovery, helping them to live a life that's free from abuse – while gaining the skills and confidence to live and thrive independently. We supported **251** customers: **210** through our Outreach service and **41** in supported accommodations.



Pause - Creating Space for Change

In BCHA's second year of delivering the **PAUSE** project we have seen a positive impact for the lives of the women whose children are no longer in their care. Women work with a practitioner for 12-18 months focusing on their goals and building a trusting relationship. Some key impacts were;

Improved Relationships

- 🕒 **7** women have been able to re-establish positive contact with their children
- 🕒 **5** women were supported to engage in letterbox contact
- 🕒 **4** women were supported to meet their children's adoptive parents
- 🕒 **1** woman now has unsupervised contact with her children, including overnight stays

Housing

We have supported **6** women to change their housing situation: advocating for them to have arrears reduced, overturn eviction notices and access housing when they have been homeless. This has led to **83%** feeling safe in their housing.

Pause supported me in every area of my life. I went from living off grid to now having my own council flat, which is better than I could have ever dreamt of. I was supported to register with a GP, get specialist dental care and support with my mental health. Pause pushed me to do the things I needed to for myself.

A Pause customer

Education & Employment

When joining Pause Dorset, only **17%** of women were in employment. By the end of the programme, this figure had increased to **33%**. Particular success stories for three women were;

- 🕒 A customer started University in September 2024, following successfully achieving **3 A-Levels** at college whilst engaging with Pause
- 🕒 A customer completed a Food Hygiene & Safety qualification, which resulted in her getting a part-time job
- 🕒 A customer is currently in the process of setting up her baking business



BCHA SUPPORT



Domestic Abuse

Our Domestic Abuse services in Dorset had a total of **93** referrals with **48** positive move ons. The total in supported accommodation included **4** men and **51** children with **8** accessing specialist support. Bournemouth refuge was decommissioned on the 31st July 2024. Through close partnership working clients were supported into accommodation and those requiring further support were placed in Poole Refuge.

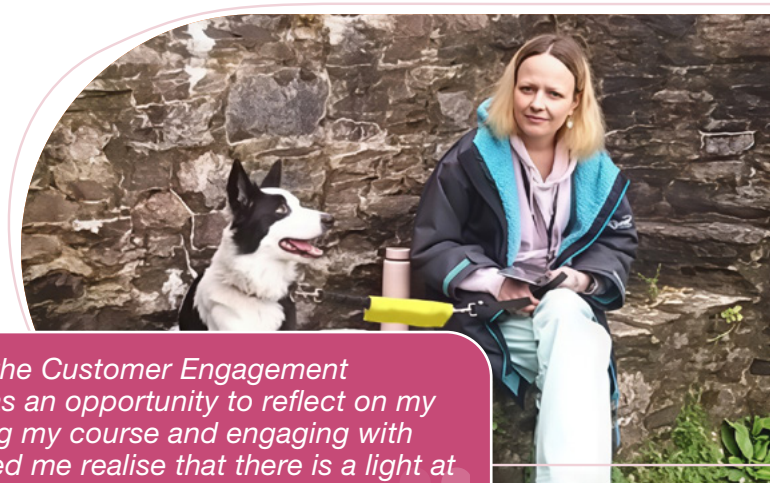
Customers at Poole Refuge led some great initiatives for the week leading up to International Women's Day, including jewellery making, which resulted in raising **£300**. The celebrations culminated in a march through Bournemouth and personal recitals in the Gardens.



CUSTOMER ENGAGEMENT

BCHA has embedded Customer Engagement across all levels of the organisation, ensuring customer voices influence decisions, services, and strategy. These insights are gathered through customer 1:1s, service meetings, reference panels, surveys, complaints and compliments and shape services, policies and improvement plans. We publish performance outcomes and demonstrate impact through tangible examples where customer and tenant input has led to service improvements. Customers also benefit from being part of this scrutiny as their feedback and input is valued highly but also the relationships they form with colleagues, Board Members, partner organisations and other customers.

Bex, a BCHA customer, has been one of our most engaged customers with the Customer Engagement groups. Originally based at Gabriel House, after finding her feet with a "Supporting Others" 5-week course, Bex began to feel more confident and regularly attended meetings hosted at the scheme. Bex regularly helped other residents where she could, even travelling down to George House in Plymouth to set up the community cafe. Bex went on to win an award at Bchangemakers for her work with the Customer Engagement team.



I still engage with the Customer Engagement meetings and use it as an opportunity to reflect on my journey. After finishing my course and engaging with the meetings, it helped me realise that there is a light at the end of the tunnel and something to work towards.

Bex



BCHA SUPPORT



BCHA Homelessness Positive Move Ons

The criteria considered for a Positive Move On is a tenancy that is sustained for six months or more.

