

what

COMMUNITY

means to me...

Oldham Annual Report 2017/18

housing&care21

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Proportion of **telephone calls answered** within 24 seconds

99.44%



Average time to complete **Non-Urgent repairs**

4.5 days

Our target **21** days



Percentage of **repair jobs where appointment** was made and kept

97.85%



Average number of days for **properties to be let**

11 days

Our target **21** days



Proportion of **open spaces cleared** within 3 days of dumping

100%



Proportion of **social activities** taking place as planned

99.31%



WELCOME

to our Annual Service Report for **2017/18**

Every one of us is a member not just of one, but of many communities. That may be the people in our neighbourhood, members of our social club, colleagues we work with or used to work with, fellow allotment holders or church goers, or any of a multitude of different groups that we are part of and contribute to. Communities can be powerful networks that provide resilience, mutual support and purpose to our lives. Communities are stronger than rule based institutions and organisations, more vibrant and organic, diverse and self motivating. They don't need strategies and plans, they just are – but make lives richer and more fulfilling despite that.

So when Housing & Care 21 says it believes in and wants to support our community, we are also humble enough to know this doesn't mean organise and run. We do know that some people can become isolated from the communities they were part of, and we can support them to re-join those groups. We do know that some communities need that extra bit of support to flourish, and we can help provide that. We are honest enough to say we don't know what our communities most need and so we ask and listen.

Over the following pages we'll share some of our achievements for the year, accompanied by stories from residents about what community means to them.

Throughout the year we've focussed on the development of our support services, including the introduction of a new support planning approach which promotes a wider conversation about what is important to residents, and what makes the most impact on their lives. I'm looking

forward to seeing how this new approach will bear fruit, allowing more tailored support to be provided and prompting new ideas to help everyone feel part of their community.

Stephen Hughes
Chair of Oldham Retirement
Housing Partnership





A TRUE BLUE

Joan Harrop – Violet Hill Court

Joan was born in Boundary Park Hospital, Oldham in 1937 (just across the road from Oldham Athletic's ground!). She's also lived in Norfolk, before settling back in Oldham.

Joan and her husband Roy moved into Violet Hill Court in 2000. Roy, who sadly passed away three years ago, was a Manchester City supporter from childhood, whilst Joan was a fan of Oldham Rugby League Club.

Although Joan was born into an Oldham family, they moved when she was only two years old, to Rosebery Street, just off Princess Parkway, Manchester, because her dad was in the Home Guard. The house was just around the corner from City's old ground at Maine Road and her dad and two elder sisters (Elsie, who was 19 years older and Edna, 16 years older), were all Man City supporters.

Despite this, Joan never attended Maine Road. Her first City match was at the new Etihad Stadium in East Manchester in 2003 and she became hooked! She'd already formed an attachment to the ground, because she and Roy had acted as volunteers for the

Commonwealth Games, at the City of Manchester Stadium as it was known at the time. After 2003, Joan and Roy started to attend all the City home games and she became a season ticket holder about five years ago.

She now goes to the matches with her youngest son Phillip (49) and her granddaughter Amy (22). Joan's eldest son, David (56) is a Latics fan!

Joan thinks David Silva has been a consistently great player for City, as has Vincent Kompany, but she also likes Sergio Aguero and Kevin De Bruyne.

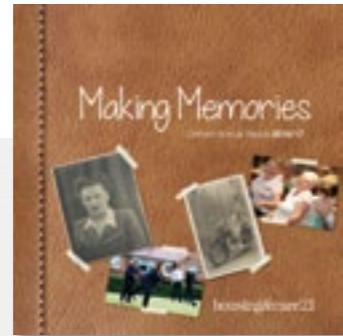
Joan also likes to point out that the World Cup in Russia created a new world record – the greatest number of players from a single club ever in the competition – and that club is none other than Man City!

Joan is a City fan through and through and being part of the home crowd is community to her.

ACHIEVEMENTS



Our '**Making Memories**' Annual Service Report from last year was shortlisted for a Tpas North West Award.



