

# Housing 21



Annual Report 2020

Oldham



Oldham's  
performance  
highlights

Annual resident  
conference

Resident story:  
Music makers

Fundraising

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# Welcome from the Chair of Oldham Retirement Housing Partnership

Working in partnership has always been a key theme of this project in Oldham. The company name is Oldham Retirement Housing Partnership after all, and delivering high quality services has always required collaboration with Oldham Council, our contractors, charities, support organisations and vitally, our customers. However, never has this been more keenly needed than the past few months.

Whilst this is an Annual Report celebrating the successes of the contract year 2019/20 it cannot be ignored that as the end of that year approached, in March, there was a very urgent complete upheaval of services due to efforts to prevent the spread of coronavirus. Supporting residents in an environment with limited physical contact, and with large numbers of residents isolating in their homes, has presented significant challenges. The only way to face those challenges has been to draw on the partnerships built over the years, and strengthen them, getting the best out of resources available to help those that need us.

Thank you in particular to Oldham Council, Cruden Property Services, MioCare, our catering providers and the Housing 21 team.

Celebrated within this report are a range of excellent activities, such as the work with Oldham Coliseum Theatre, Get up and Grow and FC United. Whilst face to face activities like these are not currently able to take place as I write, these can be inspirational when thinking of creative ways to support people more remotely. I look forward to the team building on those strong foundations to support people through 2020/21, and to continue to strengthen, improve and adapt our services into the future.



**Neil Revely**

Chair of Oldham Retirement Housing Partnership

# Oldham's performance highlights

## Tenancy management

Proportion of resident breaches of the Tenancy Agreement responded to within five working days

**100%**

Proportion of nuisance complaints resolved or suitably rectified

**100%**

## Customer care



Proportion of telephone calls answered within 24 seconds

**99%**

Average reply time to customer correspondence

**four days**

Proportion of complaints where a full written response is provided in seven working days

**100%**

Proportion of home visits carried out within five working days

**100%**

## Repairs and maintenance



Percentage of responsive repairs inspected within 20 days of completion

**13%**

Average time to complete non-urgent repairs  
**four working days**

Percentage of non-urgent repairs failing inspection within the quarter

**0%**



Percentage of repair jobs where appointment was made and kept

**100%**

## Cleaning

Average number of days to make empty apartments available for letting **12 days**.  
Target 14 days

