

Customer Feedback

We continue to engage with and listen to a significant number of our customers (circa 31% of customers) annually to learn from them and shape our organisation. We do this through touch-point satisfaction surveys, perception survey, engagement work and our Customer Voice Panel.



Here's a look at how satisfaction levels performed in 2021-22.

Touch-point	2019/20	2020/21	2021/22
New Tenancy	92% (172)	85% (127)	88% (110)
Contact Centre	86% (3188)	86% (3126)	85% (3142)
Responsive Repairs	84% (1552)	86% (1430)	84% (1267)
Estates: Block Cleaning	73% (1908)	69% (706)	63% (699)
Estates: Grounds	68% (As above)	66% (1254)	65% (1210)

Our commitment is to keep on listening to customer feedback, acting on what they tell us and making the service improvements required.

Complaints Handling

Measure	2019/20	2020/21	2021/22
Number of Complaints Received	433	257	630
Complaints Resolved Within Timescales	96%	18.2%	70%

Taking action to reduce Customer Effort



Ease of making complaint

64%

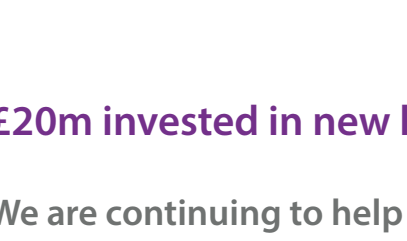
Satisfied of the 80 responses received in 2021/22.

Satisfied with our handling of the complaint

48%

Satisfied of the 80 responses received in 2021/22.

Our Strategic Delivery Plan continues to deliver...

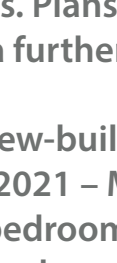


Build New Homes



We are looking to build 708 affordable homes over the next 4 years, taking our total delivery to 1,100 by 2026.

2021-22

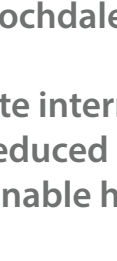


117 new homes started on site

Since 2017-18



538 new homes started on site

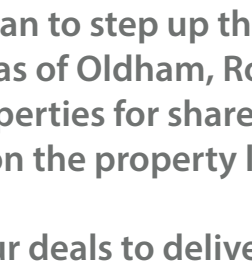


84 homes have been completed



392 homes have been completed

Target for starts on site



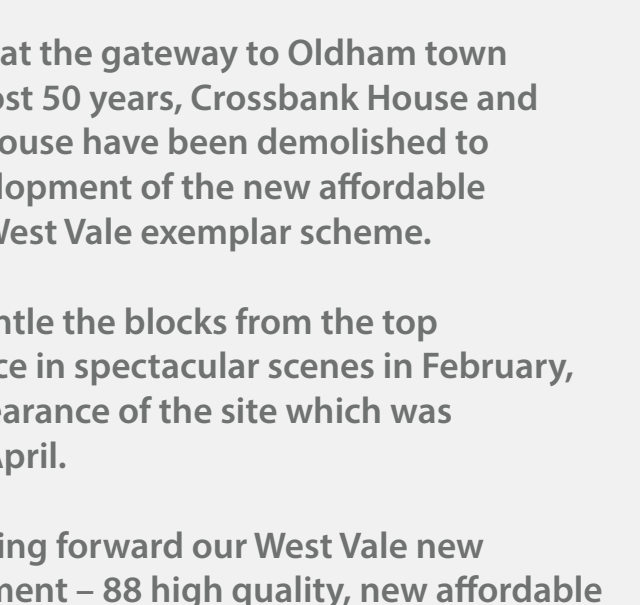
259 units to commence on site in 2022-23

Update on Key Development Strategies

£20m invested in new homes in 2021/22

We are continuing to help tackle the shortage of affordable housing locally by investing more than £20m in the last financial year to build 84 new homes. Plans are also underway to commence with a further 259 in 2022/23.

Our new-build developments completed April 2021 – March 2022 range from one and two-bedroom apartments to two, three and four-bedroom family houses across Oldham and Rochdale boroughs.