The Oldham Customer Services Team won a Housing & Care 21 '**Outstanding Team Award**' in 2017.

Extra Care Court Managers, Tina and Caroline at Tandle View Court won a Housing & Care 21 '**Excellence in Service Award**' in 2017.



Community means to me...
"Mixing together
and people enjoying
themselves."

Doris, Trinity House

Five communal gardens were awarded '**It's Your Neighbourhood**' North West in Bloom RHS prizes with Wood Square, Walton House and Holland Close receiving *Level 4 Thriving* awards and Throstle Court and Millgate receiving *Level 5 Outstanding* awards.



HIGHLIGHTS OF EXTERNAL FUNDING

Lido House received £200 from Great Get Together



Holland Close received £200 from Great Get Together

We received a **donation of computers and laptops** from a church in Lancashire; these are currently being used by residents at **Trinity House** and **Charles Morris House** to encourage the use of the communal Wi-Fi.



The following projects were successful in receiving funding from Ambition for Ageing:

1 Victoria Gardens received £2,656 to develop exercise sessions and to develop a gardening project.

2 Holts Village received £1,500 for IT equipment.

3 Walton House received £1,800 towards a greenhouse and patio area.

4 Oldham Coliseum, in partnership with **Charles Morris House** received £1,975 for an intergenerational digital project.

Community means to me...

"People getting together, enjoying activities, not feeling lonely."

Joan, Burnley Street



SOUNDS LIKE HEAVEN

Brian Collier – Highgate House

Brian and his wife, Shirley, have lived at Highgate House for about five years and couldn't be happier.

The community activities are good fun at the Millgate scheme and Brian and Shirley both enjoy taking part. Brian plays pool every Thursday afternoon and helps out in the prize-winning communal gardens. On Friday evenings, the couple both visit the lounge, where they join in the weekly karaoke sessions.

But Brian's community singing doesn't end there! After being diagnosed with Alzheimer's disease a few months ago, he was signposted to the Age UK Clock Café in Failsworth. Since then, he's been attending every Monday, meeting people living with similar health conditions. Through the café, he has made new friends, received great encouragement and has become involved in a variety of activities, including outings and, of course, singing!

Through his connections at the café, Brian has also joined the Age UK Singers, known as 'The Autumn Leaves'. He has found this combination of activities has really helped him to cope well with his condition and has brought him a great deal of pleasure and he has made a new group of friends. So far, Brian has sung with 'The Autumn Leaves' at Cloughgate House, Walton House (both Housing & Care 21 Courts), Avalon Park (a private care home) and a community centre on Walkers Road and they have a number of future bookings up until Christmas and beyond!

Despite his diagnosis, Brian leads a full and active community life, both within and around Millgate, but also in the community of friends he has made as a result of singing with 'The Autumn Leaves'!

GO DIGITAL

Mike Maddock – Highgate House

Mike and his wife, Lesley, have lived at Highgate House for seven years. They have both enjoyed their time here and are the organisers of many of the community activities which take place, with the support of the Court Manager, Karen.

Regular social events include the dinner club on Mondays, bingo and pool on Tuesday afternoons, Mike's computer club on Wednesdays, Thursday morning is tea and toast, with pool again on Thursday afternoons and Friday evenings they organise karaoke in the communal lounge, from 7.00pm onwards. On top of all that, Lesley organises trips out (around three per annum), usually taking about 25 to 30 residents.

Mike's computer class has been running for three years now and it all started after a conversation with a local councillor. The councillor came to explain to the residents that many administrative services were now best accessed on line, to which Mike responded that they had no computers! She was sympathetic and as a result, agreed to fund the purchase of four laptops

for Mike's IT club, which he has run weekly ever since. The demand has varied, as people have bought their own IT equipment, once they have learned how to use it and as new residents have come into the scheme. The benefits for users of the computer club have been various, including accessing the 'My Move Oldham' system to help find accommodation, setting up email accounts, booking holidays and accessing services. The recently installed Wi-Fi in the communal lounge has certainly benefitted the club.