Average number of days for properties to be let **nine days**.  
Target 21 days

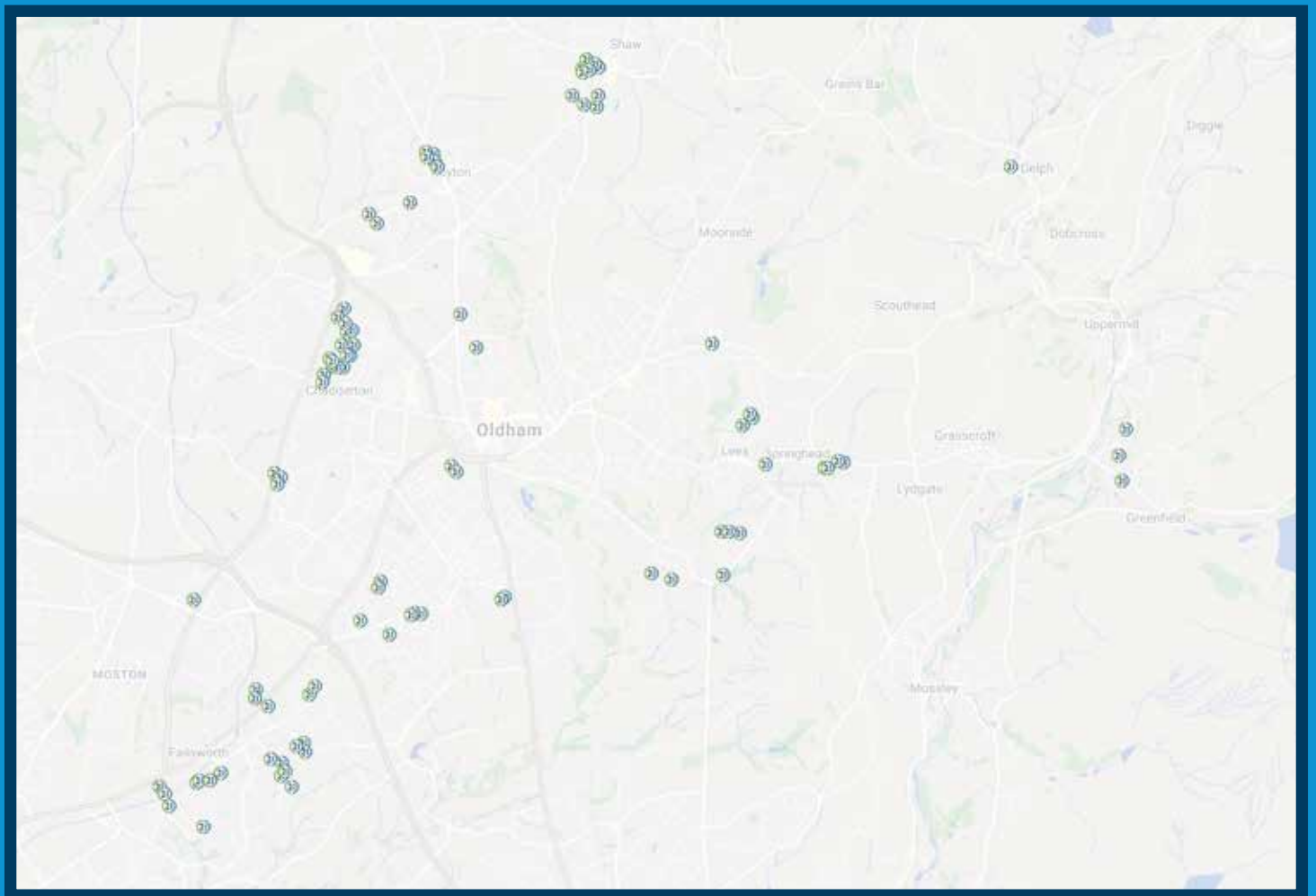
## Grounds maintenance

Proportion of open spaces cleared within three days of items being dumped  
**100%**

Proportion of graffiti removed within two days of reporting  
**100%**



# Map of the region



## Court life

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# Love is in the air

A number of our residents celebrated milestone anniversaries over the last year:



**Val and Geoff, residents of Eustace Street, celebrated their 60<sup>th</sup> wedding anniversary in March.**



**Lees House residents Les and Liz enjoyed celebrating their 50<sup>th</sup> anniversary in August 2019.**



**John and Joyce of Lynmouth Avenue celebrated their 60<sup>th</sup> wedding anniversary in April 2019.**



**Spring Lees Court residents, Mary and Jim, celebrated their 60<sup>th</sup> wedding anniversary in March.**

## Resident event

# Annual resident conference

The annual resident conference, which is an opportunity for us to thank all our residents for their involvement throughout the year, saw 40 residents come together at St Herbert's Parish Centre.

The celebration included a number of speakers and performers offering a variety of information and entertainment throughout the day, including Funky Fitness and Fun, Oldham Coliseum Theatre, Platform 1 Men's Community Group, Greater Manchester Police, MioCare, Making Space and Age UK Oldham. Our very own Tandle View community choir provided the music over the lunch break and Community Engagement Officer, Vince hosted a quiz.





# Court life

## Involving our residents

Dorothy, a resident at Old Mill House, helped support the Court Manager and Neighbourhood Services Manager to interview for a new Assistant post.

It was important to get a resident perspective when recruiting for this role, and Dorothy, a former company secretary at a timber merchants, thoroughly enjoyed the experience: "I felt like I'd contributed and I found it interesting, it was great to use skills I hadn't used for some time."

## Bowling greens

We held another successful bowling competition, with sponsorship from Cruden Property Services, where 25 residents joined in with some staff, along with a number of spectators.