Service	Positive Move Ons
Plymouth Temporary Accommodation (PTA)	73
B&B Team, Plymouth	78
Sleep Safely (Hamoaze House)	40
George House, Plymouth	30
George House - Pathways to Recovery (add-on)	7*
Families Team	69
Primrose, Plymouth (Domestic Abuse)	14
Somewhere Safe to Stay, Plymouth	15
189 Sherborne Road, Yeovil	14
Yeovil Temporary Accommodation	58
Gabriel House, Exeter	32
Millennium House (Dorset Mental Health)	9
Young People Services (across BCHA)	27
Domestic Abuse Services, Dorset (excluding Primrose)	48
Pepperell House, Dorset (Mental Health step-down)	50*
Housing First & Homeless Prevention	13

*Exact figure not stated, "majority" of 50+ residents moved positively; ~50 is a reasonable conservative estimate.



Freedom and Independent Living Mural for St. Paul's

St Paul's provides supported accommodation for single people (including with pets) and couples who are affected by homelessness or rough sleeping, have lived experience of drug or alcohol dependence, mental health issues or complex trauma issues. We have continued with the Psychologically Informed Environment (PIE), developing the garden areas and staff training space and then the most impressive PIE addition was possible with a grant from BCP council, a beautiful mural on the outside of the building. The mural was painted by local artist Krishna from Tech Moon. The artwork represents freedom and independent living with stormy skies transitioning to lighter skies with birds in flight.



I'm very grateful for my journey with BCHA and the amazing people I've met over the years. I love what BCHA stands for, its good principles and the good things we're working towards.

Vicky Gladden



Award-winning Team

A huge congratulations to the team at St Paul's who won the Tremendous Team award this year at our Bchangemakers event. One of the nominations cited "...[the team] embodies the spirit of teamwork and collaboration, working seamlessly together to provide holistic care and support to our customers. Their collective efforts have led to numerous success stories, with individuals transitioning out of homelessness and onto a path of independence."



The National Housing Federation's Housing Heroes Awards

Vicky Gladden, Head of Homelessness, was recognised for her 'inspirational' work at the national 2024 Housing Heroes awards.



BCHA SUPPORT, MENTAL HEALTH

HRH Prince William visits Millennium House

Over the past year Millennium House has really focused on building community connections, having Community Action Network come in and offer advice and support around volunteering opportunities. Working with partners of Homelessness Partnership BCP and Homewards Programme of the Royal Foundation we were lucky enough to host the Royal Foundation and His Royal Highness Prince William at Millennium House in February.

Millennium House had **9** positive move ons and in total supported **24** people, as well as offering three months' move on support to people once they leave our service.



The visit is something that we at Millennium House will all look back on fondly. As one of our customers said, "he was very down to earth, someone I could get on with, a really nice bloke", which we feel is reflected in Prince William's work with Homewards.

Lisa Boon, Senior Practitioner at Millennium House

Lisa continued...

Everyone who visited Millennium House showed our customers the kindness and understanding that they needed. Having so many people in their home can be overwhelming but they took all of it in their stride. Prince William had a warm, kind nature and took the time to speak to all our customers. He showed genuine interest in their stories and treated them all with kindness and respect, taking the time to remember their names and what was important to them.

Community Front Rooms

The Community Front Rooms are part of the Access Wellbeing Mental Health Pathway, a community service commissioned by Dorset HealthCare. They offer a non-clinical environment for people over 18 years old who are in need of mental health support. The Dorset services in Weymouth and Wareham are run by BCHA and there are two further services in Bridport and Shaftesbury run by Burrough Harmony and Hope. Across the four CFRs colleagues have supported **3,359** customers with a percentage of **47%** being new customers.

Mental Health Floating Support Team

Our Mental Health Floating Support team has continued to provide our customers with a wide and diverse range of support, from preventing evictions, maximising income of thousands of pounds, supporting people to access other services, reducing isolation, gaining skills and qualifications. We hosted a very successful networking event in National Suicide Prevention week in September with over **150** professionals attending.



BCHA SUPPORT, MENTAL HEALTH

Access Wellbeing Dorset

Access Wellbeing Dorset is managed in partnership with BCHA, Help & Care, The Lantern Trust, NHS Dorset and Dorset HealthCare – alongside other charities and voluntary sector organisations. The service provides immediate access through hubs and drop-ins providing free support that empowers people to enhance their overall wellbeing, helping to improve their mental health.



You are absolutely indispensable to meeting the mental health need that's out there. To be here, and for this to be the first service that I open, is a privilege.

Tom Hayes MP

The BCHA new wellbeing hub, Access Wellbeing Boscombe, was officially opened by Tom Hayes, MP for Bournemouth East in September.