Mike's motivation for all this work is his sense of community, which is in turn based on friendship, meeting people, companionship and the satisfaction gained from helping other people.





FIGHTING FIT

Phyllis Whitley – Violet Hill Court

Phyllis is 84 years old and has lived at Violet Hill Court for 16 years.

She loves living there, because there's something going on virtually every day. Phyllis is a regular participant in the communal activities and the lounge is very well used.

Phyllis has always been a very active person. She has been a keen dancer throughout her adult life, particularly enjoying modern and modern sequence dancing. She also ran a keep fit class at the St. George's Square Bowling Club with a friend, every Wednesday for 11 years, before giving this up around two years ago after developing a back problem. This problem, however, has not deterred Phyllis from doing the things she loves!

The activities which Phyllis enjoys at Violet Hill Court include running the bingo with two other ladies on Monday afternoons, joining the 'knit and natter' on Tuesday afternoons and the coffee afternoons on Wednesdays.

Phyllis had learned 18 Tai Chi moves whilst running the keep fit classes and was asked if she'd be willing to offer a weekly class at Violet Hill Court on Friday afternoons. She's now been doing that since January! There have been around 10 enthusiastic participants and they have been joined on occasions by ladies from nearby Lees House. They also now include a couple of keep fit activities.

Phyllis loves her community life. She has always been a 'joiner in', who likes to take part. She's a very sociable person and loves the friendship and companionship that her community life offers.

COLLABORATION AND PARTNERSHIPS

Tameside, Oldham and Glossop Mind have delivered sessions around mindfulness, relaxation and self esteem, as well as drop in sessions for individuals and groups, across our Courts including Hopwood Court, Holland Close, Lido House, Trinity House and Chew Vale.

Our partnership with Making Space is becoming established at Hopwood Court and St Herbert's Court. New projects have also developed at Charles Morris House, Aster House and Trinity House around singing, musical activities and games to help cognitive skills.

We continue to work with Oldham Library's 'Live@ thelibrary', with residents attending a number of performances through the year including 'Dark Satanic', 'Constellations' and 'Who Wants to Live Forever'.

'Reading Friends', a project funded by the Big Lottery Fund and delivered by Oldham Library, connects older people by starting conversations through reading. Lees House residents have attended theatre trips, had guest speakers visit, and taken part in workshops making puppets connected to reading and memories.



We joined the Chatty Café scheme. We now have specific 'Chatter & Natter' tables, spaces for people to talk; for however long they'd like to at Tandle View Court and Old Mill House.

We held community safety events in Failsworth, Chadderton and Hollinwood with support from Greater Manchester Police and Greater Manchester Fire and Rescue Service.

We carried out a joint partnership door knocking exercise in North Chadderton with Greater Manchester Police, Victim Support and Oldham Council, where we spoke to residents about crime and safety in the area.



The 'First Time for Everything' programme, run by the Royal Voluntary Service encourages older people to try new activities for the first time. Residents at Victoria Gardens have tried ballet for the over 55s with the Silver Swans, flower arranging, holistic therapies, jewellery making and gardening.

Victoria Gardens and Hopwood Court became FareShare members, where residents are benefitting from receiving food that would otherwise go to landfill.



Community means to me...

"Mixing with others both young and old, we have local school children who visit us once a week and we interact and play games with them."

Ivy, Throstle Court

#OurBit

Our contractor, Cruden Property Services donated an indoor kurling set to be used at all of our Courts.

#YourBit

Residents have been making use of the set.

#Result

A number of Courts have now gone on to fundraise to buy their own set and are enjoying the activity.

Noah's A.R.T visited Holland Close bringing a range of small animals for residents to interact with.

We have accommodated a number of community groups who moved from the Link Centre in Oldham town centre, these include a yoga group, a confidence building group and a range of other community groups who meet to socialise.

