

## Our Big Plan 2022-25

We have launched our Big Plan 2022-25 for delivering homes we are proud of and improving lives.

Our Big Plan is our route map to providing our customers with great services, great homes, great neighbourhoods and being a great company.

The two years leading up to this Big Plan have been dominated by the COVID-19 pandemic and throughout this period rose to the challenge, providing critical services to our customers and communities and adopting more flexible, creative and intuitive ways of working.

We are now building on that over the next three years, so we can keep improving what and how we deliver our services and adding value to everything we do.

Working closely with our partners to make a positive difference in our communities is an important part of our big plan and we're excited about what we can achieve together.

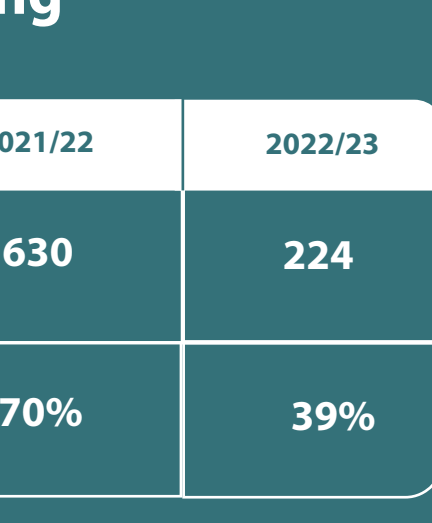
Visit our website to read our Big Plan in full and watch it come to life in our video.

# OUR Big PLAN

Our vision for providing homes we are proud of and improving lives

## 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 2022-23 Q1 YTD.

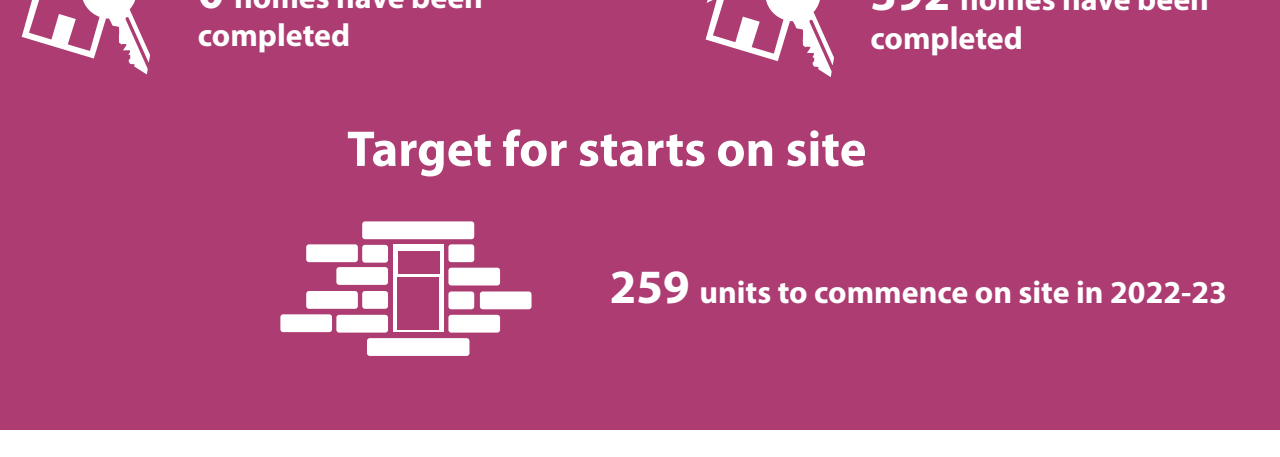
	Touch-point	2020/21	2021/22	2022/23 Q1 YTD
	New Tenancy	85% (127)	88% (110)	77% (38)
	Contact Centre	86% (3126)	85% (3142)	88% (761)
	Responsive Repairs	86% (1430)	84% (1267)	78% (305)
	Estates: Block Cleaning	69% (706)	63% (699)	58% (174)
	Estates: Grounds	66% (1254)	65% (1210)	67% (319)

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

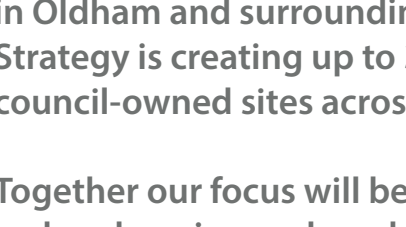
## Complaints Handling

	Measure	2020/21	2021/22	2022/23
	Number of Complaints Received	257	630	224
	Complaints Resolved Within Timescales	18.2%	70%	39%