## Tenant Inspectors

Updated training was completed in April 2020 and we currently have 14 Tenant Inspectors. Their role involves assisting the Property Inspectors as a 'second pair of eyes' and seeing things from a resident perspective when looking at pre and post work carried out by our contractors.



## Great Green Garden Competition

We also had lots of entries for our 'Great Green Garden Competition', with six of our schemes earning the fantastic RHS North West Britain in Bloom 'It's Your Neighbourhood' award this year. Notably Throstle Court and Cloughgate House received Level 5 Outstanding awards.



**Great Green Garden competition**

## Fab neighbours

It's so lovely to recognise some of our residents that go above and beyond to support and look after their neighbours.

Our Fab Neighbours award winners for 2019 were:

- Margaret and Ron at School House
- Dougie at Lido House
- Susan at Hood Square
- Trevor at Wildmoor Avenue



**Fab neighbours**

## Collaboration and partnerships

# Working together in Oldham

### Getting creative

We have worked with many different charities, community groups and organisations throughout the year to create opportunities and enhance activities for residents in Oldham.

Our collaboration with Oldham Coliseum Theatre has gone from strength to strength and residents have thoroughly

enjoyed the variety of activities delivered.

Carly Henderson from Oldham Coliseum Theatre said, "Through creative workshops, co-planned with residents, the Coliseum engaged six Extra Care schemes in activities ranging from arts and crafts, to script writing and poetry. Engaging in the arts is proven to boost wellbeing and the sessions certainly sparked

creativity and revived both new and existing talents, while bringing residents together to share in reminiscing and creating."

**OLDHAM**  
**Coliseum**  
**THEATRE**

### Get up and grow

Through funding received from Oldham Cares' Thriving Communities Social Action Fund, we have worked with the social enterprise, Get Up and Grow. The organisation delivered a variety of sessions at Trinity House, Tandle View Court, Aster House, St Herbert's Court and Hopwood Court.

Michelle from Get Up and Grow comments "We recognise that social isolation can be a huge issue for older residents who are living on their own in the local community. Our work with Housing 21 has included the delivery of gardening workshops showing people how to plant up hanging baskets, grow vegetables from seed and a variety of nature based

crafts. These sessions have helped to establish gardening groups, which not only creates opportunities for increased social contact, but also gives a sense of purpose and achievement."





## Mindfulness and mental health

Tameside, Oldham and Glossop (TOG) Mind has delivered a number of talks to residents on wellbeing, mindfulness and mental health at different locations throughout the borough. We've had some great feedback from residents about the sessions and we hope to continue this partnership in the coming years.



## Blokes R Us

'Blokes R Us' is a new men's group which runs in partnership with the community football club, FC United, and Southway Housing, together with funding from Ambition for Ageing.

The group meets at Old Mill House over tea and cake and reminisce about a variety of topics, from sporting memories to school and work days, with the gents often bringing in photos to share stories.

Lots of new friendships have been formed, helping reduce social isolation amongst older men in particular - although we've had a lot of women express an interest in joining in the fun too!

Trevor Hanson a regular attendee said, "I've really enjoyed it and I've made some new friends, it's nice to have an excuse to chat about the old days and how Oldham used to be, it's brought back lots of lovely memories."



## Intergenerational events

Issie Howard and Janice Crompton attended the careers event at The Radclyffe School where they held an interactive housing careers session with students. The session involved students hearing about the variety of different job roles within the housing sector and matching up job titles with job descriptions.



Young people from the National Citizen Service, 'The Challenge', visited St Herbert's Court, Tandle View Court and Trinity House to meet residents, fundraise and complete a community project at each of the courts. We hope to build on this relationship and have different groups from 'The Challenge' visit each summer.

Young carers from Greater Manchester Youth Network have been visiting Trinity House to socialise with residents. Residents and carers have enjoyed playing cards and pool together and some really lovely friendships have started to form.

We've had lots of other groups of young people visit throughout the year, including Dovestone Youth Rangers and young people from Mahdlo Youth Zone visiting Old Mill House to play games, bingo and have a singalong and dance with residents.