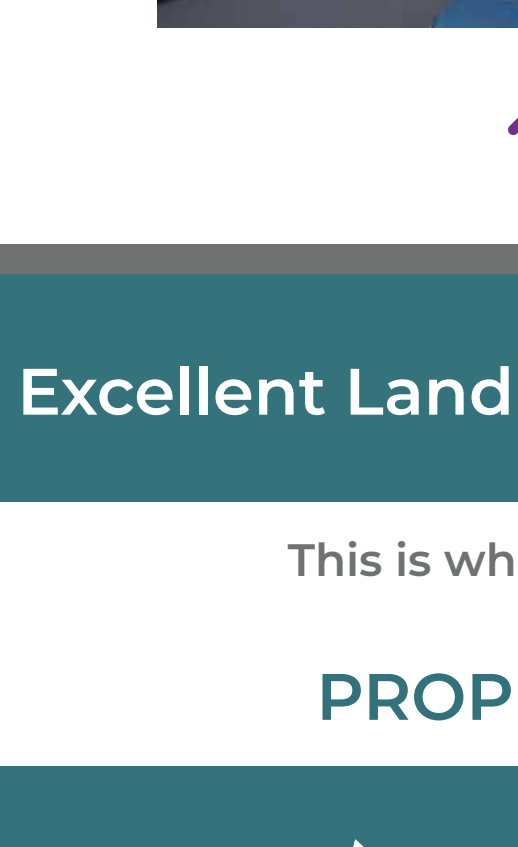


Despite interruptions in programme due to COVID-19 and challenges from rising costs and reduced availability of materials, we have continued to deliver quality, modern, sustainable homes for people in greatest need.

Looking ahead, we plan to step up the pace and volume at which we deliver new housing in target areas of Oldham, Rochdale, Tameside, Kirklees, and Calderdale. We will also offer properties for shared ownership and rent to buy, helping more people to get a foot on the property ladder.

In April we signed four deals to deliver fifty new affordable homes across a range of tenures in Oldham, Rochdale and Tameside. This is in addition to 146 homes already in progress across five sites in the Royton, Alt, Fitton Hill and Waterhead areas of Oldham.

Tower blocks demolition complete



After standing at the gateway to Oldham town centre for almost 50 years, Crossbank House and Summervale House have been demolished to allow the development of the new affordable homes at our West Vale exemplar scheme.

Work to dismantle the blocks from the top down took place in spectacular scenes in February, followed by clearance of the site which was completed in April.

We can now bring forward our West Vale new build development – 88 high quality, new affordable homes to help meet local housing need.

Sustainability is a priority in the design of new homes and all properties will have an Energy Performance Certificate A - the most energy efficient rating in terms of likely fuel costs and carbon emissions.

We are in the process of appointing a development partner to deliver the new build phase, enabling a start on site by September 2022, and homes due for completion in spring 2024.

First modular scheme shortlisted for leading regional housing award

We are delighted to share that our first modular development was shortlisted for a Northern Housing Award in April.

The scheme, which we are delivering with Rochdale-based MultiBuild UK, is transforming a brownfield site at Stephenson Street in Waterhead into twelve, highly energy efficient, two-bedroom apartments.

The apartments, which were manufactured at the factory in Heywood before being delivered to site, were in the running to pick up the award for Best Approach to Modular Housing.

Use of modern methods of construction like this is among the ways we are working to bring forward at pace more energy efficient, social homes that will make a difference local people and futureproof our stock.



Excellent Landlord



This is what we've achieved in 2021/22

PROPERTY SAFETY TEAM

11,077 gas safety checks



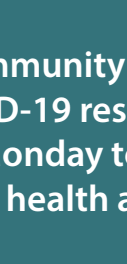
2,211 electrical safety checks



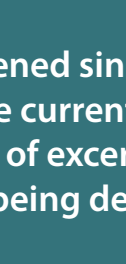
328 new boilers fitted



340 fire risk assessments

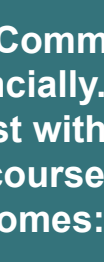


1,241 fire risk actions



PROPERTY CARE TEAM

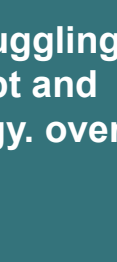
28,428 repairs overall



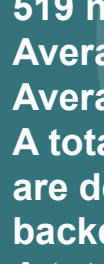
956 out of hours repairs



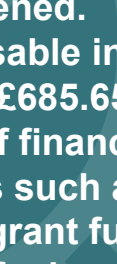
3,526 emergency repairs



7,738 urgent repairs



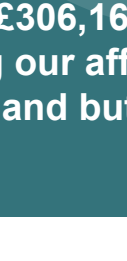
13,631 non urgent repairs



1,466 planned repairs (large works)



314 adaptations



127 disrepair works



COMPLIANCE PERFORMANCE

We've managed to maintain compliance levels to an excellent standard.