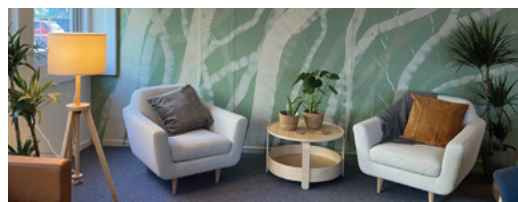
The partnership provided accessible support collaboratively through hubs and drop-ins giving people a vital space to talk. Over the last year we have launched **4** hubs, opened **15** community drop-in spaces and had **50** wellbeing coordinators working at locations around Dorset. Most importantly, however, our teams have supported thousands of people across Dorset, with over **8,800** appointments and visits to our spaces since we launched.



The University Retreat

The University Retreat has supported over **1500** student visits working with our partner student wellbeing teams across Bournemouth University, Arts University Bournemouth and the Health Sciences University. Students accessing our drop-in service Monday-Saturday in our consciously designed therapeutic space have benefitted from 1:1 support. Our dedicated team of practitioners has supported students in self-defined crises, enabling them to co-produce practical coping strategies whilst affording them the time and space to feel understood within our non-judgmental, person-centred approach.

Our work has been well recognised being nominated for two national awards. We have also built partnerships with other local support services such as **STARS** and **The Shores** which led to specific drop-ins run from our site, as well as putting on events to raise awareness of mental health to the larger student body at various university events.



Pepperell House

Pepperell House in Shaftsbury, Dorset opened in January 2024, in collaboration with the NHS and working alongside the Hospital to Home team. This step-down mental health unit provides up to **12** weeks of support for people transitioning from hospital to returning home/being housed. With 24/7 staffing it offers practical and emotional support for people enabling them to learn or practice skills that they will need in everyday life. Since opening, we've had over **50** people stay with us and the majority have returned home, moved to supported housing or moved to private or housing association independent accommodation. Residents have self-contained flats along with a games room, a communal kitchen and lounge/diner where communal theme-night meals are held and movie nights.





BCHA LEARN

BCHA Learn continued to see significant achievements. The successful delivery of the Multiply contract supported **339** individuals through **598** numeracy courses and led to further Information, Advice and Guidance (IAG) work in Weymouth and Bridport. Under the Adult Skills Fund, **300** qualifications were achieved with high learner satisfaction, including notable progress in confidence, skills, and motivation. The Digital Discovery Project was extended to 2026, delivering beginner and intermediate courses and contributing to national campaigns.



Our Horticultural team received national recognition at the BBC Gardeners' World Awards where we were awarded a Silver Merit at the BBC Gardeners World Fair in May 2024 for 'Our Beautiful Border'. Designed by our Horticultural Tutor Alison Firth, the installation was inspired by learners on our BCHA Learn courses. It was a real team effort as previous learners from the horticultural course helped to grow the plants used and all helped to build the award-winning structure itself.



300 Qualifications Achieved in 2024/25



City & Guilds
Level 1 Horticulture Skills

51 achievements



City & Guilds
Level 2 Horticulture Skills

38 achievements



National Open College Network (NOCN)
All Being Well Course

74 achievements



NOCN Right at Home
(Tenancy Training)

10 achievements



NOCN
Skills for Work

58 achievements



NOCN
Food for Life

37 achievements



NOCN Level 1 Essential
Support Work Skills

32 achievements



96% of learners reported an increase in skills



85% of learners reported an increase in confidence



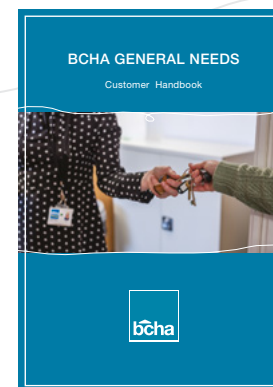
83% of learners reported an increase in motivation

BCHA HOME, ASSETS & REPAIRS

The BCHA Home Assets and Repairs team delivered a strong performance across key areas of compliance, maintenance, and property improvements.

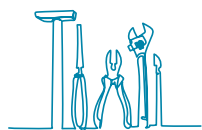
Following direct engagement with our customers we were able to improve our processes including regularly reviewing subcontractor response times to ensure they align with our agreed Service Level Agreements. We also identified a need for clearer communication around tenant responsibilities and key repair process which have all been incorporated into the new General Needs Tenant Handbook which was launched this year.

We had a successful consultative opportunity where customers have been able to choose their kitchen and bathroom colours and finishes. This has made a huge difference for tenants to be part of the process of their new upgraded homes.



When I was told I would be having a new kitchen fitted little did I realise the choice I would be offered. I was able to pick the colour and type of floor, cupboards, tiles even down to a choice of cupboard and draw handles! Basically I was able to design my own kitchen which is remarkable.