Waterhead Academy pupils have been interacting with residents at Violet Hill Court, and the Salvation Army Sunbeams nursery children have visited Walton House. Feedback has been really positive from residents. We believe there are huge benefits in bringing different generations together, sharing experiences and connecting.





Housing 21 staff attended careers events at Oasis Academy Oldham and The Radclyffe School to promote careers in housing and inspire the next generation of young people.

We received some lovely feedback from students who enjoyed the interactive careers session we provided and hope this will be a long term partnership.

## Resident story

# Music makers

Andy and Natalie have lived at Trinity House for two and a half years. Since moving in they have set up a regular music afternoon for residents in the communal lounge along with hosting music bingo, quizzes and playing at parties.

Andy had a stroke and heart attack at 47 years old and music has helped him through some

tough times. Natalie said, “Andy’s always loved music and playing in the lounge gives him a real purpose. We enjoy putting a smile on other people’s faces and seeing others tapping their feet and singing along.”



The most popular requests at the Trinity House Monday music afternoons are Elvis, Ska music, Motown, and not forgetting a bit of the Rolling Stones!

# Integration with health and social care

## Extra Care

We have a good working relationship with our care provider, MioCare who provide care and support across our six Extra Care schemes.

“As a provider of care in all six Extra Care schemes in Oldham, we’ve worked hard to strengthen our partnership with Housing 21. And we’re delighted to say that it’s not only been a success, but a pleasure, with a positive CQC report published in June 2020 where every element of our service was rated ‘Good’ with some great feedback from residents in there too.

“Some of the key pieces of work that come to mind when looking back over the year are firstly the set up and preservation of the reablement apartments. Working together with Housing 21 and colleagues

from Oldham Council, we’ve managed to provide a pathway for people in need of support as they gain independence straight after being discharged from hospital - a real team effort.

“Finally, I just want to go on record saying that we find the Housing 21 team in Oldham to be a fantastic partner and I look forward to our continued collaboration, delivering even more impactful services for Extra Care housing residents in our town.”

Karl Dean, Managing Director (MioCare Group)



## Improving people's lives

Ten people this year have permanently moved into one of our Extra Care Courts after initially spending time in one of the reablement apartments.

One resident, Shirley, who stayed in the reablement apartment at Tandle View Court for seven weeks had struggled living in her own home. Shirley was confined to her bedroom and became very depressed. She says “moving into the reablement apartment changed my life, it helped me hugely and gave me my confidence back.” Shirley now

permanently lives at Tandle View Court in Royton and enjoys getting out and about in her mobility scooter and getting involved in the different social activities at the court!

### A Warm Welcome to Extra Care

We introduced an opportunity for all new Extra Care residents to receive a free two course meal at one of our on-site restaurants when they move in. This gives new residents an opportunity to try some of the fantastic home cooked food on offer in our on-site restaurants!



## Investing in our buildings

# Providing strong foundations

This year has been a year of planning for the future, to provide strong foundations for investment over the next five years.

Following the success of the garden improvements at Hopwood Court, Oldham Council have secured funds to make improvements to three more gardens. Housing 21 has worked with designers and held consultation events with residents to come up with plans for improvements to the communal gardens at Trinity House, Tandle View Court and Charles Morris House.

### Technology

A project has begun to look at what technology residents might benefit from, as call systems are replaced over the next five years. Systems have moved on a lot since 2006 and we want to make sure what we are installing is fit for the future!

### Accessibility

Adaptations have been made to 44 properties, allowing people to stay in their homes for longer. We've also undertaken significant works to 46 bungalows whilst they were vacant, improving accessibility for new residents moving in – ranging from widened doors to altered bathroom layouts and in some cases removing walls and installing lowered kitchens.



**St Herbert's Court**



**Bungalows in Shaw**



**Garden consultation events with residents at Trinity House and Tandle View Court**



## Stand out events

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# Special visitors to Trinity House

In November, the Mayor of Oldham, Cllr Ginny Alexander, and High Sheriff of Manchester visited Trinity House for a special afternoon tea to thank residents for knitting items for the homeless and the neonatal babies at Royal Oldham Hospital.