SHOT WOOD FOR RAY

Ray Robinson – Lido House

Ray has lived at Lido House for six years. He has found it an excellent place to live. He enjoys the communal activities, playing Canasta on Monday and Tuesday evenings and Thursday afternoons. Ray was also a ‘Court Voice’ for four years, representing his community at regular meetings and working alongside staff to improve services for older people.

Outside of Lido House, Ray has a busy life in the bowling community. He has been a keen indoor bowler for 13 years and is also a member of the Crown Green Bowling Club at St. George’s Square, in Chadderton. His first love is indoor bowling, which he got into at the age of 64, when Ray and his friend had both just retired. They started this as a hobby, learning under the supervision and guidance of Joe Wild and David Ford.

They later formed a team, ‘The Oddfellows’, made up of friends and acquaintances from the Oddfellows society in Oldham. They joined a veteran’s indoor league, playing at Oldham Sports Centre.

Ray now coaches (usually veterans, but all welcome!) every Tuesday morning. There are four coaches in all and they have up to 24 players at any one time. When the coaches think they are ready, they are encouraged to join

a team and participate in the leagues, of which there are both winter and summer. Ray and his colleagues run the single summer league (with 11 teams); whilst in winter there are five leagues, with 12 teams in each and eight players per team – so 480 players in all! Not so many during the summer, because they’re all playing outside!!

Ray also runs bowling trips, which he organises with the help of his lady friend, Doreen, who he also through bowling. They ran a five day trip in March this year to the Clifton Hotel, Scarborough, which 65 people attended.

Ray’s community commitment started as a way of finding a new pastime, but has grown as he has gained more out of it. He’s met lots of people, made many friends and has a really active social and recreational life.





FRIENDS FOR LIFE

Ann Thorley and Sheila Galliford – Recreation Road

Sheila first moved into Recreation Road around 17 years ago, followed by Ann some nine years ago. They soon became friends and started to go together to an over 60's club, based at Christ the King in Newton Heath, Manchester, which they still attend every Wednesday.

The two friends have also previously set up a bingo club at nearby Charles Morris House, which was very successful for several years, attended by 25 to 30 people. They raised lots of money, organised events and took residents out for meals. The bingo club was eventually handed over to residents of the Court to run.

At their over 60s club, which is largely attended by local Manchester people, the ladies organise bingo, raffles, name cards, play-your-cards-right games and hold buffets with artists several times a year.

At their homes on Recreation Road, they organise a garden party with afternoon tea in conjunction with Macmillan Cancer Support's 'World's Biggest Coffee Morning'. Sheila holds the world record for the amount of people in a bungalow at one time! There is no charge made, but they run a raffle and people leave donations, which all helps to boost the final pot.

Last year the garden party raised £180, boosting the overall contribution to the charity for the combined event to nearly £1,400. Sheila and Ann make all the food (including potato pie, sandwiches and cakes) themselves and don't make any profit. However, they do receive good donations (both cash and raffle prizes) from local people and from others, including their over 60's club, Walton House and Ann's friends from St. Mary's Church in Failsworth.

Their passion and enthusiasm for community fundraising started simply by Ann sending for the information package from the charity, just because it seemed like a worthy cause. This year will be their 4th consecutive Macmillan fundraiser. Their commitment to their community fundraising is admirable and has brought them closer together as friends.

INTERGENERATIONAL COHESION

Hathershaw College in Medlock Vale continue to develop a positive relationship with residents around Lynmouth Avenue. Residents have been invited to community events including bingo afternoons, meals cooked by the pupils, and the annual end of term concert.

St Paul's Primary School in Royton visit Throstle Court regularly and read and play games together with residents.

Linked with the Chatty Café scheme, we have a weekly Chatter & Play Group at Charles Morris House, where toddlers and their parents join in with singing, gardening and playing games with residents.



Community means to me...

"Friendship, support, security and a sense of belonging."

