

Russell Road

Whalley Range

Manchester

LGBT+ Majority Scheme

June 2021

Charles Taylor - Head of New Business

Merger in late 2018 of Hanover and Anchor created largest older persons housing and care provider in UK

Four aims of the merger....

- **Greater voice for the sector**
- **Growth – more homes**
- **More opportunity for colleagues**
- **Efficiency savings**



Homes for 60,000 older people in 1700 locations operating in 88% of LA's

Registered Social Landlord and Community Benefit Society

Registered residential and domiciliary care provider with the Care Quality Commission w. highest number of 'Outstanding' in our peer group



Our Values



Accountable - Taking responsibility for doing a brilliant job and we are personally accountable for our actions and keep our promises.



Respectful - We are inclusive and value everyone for who they are in helping us succeed as an organisation.



Courageous - We demonstrate courage to shape a better future by constantly seeking to move forward. We're pioneers in our services.



Honest - We show integrity and demonstrate openness and transparency in everything we say and do.

Why were Anchor Hanover keen to partner with MCC and Manchester LGBTF in developing this scheme?

- We are a member of Inclusive Employers and a Stonewall Diversity Champion.
- One of six Housing Associations who funded the 2017 HomeSAFE research, commissioned by HouseProud - the social housing sector's national LGBT+ network.
- Anchor Hanover has HouseProud 'Pledge Plus' status
- Resident LGBT+ group and colleague Rainbow Network to achieve Pledge Plus accreditation.
- Experience from New Larchwood in Brighton

New Larchwood, Brighton

Sheltered housing scheme in Brighton where we piloted LGBT+ inclusion at housing scheme level.

Aim to develop a scheme that would be LGBT+ inclusive, not exclusive – with the aim of seeing an increase in the proportion of LGBT+ people living at the scheme.

We chose Brighton and Hove for our New Larchwood scheme because of the higher proportion of LGBT+ people living in the city, as well as its reputation for being trans-friendly and inclusive.

How?

LGBT+ trans, and domestic abuse awareness training delivered to local Anchor Hanover colleagues and on-site partners

Scheme marketing leaflet updated to include information relevant to LGBT+ residents, such as more diverse images , reference to LGBT+ inclusion

Complaints, anti-social behaviour and EDI statement of intent available on noticeboards - highlighting our policies and processes addressing potential discrimination

A Nurse practitioner at an on-site surgery has attended specialist training about hormone treatment for trans people, as well as the practice displaying health information relevant to LGBT+ patients

Outcomes

- The percentage of residents identifying as LGBT+ at New Larchwood doubled
- Increase in wellbeing for all residents, including LGBT+
- Established clear connections with local LGBT+ organisations to be better equipped to signpost our residents to LGBT+ specific support
- Positive media coverage, including publicity in Diva Magazine

Russell Road Whalley Range proposal

- Proposal for a mixed tenure development of 100+ apartments
- Onsite 'extra care' facilities with onsite care
- External gardens and parking
- Target for lease terms by end 2021, Planning application by Easter 2022 and Start on Site by end 2022
- First residents move in early 2025

What's the same as a usual Anchor Hanover development?

- Making a welcoming and safe environment that is part of the community. Identified as critical
- Thinking about the affordability for customers/residents
- Outward facing not hidden
- Learning from the research and conversations

What's different to a usual Anchor Hanover development?

- Working on a co-produced basis with **LGBT Foundation** and **MCC**
- Some variation to operational procedure but limited
- Small design issues. It's the operations that matter....