Adrian Alexander, consort to the Mayor, Mayor of Oldham, Cllr Ginny Alexander, resident Mary Jones, Mark Adlestone, former High Sheriff of Manchester (l-r)

## Fundraising

# Residents going the extra mile for good causes

Across the region, generous residents fundraised huge amounts for different charities throughout the year, holding cake sales, table top sales and coffee mornings.

Money raised has gone to great causes including Macmillan Cancer Support, The Royal British Legion, Dr Kershaw's Hospice, North West Air Ambulance, Children in Need, Dementia UK, Alzheimer's Society, Cancer Research UK, Breast Cancer UK and Funky Fitness and Fun. Residents also fundraised for their community funds, to enhance gardens or go on trips.

In addition to fundraising events, residents donated items to Oldham Foodbank, Pennine Pen Animal

Rescue and The Booth Centre in Manchester, and knitted and crocheted many items for premature babies at Royal Oldham Hospital.

A group of residents who meet weekly at St. Herbert's Court knitted and crocheted a variety of items for rough sleepers during the winter months. The donations were warmly received by 'A Bed Every Night' initiative in Oldham. Yvonne, from Depaul UK who runs the scheme commented, "They'll make a huge difference to making people feel more homely and comfortable when they stay at one of our centres, thank you to everyone involved."



**St Herbert's Court knitted donations**



**Residents in Holts raised £500 for the North West Air Ambulance**



# Funding received

We've supported a number of our residents to form organised groups this year, so that they're able to access external funding more readily. We would like to thank Action Together for supporting us with this.

Trinity House, Hopwood Court and Old Mill House were successful in receiving funding from MioCare's Cherish Fund.

Residents have been successful in securing funding from Action Together, Oldham Council District Partnerships, Oldham Green Grants, Get Up and Grow, Ambition for Ageing, Chadderton and Failsworth Rotary Club and Forever Manchester. There has been a real focus around gardening related projects, such as creating green walls, buying greenhouses, sheds and garden furniture, and garden parties bringing different communities together.

Our contractor, Cruden Property Services made a donation so that we could create a new social history mobile library of books and photographs about Oldham and Manchester's social and industrial history. The library will be moved around different schemes throughout the year so residents can access it.



## Greenfingers Landscape

Greenfingers Landscape, our grounds maintenance contractor, donated top soil to a number of communal gardens so that residents can continue to enjoy their green space and the many benefits of gardening.

## Digital inclusion

We continue to support residents to use the free WiFi in communal lounges and a number of IT clubs are running to help support residents become digitally engaged. We were successful in securing £1000 worth of Ambition for Ageing funding to deliver IT sessions in five locations across Oldham.



# Housing 21's national performance against strategic priorities

## 1. Providing more homes



At 2019/20 year-end we had 19 schemes on site, 17 Extra Care, two Retirement Housing and a total of 1,195 properties under construction

## 2. The quality of our existing properties

In 2019/20 we successfully delivered £32.5m investment into our properties and undertook over 500 capital projects.

## 3. The quality and responsiveness of our services



We are on track to hit our overall resident satisfaction target of 95% by 2021, having achieved 94% satisfaction in Retirement Housing and 92% in Extra Care.

## 4. Our people and potential



We received recognition for commitment to our staff by winning the Investors in People 'Best Third Sector Employer' Award in November 2019.

## 5. Systems and technology

We are developing systems to allow remote access for frontline staff. Over 700 members of staff are using mobile technology to deliver an efficient response to residents. New Ways of Working (NWOW) aims to deliver a revised technology landscape for staff and includes a comprehensive review of technology, software, connectivity, devices and supporting infrastructure.

## 6. Providing value for money



We work hard to ensure the services we provide are value for money. You can see how your money is spent on the opposite page.