100% Gas Safety



100% Of communal areas with a current fire risk assessment



100% of properties with a current EICR

100% Passenger lifts annual insurance examination items completed



100% of properties requiring an asbestos survey have been completed



100% Home lifts annual Insurance examination items completed

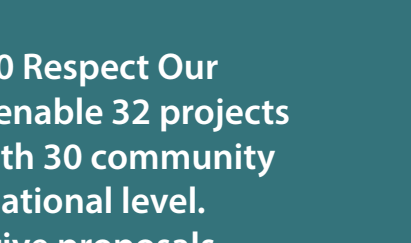


100% of communal areas requiring an asbestos re-inspection have been completed

100% Compliance monitoring shop premises



Creating Thriving Communities



Our impact in the community

Customer Engagement and Customer Voice Panel

We have a Customer Engagement Programme which aims to capture customer feedback to directly shape our services, policies and processes to better suit customer needs.

The Customer Voice Panel (CVP) consists of 86 members and 57 customer engagement events were held from April 2021 to March 2022.

In December 2021, we launched our Customer Void Inspector (CVI) scheme with 5 customers. Early in March 2022 a further 10 customers received training and support (including IT training and loaned devices) to deliver the next round of void property inspections in March 2022. The CVI feedback and recommendations on our lettable standard have been presented to the Void and Neighbourhood teams in order to help improve services and standards.

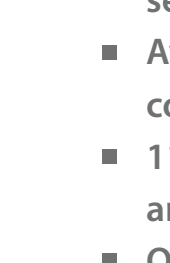
Neighbourhood Champions deliver quarterly inspections of our neighbourhoods and caretaking/grounds maintenance services. Over the last 12 months we have recruited 24 champions. Their reports and recommendations are shared with the relevant service areas in order to improve our service delivery and service standards.

Community Centres - Six community centres have now reopened since July 2021 following the easing of COVID-19 restrictions. The centres are currently offering 25 different activities from Monday to Saturday with a range of exercise, cooking, social activities and health and wellbeing sessions being delivered.

Funding and Partnership Support - We have awarded £17,770 Respect Our Community Awards (ROCA) grants over the last 12 months to enable 32 projects to be delivered across the whole borough. We have worked with 30 community partners to create 11 Expressions of Interest and/or bids at a national level. In addition, over the last 12 months we have developed 35 active proposals for external funding with 61 community partners.

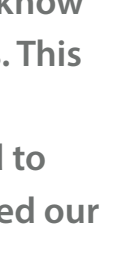
Making a difference in the community

Our Community Impact Team support customers who are struggling financially. We aim to improve disposable income, reduce debt and assist with accessing vital provisions such as food and energy. Over the course of the year the team have achieved the following outcomes:



- 519 new support cases opened.
- Average increase in disposable income of £245.47 per customer.
- Average debt reduction of £685.65 per customer.
- A total of 436,199 in one off financial improvements. These are derived from outcomes such as debt relief orders, benefit backdates and accessing grant funding.
- A total of £4,655 issued in fuel vouchers.
- A total of £306,160 in savings generated from customers accessing our affordable food service in partnership with the bread and butter thing.

Kick-starting job support for our young customers



We have supported 46 Kickstart participants in the business during 2021/22. We understand that this number is the highest supported by any employer in the Oldham Borough.

14 participants have now secured roles in FCHO and a further 12 have secured permanent roles outside of FCHO. A further 9 are still in the role with placements expected to be completed by September.

Kickstart is a scheme created by the Department for Work and Pensions to create employment opportunities for young people, to help them gain experience in industry which will support in them securing future employment.

Live Well Service

Stay connected with FCHO

September 2021 saw the re-launch of the service and a name change from Independence Service to Live Well. The re-launch included:

- Customer engagement work through Stronger Communities.
- Development of a work plan and marketing plan. Team away day.

Pro-active targeting and service promotion has been central to the re-launch with the aim to increase service numbers. This included the production of new marketing materials and writing to over 200 potential new customers living in FCHO housing stock, sharing the Live Well service benefits.

Service achievements

- 59 new customers joined the service.
- 91 service referrals received, resulting in 47 of those being suitable for the service.
- Average caseload per advisor of 80 customers each with over 16,500 customer contacts made either via phone or face-to-face for the year (over 300 each week).
- 111 support referrals made by the advisors with the aim to reduce loneliness and isolation and increase social connections for customers.
- Over £47,000 made in financial gains for Live Well customers.

Removal of the £20 Universal Credit (UC) increase

We use data to help us identify customers who may benefit from our support but have not hit a trigger for referral and have not asked for help themselves.

Over the course of the year, we attempted to contact all our customers whom we know made a new claim for UC during the pandemic. This was a total of 1584 customers. This resulted in us engaging with 741 customers to complete phone and desk top assessments. Of those, 85 consented to individual assessments and being opened to case work. Most customers did not feel they needed support, but many appreciated our contact.

Going into the new financial year, we have a new target list of 1191 customers derived from customer responses from an income collection survey. This contains information around individual customer circumstances and what their concerns are, e.g. money,