Denise, Wildmoor Avenue



STAND OUT EVENTS FROM THE LAST YEAR

Annual Bowling Competition at St George's Square Bowling Club, sponsored by Cruden Property Services, saw seven teams take part, with lots of spectators cheering everyone on from the side-lines.

'That's Manchester' TV channel filmed the sensory room at Aster House, the TV report covered the benefits of people using the space and the sensory equipment within the room.

'Try Something New' Tenant Conference had sessions on mindfulness, indoor kurling, Pilates and Get Oldham Growing delivered a planting demonstration and answered garden related questions. We received positive feedback from residents telling us they enjoyed the more interactive focus this year.

Oldham Council's Lifelong Learning team delivered a six week craft taster at Trinity House.

For our Great Green Garden Competition we introduced new categories for 'Most Creative Garden' and 'First Time Entrant'. Gardens were judged by staff from our contractors, Cruden Property Services and Greenfingers.



Community means to me...

"Caring and sharing."

Doris, Trinity House

INTERGRATION WITH HEALTH AND SOCIAL CARE



We continue to be a dementia-friendly organisation.



Dementia Action Week took place 15th - 21st May. We held an information stall at Oldham Library, promoting our services and activities that people living with dementia and their carers can access.



A number of Courts held events to raise funds for The Alzheimer's Society,

Our Dementia Friends count continues to grow, with sessions taking place throughout the year on Courts.

Lido House Memory Café launched in July 2017, it supports residents and their carers who live with dementia by offering a comfortable environment to relax and find out useful information.



EXTRA CARE



An unused space at Trinity House was converted for the re-enablement service, so that people can try out extra care living on a six week basis.

Funded by Oldham Council, we have increased access control around the restaurant at Trinity House.



We have increased the accessibility of our assisted bathing facilities at Trinity House for more community use.

We have been working with Oldham Council to develop future projects that include a sensory garden at Hopwood Court and further re-enablement facilities across the borough.

Our staff from Trinity House took part in a walk up Snowdon with staff from care provider Miocare, to raise funds for an indoor garden for residents.

Care provider, Comfort Call, invited residents from Hopwood Court and Old Mill House on a trip to Blackpool where they enjoyed lunch out and exploring the sights of the town.

DIGITAL INCLUSION

#OurBit

Wi-Fi was installed by Oldham Council in all communal spaces with a launch event at St Herbert's Court during Get Online Week 2017.

#YourBit

Residents have been attending a number of the IT clubs at Old Mill House, Springlees Court, Lido House, Holts Village, St Herbert's Court, Millgate and Hopwood Court.

#Result

Residents have become more confident in using computers such as downloading music, accessing archives and online shopping.



COMMUNITY INSIGHT AND LISTENING



Court Voice Forum topics have included a number of health awareness messages about bowel cancer, Pennine Care membership and governor roles and Oldham Macmillan 1-1 Support.

We've had guest speakers from:

- Tameside, Oldham and Glossop Mind running a session on cultural awareness
- Gallery Oldham
- Henshaws
- Your Oldham Festival
- Natwest Bank who delivered a scam awareness session
- Healthwatch Oldham



Alongside our Property Inspector, Tenant Inspectors continue to play an active role in inspecting empty properties before and after works have been completed.

We have piloted a new support planning approach using 'Outcome Star', which gives a better understanding on what individuals need and want. Following on from the pilot we will be using this across our service in 2017/18.



Community means to me...

"Community is more than a group of people living in the same area, a community is a group of people we lean on when feeling low. As we get older it is quite easy to slip into isolation, but not if you live in a tight community as I do."

Hilda, Lynmouth Avenue



NAME THAT TUNE

Trevor Hamilton – Dunsford Court

Trevor and his wife, Judith, have lived at Dunsford Court just over six years and have been very happy there. Their community life is very much based around Trevor's lifelong involvement with music, through military and brass bands.

Trevor was struck by an article in last year's 'Making Memories' Annual Report, where one of the ladies interviewed had strong family ties with the famous Black Dyke Mills Band.