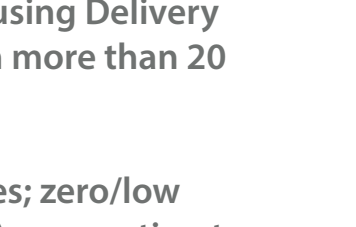
## Taking action to reduce Customer Effort



## Our Strategic Delivery Plan continues to deliver...



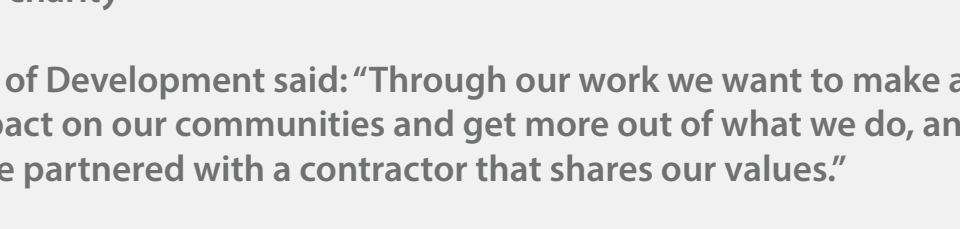
### Build New Homes



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



### Target for starts on site



## Update on Key Development Strategies

### Welcoming Homes England to share vision for local housing

Together with Oldham Council, we welcomed the team from Homes England to Oldham to share our joint vision for delivering more affordable housing in the Oldham borough.

Through our Development Strategy we are building 1,100 new homes 2020-2026 in Oldham and surrounding areas, and Oldham Council's Housing Delivery Strategy is creating up to 3,000 much-needed new homes on more than 20 council-owned sites across the borough.

Together our focus will be on accessible and adaptable homes; zero/low carbon housing and modern methods of construction (MMC); supporting town centre renewal; a brownfield first commitment; and collaborative working to maximise our delivery.

Central to this approach is strong partnership working between our organisations to achieve our aims and make a bigger difference to people in our borough.

### Tower blocks demolition complete

We are pleased to have worked with our contractor partner, D Hughes Demolition & Excavation to deliver multiple social value benefits through the demolition and clearance of Crossbank House and Summervale House in Coldhurst.



This first phase of work to transform the neighbourhood where the tower blocks stood was completed Dec '21-April '22. Highlights of social value achieved include:

- 95% site waste re-used, recovered or recycled
- £444k spent with local businesses
- 100% local workforce
- £1300 donated to charity

Joel Owen, our Director of Development said: "Through our work we want to make a positive and lasting impact on our communities and get more out of what we do, and we are delighted to have partnered with a contractor that shares our values."

## We're investing £8.6m to bring more new affordable homes to Failsworth and Royton

We have given deals worth £8.6m with two North-West housebuilders to bring 48 new, green affordable homes to Failsworth and Royton - helping us meet targets to deliver 700 new, high quality, energy efficient properties in Oldham and surrounding areas between now and 2026.

At Hughes Close, Failsworth, we are bringing forward a £4.9m scheme of 14 four-bedroom and four three-bedroom properties on brownfield land. Fifteen homes for shared ownership are planned, helping local people to get a foot on the housing ladder at an affordable price. Three homes will be for affordable rent - set at no more than 80% of the average local market rent.

The £3.7m development on a brownfield site on Shaw Street, Royton will be built by Robwood Construction. The contractor is delivering 11 one-bedroom and 15 two-bedroom apartments for us, all for affordable rent.

Helping to minimise their carbon footprint, the apartments located close to Royton centre are planned to achieve an energy performance certificate (EPC) B and are equipped with modern electrical heating to help cut carbon emissions.

Work at the Failsworth and Royton sites is planned to commence this summer with projects due for completion at the end of 2023.