BCHA customer



5,768

Repairs completed

Ensuring the continued safety and comfort of our residents



910

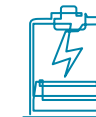
Void properties managed

Preparing them for new tenants in a timely manner



588

Gas services completed



201

Electrical condition reports



111

Fire risk assessments



65

Asbestos surveys



30

Kitchen renewals



7

Bathroom renewals



26

Boiler replacements

Demonstrating our commitment to maintaining safe living environments

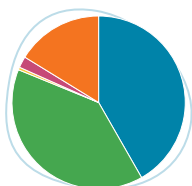
Further improving the quality and efficiency of our housing stock



BCHA: A YEAR IN FIGURES

BCHA has produced a full set of consolidated Financial Statements for the year ended 31 March 2025.

A copy of the full set of our financial statements is available on our website.



Income Sources

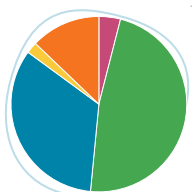
2024/25 2023/24

Rent & Service Charges	41.7%	43.1%
Support contracts	39.4%	35.7%
Revenue Grants	0.5%	0.8%
Learning services	2.1%	2.3%
Other Income	16.2%	18.1%

Housing Stock

2024/25 2023/24

Care Homes	57	61
Supported Housing	682	742
General Needs	481	479
Shared Ownership	30	30
Other	184	106
Total	1,434	1,418



Recoop was formed in 2010 as a charitable subsidiary of BCHA to work in the Justice sector to promote and support the wellbeing of older people in prison. The charity has grown from strength to strength over this time and left the Group to become independent and pursue its own business ambitions on 1 April 2025. The accounts presented on this page are consolidated to include Recoop for the 2024-25 financial year but next year's statements will reflect Recoop no longer being part of the Group. For more information go to www.recoop.org.uk

Balance Sheet

2024/25 2023/24

	£'000	£'000
Housing Properties at Cost	92,743	87,287
Other Fixed Assets	2,370	2,478
	95,113	89,765

Current Assets	6,116	5,817
Less: Current Liabilities	(5,489)	(5,829)
	627	(12)

Net Assets

Funded by:		
Long term loans	35,765	34,342
Other creditors & provisions	805	620
Capital Grants	43,590	40,685
Restricted Reserve	3	3
Accumulated Surplus	15,577	14,103
	95,740	89,753

Income & Expenditure

Income 2024/25 2023/24

	£'000	£'000
Gross Rents & Service Charges Receivable	12,727	10,864
Support Contracts	11,556	8,615
Rent Losses from Voids	(502)	(454)
Revenue Grants	135	199
Learning services	630	550
Other Income	4,759	4,376
	29,305	24,150

Expenditure

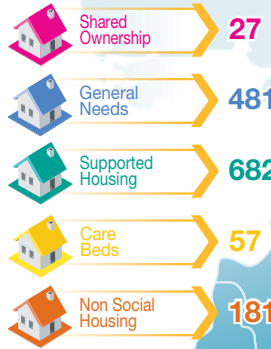
Staff Costs	11,992	10,798
Maintenance Costs & Provisions	3,798	2,496
Rents Payable	1,511	654
Depreciation of housing properties	1,181	1,055
Service charge costs	3,030	2,393
Other Expenses (incl. support)	5,134	5,415
	26,646	22,811
Operating Surplus For Year (before property sales)	2,659	1,339
Net interest on loans	(1,913)	(1,589)
Surplus on Sale of Property	728	374
Retained Surplus For The Year	1,474	124



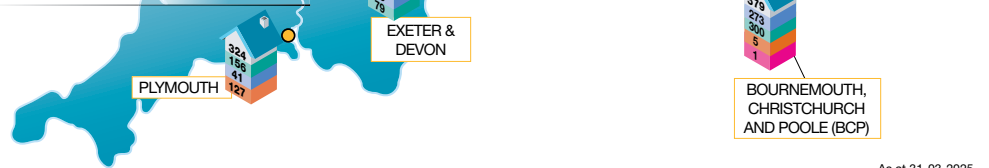
***We are passionate, we are person-centred,
we are purposeful, we are inclusive***

Stock Map 2025

bcha



Total 1428

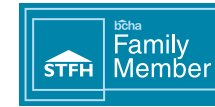


As at 31-03-2025

Numbers refer to units of accommodation - bedspaces, flats and houses

bcha

FAMILY MEMBERS



PARTNERS AND ASSOCIATIONS WE ARE PROUD TO BE MEMBERS OF



WITH THANKS TO

Board Members of BCHA

Our corporate and grant funders and our commissioners
Customers of BCHA for getting involved and making a difference



Bournemouth Churches Housing Association Limited is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014.
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