Trevor started playing the cornet at the age of seven with the Salvation Army. He has also played flugelhorn, tenor horn, baritone and euphonium. He enlisted with the British Army at the age of 16, where he stayed for 12 years and joined the military band. He had a great life in the army and the military band, and was part of the Royal Scots Dragoon Guards Band, which had a number one hit record with 'Amazing Grace'. The record was at the top of the charts for several weeks, won six gold discs and the band appeared on 'Top of the Pops'. The record was also a big hit in Australia, New Zealand and South Africa and the army sent them to play in all those countries. Trevor is still in touch with some of his fellow military bandsmen and he and Judith met with some former colleagues in Scotland as recently as April this year.

Since leaving the army, Trevor has pursued his musical interests through the brass band community. He has previously played for Stalybridge band, with which his wife Judith has family links. He now plays for Mossley band, rehearsing twice a week, playing in contests, concerts and at functions. They took part in the Whit Friday contests this year in the Tameside Circuit. The brass band world also offers a hectic range of social activities, which Trevor and Judith enjoy. The band even attended their wedding in Gretna Green! They had hired a piper for the wedding, but unbeknown to the couple, their friends had brought their instruments along and as they approached, the band broke into 'Here Comes the Bride'!

Trevor now has diplomas for 50 years and 60 years of brass banding from the North West Brass Band Association. Trevor's community life has most certainly developed through his passion, his music.

TANDLE VIEW BAKE OFF

Lynn Molloy – Tandle View Court

Lynn has managed the restaurant at Tandle View Court for the last six years.

Lynn found that her own interests in arts, crafts, baking and decorating offered an opportunity to extend the possible range of enjoyable community activities taking place. Consequently, Lynn started running events, with entertainment, every six weeks, including potato pie suppers, afternoon teas and special events at particular times of the year.

Originally, there were around 20 people attending, but that has now more than doubled and includes significant numbers from the wider community. One of the most popular events is Irish Dancing, held in March, where as many as 60 people turn up! Lynn also does arts and crafts on Monday afternoons, coffee mornings on Friday mornings and whole range of activities leading up to Christmas and other festivities.

On the restaurant side, about 80% of customers are from the community outside of Tandle View Court itself, a significant increase since Lynn started her activity sessions. She finds that this has enabled a better mixing of residents and community, introducing new faces and a variety of ideas and conversation. Lynn gets great enjoyment from seeing the residents taking part, making friends and having fun. For example, at the craft session, people are often doing things that they have never done before and it brings great satisfaction to see their sense of achievement when they successfully complete a new project!

Staff, Caroline and Tina, find Lynn's help invaluable: "We think Lynn is a brilliant volunteer and a real asset to Tandle View Court. Her talents are endless and she has encouraged a real community buzz."





A CLOSE KNIT COMMUNITY

Eileen Fairbrother – Lees House

Eileen has lived at Lees House for eight years. She has been involved in a number of community based activities within the scheme, including ‘knit and natter’, working in the communal garden (including the planting of rose bushes in memory of lost friends) and the ‘Reading Friends’ project, in partnership with Oldham Library.

On top of all that, Eileen is a member of the Age UK Singers, who, she says, ‘go out entertaining anyone who wants to listen!’ She joined ‘The Autumn Leaves’ as they are generally known, around 12 months ago and really enjoys it. She initially went on her own and was made to feel very welcome, from the start. She’s made a lot of good friends and thinks that the benefits are immense. The singing group is a really happy pastime and Eileen finds that the enjoyment of singing both lifts the spirit and helps to improve breathing. So far, all the audiences, which have been quite diverse, have been very appreciative.

Eileen is also involved with activities at St. Edward’s RC Church in Lees, including the ‘Thursday Club’, which is open to everyone. The attendees range from

people aged around 50 to over 90 years. They go on outings, have exercise classes, line dancing, listen to guest speakers and musical groups, brass bands and a range of entertainments, whilst enjoying tea, coffee and cake. She also fundraises for the Admiral Nurses each year, with a coffee morning organised with fellow residents at Lees House.