## Excellent Landlord



This is what we've achieved in 2022/23 Q1 YTD

## PROPERTY SAFETY TEAM

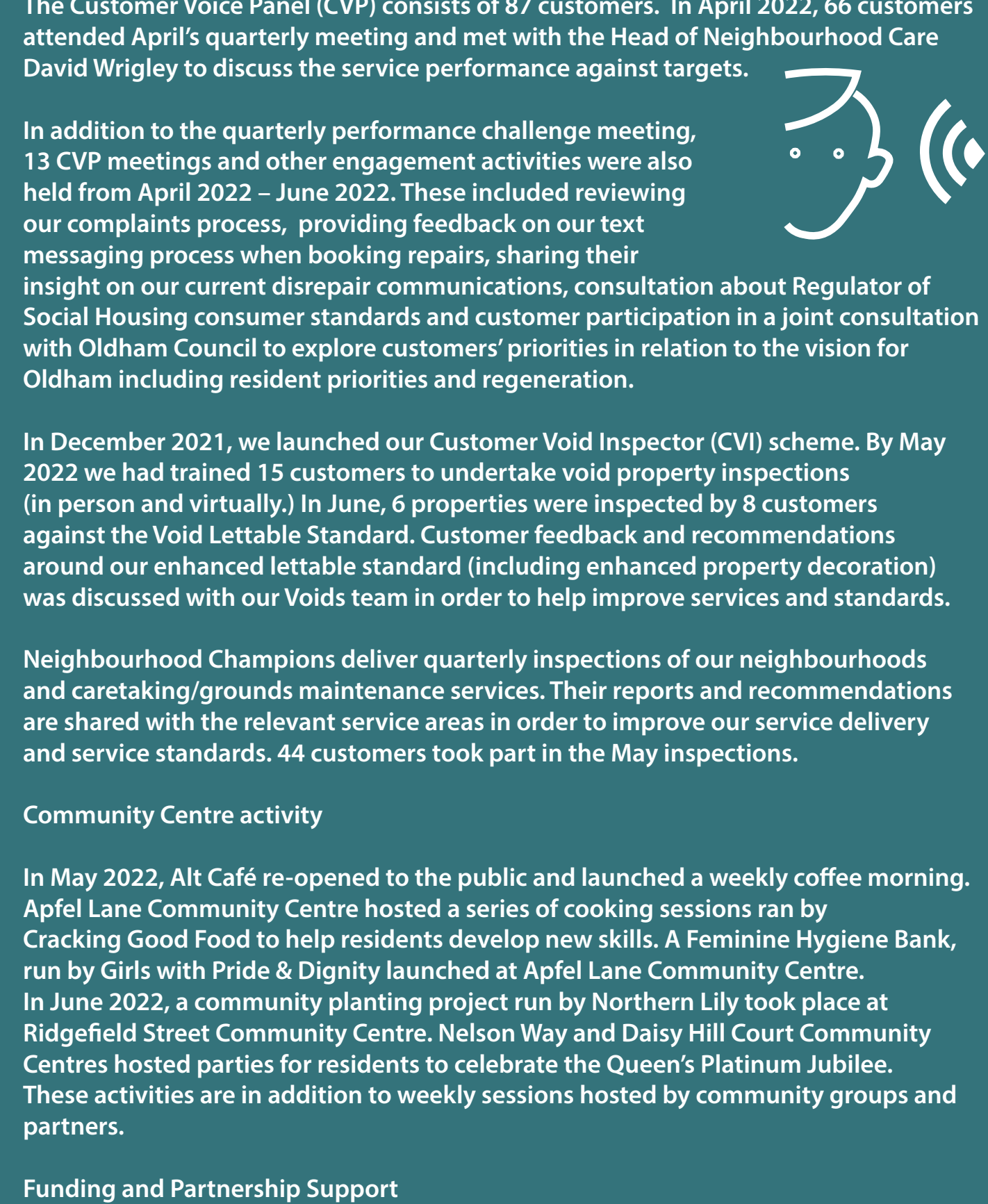


## PROPERTY CARE TEAM

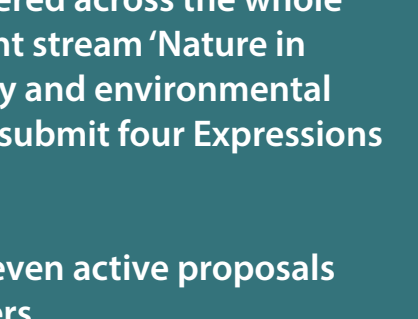


## COMPLIANCE PERFORMANCE

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



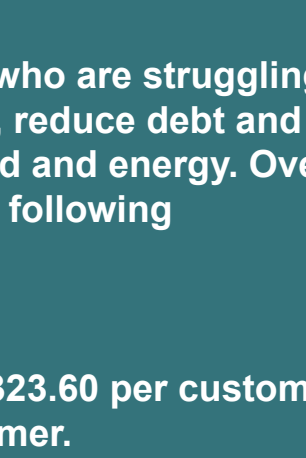
## Creating Thriving Communities



## Our impact in the community

### Customer Engagement and Customer Voice Panel

The Customer Voice Panel (CVP) consists of 87 customers. In April 2022, 66 customers attended April's quarterly meeting and met with the Head of Neighbourhood Care David Wrigley to discuss the service performance against targets.