## 7. Innovation and influence



Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

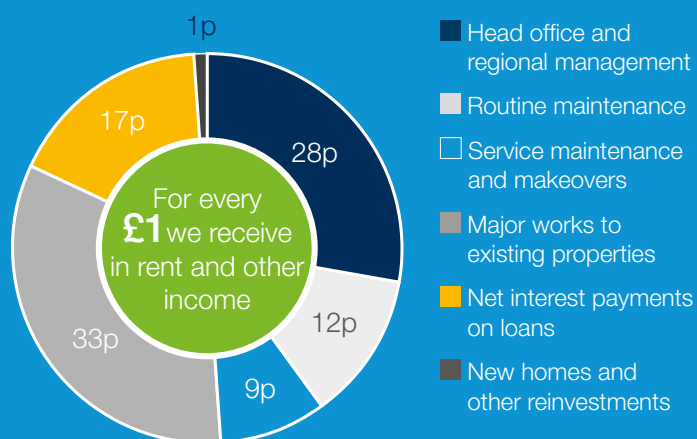
We remain committed to being a dementia-friendly organisation. All staff become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends initiative.



# Housing 21's national organisational performance

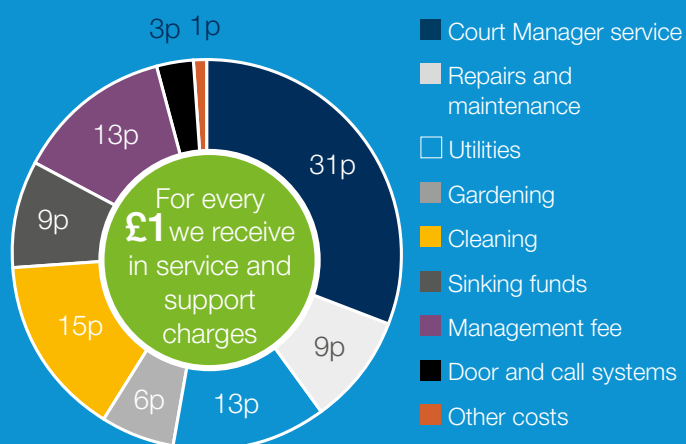
## How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested on our services and properties.



## How we spend your service and support charge

Your service and support charges go toward providing the valuable services which make your court your home.



**Number of properties:**  
**21,072**

**Turnover:**  
**£192.3m**

**Operating surplus:**  
**£32.1m**

## Reinvestment in our existing properties

We are reinvesting more and more into our existing properties every year.

We are proud of our properties and want you to be proud of them as well, making them a positive choice.



## Staff news

# Congratulations

We're delighted that Shamima Bibi, previously our Customer Services Advisor, has been promoted to the newly created post of Services Support Officer, assisting our Neighbourhood Services Managers with tenancy related matters.



Alia Tahir, who was previously our Apprentice has also been promoted to a newly created role of Customer Services Trainee. Alia is now working towards her Apprenticeship in Housing: Housing Officer (Level 3).

It's important to keep our staff trained and supported with the right skills and knowledge.

John Hughes, our Property Services Manager, and Janice Crompton, Housing Services Manager, have recently completed the Inspiring Excellence programme and Extra Care Managers, Tina

Brown and Rob Howell, have both completed the Leading to Excellence programme.

Staff awards this year were presented to Tara Harrop, Court Manager at St Herbert's Court and the staff at Old Mill House - well done to all!