In all, Eileen has a very busy and varied community life, both within Lees House and out in the wider community, especially when she is out singing around the borough.

INVESTING IN OUR BUILDINGS



Communal decorations have been completed at Charles Morris House, Wood Square, Chew Vale and Old Mill House.

External decoration has been completed at Lido House, Hood Square, Lees House and Holland Close. This is part of a cyclical programme of decorations, working through a number of Courts each year.



Oldham Council has funded the installation of solar panels on 13 Courts. This improves the energy efficiency of the buildings and should help manage the costs that are charged back to tenants through service charges.



7,152 repairs were completed through the year, a reduction of around 500 from the previous year. We have continued to work with our main contractor, Cruden Property Services, to get more right first time fixes and improve arrangements for replacement of equipment where it is needed.



Community means to me...

"Respecting views and opinions of others."

Frank, Holland Close

Community means to me...

"Living together in harmony, looking out for one another"

Peter, Lido House

FUNDRAISING HIGHLIGHTS BY OUR RESIDENTS



Lees House raised £200 for Time for a Cuppa Dementia UK Specialist Admiral Nurses.



Springlees Court raised £1,056 for Macmillan Cancer Support and Alzheimer's Society.

Holts Village raised £1,543 for Guide Dogs for the Blind.

School House raised £787 for Macmillan Cancer Support.

Recreation Road raised £1,377 for Macmillan Cancer Support.

Cloughgate House raised £280 for Dementia UK.

Tandle View raised £190 for Macmillan Cancer Support.

OUR PERFORMANCE

Description	Unit	Target	End of Year Performance
Tenant Liaison Poor Performance Points	Pts	0	0
Tenancy Management Poor Performance Points	Pts	0	0
Proportion of tenant breaches of the Tenancy Agreement responded to within 5 working days	%	95.00%	100%
Proportion of nuisance complaints resolved or suitably rectified	%	95.00%	100%
Customer Care Poor Performance Points	Pts	0	0
Average reply time to customer correspondence	Working Days	8	5.20
Proportion of home visits carried out within 5 Working Days	%	90.00%	100%
Proportion of telephone calls answered within 24 seconds	%	85.00%	99.44%
Proportion of complaints where a full written response is provided in 7 Working Days	%	85.00%	100%
Rent Collection Poor Performance Points	Pts	0	0
Proportion of rent collected	%	98.00%	102%
Percentage rent arrears of current tenants	%	2.00%	0.73%
Percentage of tenants owing more than 13 weeks rent	%	2.00%	0.24%
Percentages of charges collected (not rents)	%	97.00%	102%



36

Proportion of home visits carried out within 5 Working Days

100%

Proportion of rent collected



102%

Proportion of telephone calls answered within 24 seconds



99.44%

Description	Unit	Target	End of Year Performance
Repairs and Maintenance Poor Performance Points	Pts	0	0
Average time to complete Non-Urgent repairs	Days	21	4.5
Percentage of repairs jobs where appointment was made and kept	%	85.00%	97.85%
Percentage of Responsive Repairs inspected within 20 days of completion	%	10.00%	12.51%
Percentage of Non-Urgent repairs failing inspection within the Quarter	%	2.00%	0%
Cleaning Poor Performance Points	Pts	0	0
Average number of days to make void re-available for letting	Days	14	11.5
Average number of days for properties to be let	Days	21	11
Grounds Maintenance Poor Performance Points	Pts	0	0
Proportion of open spaces cleared within 3 days of dumping	%	85.00%	100%
Proportion of graffiti removed within 2 days of reporting	%	85.00%	100%
Tenant Consultation Poor Performance Points	Pts	0	0
Supporting People Services Poor Performance Points	Pts	0	0
Proportion of tenants with no Support Plan within preceding 12 months	%	2.00%	0%
Proportion of tenant contacts made	%	98.00%	100%
Proportion of EAC responded to within 20 minutes	%	98.00%	100%
Proportion of social activities taking place as planned	%	98.00%	99.31%