In addition to the quarterly performance challenge meeting, 13 CVP meetings and other engagement activities were also held from April 2022 - June 2022. These included reviewing our complaints process, providing feedback on our text messaging process when booking repairs, sharing their insight on our current disrepair communications, consultation about Regulator of Social Housing consumer standards and customer participation in a joint consultation with Oldham Council to explore customers' priorities in relation to the vision for Oldham including resident priorities and regeneration.

In December 2021, we launched our Customer Void Inspector (CVI) scheme. By May 2022 we had trained 15 customers to undertake void property inspections (in person and virtually). In June, 6 properties were inspected by 8 customers against the Void Lettable Standard. Customer feedback and recommendations around our enhanced lettable standard (including enhanced property decoration) was discussed with our voids team in order to help improve services and standards.

Neighbourhood Champions deliver quarterly inspections of our neighbourhoods and caretaking/grounds maintenance services. Their reports and recommendations are shared with the relevant service areas in order to improve our service delivery and service standards. 44 customers took part in the May inspections.

### Community Centre activity

In May 2022, Alt Café re-opened to the public and launched a weekly coffee morning. Apfel Lane Community Centre hosted a series of cooking sessions ran by Cracking Good Food to help residents develop new skills. A Feminine Hygiene Bank, run by Girls with Pride & Dignity launched at Apfel Lane Community Centre. In June 2022, a community planting project run by Northern Lily took place at Ridgefield Street Community Centre. Nelson Way and Daisy Hill Court Community Centres hosted parties for residents to celebrate the Queen's Platinum Jubilee. These activities are in addition to weekly sessions hosted by community groups and partners.

### Funding and Partnership Support

We have awarded £5,100 Enable Our Community Awards (ROCA) grants over the period April to June 2022 to enable seven projects to be delivered across the whole borough. An additional £750 has been awarded via a trial grant stream 'Nature in Neighbourhoods Oldham' dedicated to nature/wildlife friendly and environmental projects. We have worked with seven community partners to submit four Expressions of Interest and/or bids at a regional/national level.

In addition, between April to June 2022 we have developed seven active proposals for potential external funding involving 17 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:



- 115 new support cases opened.
- Average increase in disposable income of £323.60 per customer.
- Average debt reduction of £685.65 per customer.
- A total of £146,133.05 in one off financial improvements. These are derived from outcomes such as debt relief orders, benefit backdates and accessing grant funding.
- A total of £87,849.50 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.

19 participants have now secured roles in FCHO and a further 14 have secured permanent roles outside of FCHO. All Kickstart placements have now ended. 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 their securing future employment.

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## Live Well Service

Stay connected with FCHO

Through pro-active targeting and service offer development, a number of actions have been undertaken,

- Live Well & Stronger Communities Teams joined forces effective from May 2022
- A combined team meeting held in June - Getting to know one another
- Devised an action plan / joint objectives committed to joint working for the benefit of customers and communities
- Overlap in services / activities / knowledge sharing & development
- Community based events delivered collaboratively with more planned

Further customer engagement work has been carried out through Stronger Communities including the development of a work plan and marketing plan, and the successful wider team away day attended by both Live Well advisors and Stronger Community Officers.

The focus for Live Well remains on increasing customer numbers, through joint working with Stronger Communities to further reduce isolation & loneliness whilst continuing to promote the service to potential new customers. Our service offer is developing further with several community events being successfully delivered and more planned in the future.

### 2022/23 Q1 Service achievements

- 14 new customers joined the service.
- 25 service referrals received, resulting in 47 of those being suitable for the service.
- Over 300 customer contacts made weekly, with an average caseload per advisor of approximately 80 customers each, in addition to telephone support provided there have been an additional 98 face-to-face contacts.
- 31 support referrals made by advisors with the aim to reduce loneliness and isolation and increase social connections for customers. Over £2,930 made in financial gains for Live Well customers.