## Annual performance 2019/20

KPI	Description	Unit	Target	End of year performance
<b>TLPI1</b>	Tenant Liaison Poor Performance Points	Pts	0	0
TMPI1	Tenancy Management Poor Performance Points	Pts	0	0
<b>TMPI2</b>	Proportion of tenant breaches of the Tenancy Agreement responded to within 5 working days	%	95.00%	100%
<b>TMPI3</b>	Proportion of nuisance complaints resolved or suitably rectified	%	95.00%	100%
<b>CCPI1</b>	Customer Care Poor Performance Points	Pts	0	0
<b>CCPI2</b>	Average reply time to customer correspondence	Working Days	8	4
<b>CCPI3</b>	Proportion of home visits carried out within 5 Working Days	%	90.00%	100%
<b>CCPI4</b>	Proportion of telephone calls answered within 24 seconds	%	85.00%	98.70%
<b>CCPI5</b>	Proportion of complaints where a full written response is provided in 7 Working Days	%	85.00%	100%
<b>RCPI1</b>	Rent Collection Poor Performance Points	Pts	0	0
<b>RCPI2</b>	Proportion of rent collected	%	98.00%	102.25%
<b>RCPI3</b>	Percentage rent arrears of current tenants	%	2.00%	1.5%
<b>RCPI4</b>	Percentage of tenants owing more than 13 weeks rent	%	2.00%	0.05%
<b>RCPI5</b>	Percentages of charges collected (not rents)	%	97.00%	102.25%
<b>RMPI1</b>	Repairs and Maintenance Poor Performance Points	Pts	0	0
<b>RMPI2</b>	Average time to complete Non-Urgent repairs	Days	21	4
<b>RMPI3</b>	Percentage of repairs jobs where appointment was made and kept	%	85.00%	100%
<b>RMPI4</b>	Percentage of Responsive Repairs inspected within 20 days of completion	%	10.00%	13.19%
<b>RMPI5</b>	Percentage of Non-Urgent repairs failing inspection within the Quarter	%	2.00%	0%
<b>CLPI1</b>	Cleaning Poor Performance Points	Pts	0	0
<b>LTPI1</b>	Average number of days to make void re-available for letting	Days	14	12
<b>LTPI2</b>	Average number of days for properties to be let	Days	21	9
<b>GMPI1</b>	Grounds Maintenance Poor Performance Points	Pts	0	0
<b>GMPI2</b>	Proportion of open spaces cleared within 3 days of dumping	%	85.00%	100%
<b>GMPI3</b>	Proportion of graffiti removed within 2 days of reporting	%	85.00%	100%
<b>TCPI1</b>	Tenant Consultation Poor Performance Points	Pts	0	0
<b>SSPI1</b>	Supporting People Services Poor Performance Points	Pts	0	0
<b>SSPI2</b>	Proportion of tenants with no Support Plan within preceding 12 months	%	2.00%	0%
<b>SSPI3</b>	Proportion of tenant contacts made	%	98.00%	100%
<b>SSPI4</b>	Proportion of EAC responded to within 20 minutes	%	98.00%	100%
<b>SSPI5</b>	Proportion of social activities taking place as planned	%	98.00%	100%

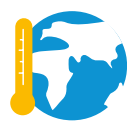
# Looking ahead – taking care of the environment

As an organisation we are committed to making positive changes for the environment and are focusing on areas that will make the most difference:



## Carbon impact / energy consumption

We are currently leading in the housing sector in terms of energy consumption with 84% of our properties already having an Energy Performance Certificate (EPC) grade C or above, saving you money on your energy bills. Our aim is for all properties to have an EPC grade C by March 2022. We will also be installing non-fossil fuel heating systems on new homes and, where possible, on replacement systems from December 2022. Our policy is to only source electricity from certified renewable sources.



## Climate change resilience

All of our schemes are being surveyed for climate change resilience and each scheme will have an action plan by March 2022 to promote longer term environmental sustainability.



## Transport

We are aiming to reduce non-essential travel for staff across the organisation, exploring new ways of working and reducing our carbon footprint.

This is just the beginning. We will build on these strong foundations to develop our commitment to 'Doing the Right Thing'. Talk to your scheme manager if you have any thoughts or ideas on

how to make positive changes for the environment at your scheme. Your story could feature in next year's Regional Report!

## Feedback

We hope you have enjoyed reading your Regional Report 2020. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing [communications@housing21.org.uk](mailto:communications@housing21.org.uk) or speak to a member of the Housing 21 team.

If you need this report in a different format, for example large print, Braille, audio file/CD or another language, please contact your local manager.

Thank you.



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**INVESTORS IN PEOPLE™**  
We invest in people Gold