Average time to complete Non-Urgent repairs



4.5 days

Average number of days to make void re-available for letting



11 days

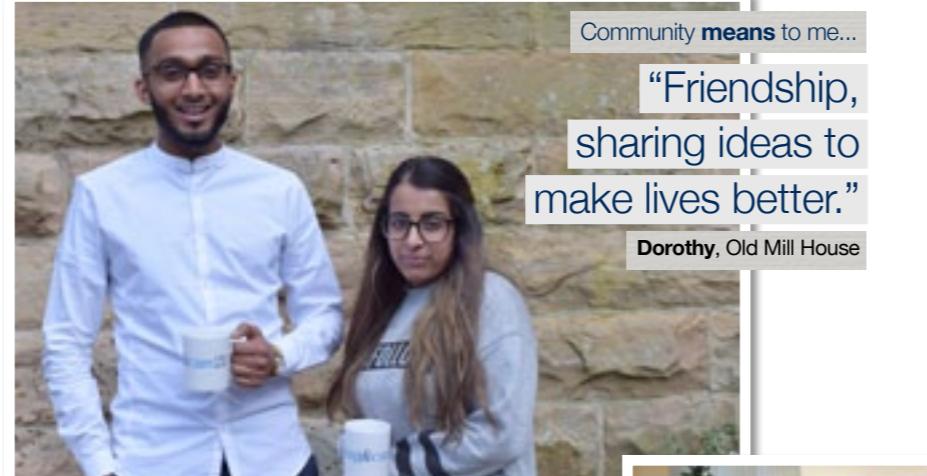
Proportion of open spaces cleared within 3 days of dumping



100%

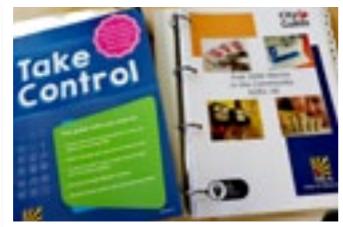
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STAFF NEWS



All staff and customer services staff from Cruden Property Services attended 'Empowered Conversations' training delivered by Six Degrees Social Enterprise. The session covered techniques about changing the way questions are asked to people living with dementia called 'an invitation to respond'.

A number of staff attended NEA 'Fuel Debt Advice in the Community' training and NEA 'Tackling the Cold' training to equip them with information to share with residents. This highlights our commitment to the **Warm Homes Oldham** scheme.



Office based staff dressed up '**Silly for Santa**' to help fundraise for local good causes through Action Together.



Our new Property Team Apprentice, **Alia** joined us in January 2018.

We celebrated Apprenticeship Week with our two Apprentices **Mo** and **Alia**.

Office based staff contributed to the Chartered Institute of Housing's '**Rethinking Social Housing**' research by holding a workshop exploring the future of social housing.

CONTACT US

For all queries, comments, complaints or compliments call 0345 604 4447

For repairs call 0800 032 1215

Email oldhamenquiries@housingandcare21.co.uk

www.housingandcare21.co.uk

Community means to me...

"I feel like I've been reborn, there is always something to do at the community centre, new things to try or just getting together for a chat and a laugh. I can't remember the last time I was this happy. I love our little community; it has given me a new lease of life."

Lynne, Victoria Gardens

Our nine community story photos were taken by Jean Friend from 'Out or Nowt Photography'. Photography has been a huge part of Jean's life for over fifty years. Over the last few years she has been using her photography knowledge and abilities to raise funds for Respect for All, a Greater Manchester charity that provides specialist counselling to adults and children who have learning disabilities or autism, and their carers. All proceeds she makes for taking photos goes towards this charity.

Jean is also an LGBT supporter, volunteer with Age UK Oldham and Director of the Community Interest Company, 'Good Relations Oldham', who provide a mediation service.





Community **means** to me...

**“Contributing and
feeling valued”**

Susan, Holland Close

Housing & Care 21

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