



Housing@21

Oldham Report

2022/23



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Thank you

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Welcome from the Chair

Suki Kalirai

Chair of Oldham Retirement Housing Partnership (ORHP)

I was delighted to take on the role of Chair of the Oldham Retirement Housing Partnership (ORHP) in July 2022, having joined Housing 21 as a Board Member in September 2020. I am hopeful that the wide range of experiences that my colleagues and I bring across different sectors and organisations will help enhance the excellent services on offer in Oldham.

This report covers the year from April 2022 to March 2023, and highlights our focus on engaging our residents with us, with each other and with their community. You'll see how our schemes became hives of activity, with initiatives and events taking place across the estate. This is all thanks to our residents who made this happen, bringing the schemes to life and engaging with the community.

We have increased our partnerships where, working with local organisations, we can provide additional services and support to our residents, such as the Keeping Warm energy advice sessions that took place at a number of our schemes. It is great to see this collaborative working, as it helps our residents stay connected, engaged and informed.

As well as having a voice on important topics and attending events such as our Resident Conference or quarterly Community Voices meetings, our residents made sure they had plenty of fun over the year too – taking part in a bowling competition and getting green fingered with a multitude of gardening contests ensuring our schemes were thriving and our gardens were blooming.

The use of technology, and digital inclusion to enhance communications can play a more important role to empower residents and enhance their reach going forward. To aid this we ran a number of IT courses across 10 schemes which were a huge success and launched a loan scheme to make it easier for residents to access IT equipment.

I want to thank our residents throughout Oldham for making our schemes welcoming places to live. I also want to thank our teams who enable and support residents to live well independently, often going above and beyond; thank you for all your hard work over the past year.

I'm pleased to be the Chair of ORHP and look forward to continued success and partnership working over the next financial year and beyond. I hope you enjoy reading this report.

Performance highlights

Tenancy management



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

100%



Proportion of nuisance complaints resolved or suitably rectified

100%



121

The number of new lettings

Repairs and maintenance



Proportion of emergency repairs completed within eight hours

97%



Average time to complete non-urgent repairs

5 days



Proportion of open spaces cleared of fly-tipping within three days

100%

Customer care



Proportion of telephone calls answered within 24 seconds

91%



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

100%



Average time taken to reply to customer correspondence

5 days

Inspiring the next generation

It's not just our employees who make a difference to our residents; volunteers like Grace, a student at New Bridge College in Oldham, play a significant role too.

Since becoming a volunteer in October 2022, Grace has supported the Local Housing Managers at Old Mill House, Tandle View Court and Trinity House, worked in the community shops and helped with social activities. She has been a fantastic addition to the schemes and the residents love spending time with her; she has even started a book swap at Tandle View Court. For Grace, volunteering is a great opportunity for young people to gain work experience and build their confidence.

Aster House and Trinity House welcomed students from Manchester Metropolitan University for a couple of weeks over the summer. The trio of aspiring nurses and social workers shadowed employees, giving them the opportunity to see first-hand what support Extra Care offers as well as providing them with invaluable experience to add to their CVs.



Grace at the Tandle View Court book swap

Recognising our residents

Each year, we ask residents to nominate their Fab Neighbours in recognition of those who go above and beyond to support and look after others. There were some great submissions for 2022/23 and our winners were:

- **Sandra, Victoria Street**

Sandra is always willing to do anything for anyone; nothing is too much trouble for her. She is always there to help neighbours with their shopping, walk their dogs, or simply lend an ear if they need someone to talk to.

- **Margaret and Ron, School House**

Since arriving at School House, Margaret and Ron have gone above and beyond for others by taking people to their appointments, helping them with their shopping and phoning them to check they're okay.

- **Anita, School House**

Anita does a fantastic job organising a range of activities at School House, including bingo, play your cards right and social afternoons. Everyone has a great time thanks to all the effort she puts in.

- **Ray, Lido House**

A keen gardener, Ray has done a spectacular job cultivating a beautiful garden that his neighbours can enjoy and growing vegetables that he shares with others. If anyone from Lido House has an issue, Ray is the neighbour they turn to, and he often runs errands for fellow residents.

- **Gordon, Lido House**

Gordon is always on hand to help. Whether he is delivering free newspapers, running to the local shop for milk, tea and coffee or taking the bins out for a neighbour, he always does it with a smile on his face.

Anita, Margaret and Ron, School House



Sandra, Victoria Street



Ray and Gordon, Lido House

Going green

Communal gardens transformed into vibrant spaces

Our communal gardens at Tandle View Court, Trinity House and Charles Morris House have been transformed following investment from Oldham Council. Residents gave their feedback on garden designs and put forward suggestions of what they wanted to see. The gardens are now complete and have received blooming reviews.



A successful clean up at Cypress Avenue

Aster House also had a makeover after residents fed back that they wanted the front entrance to be more inviting. As a result, they now have a vibrant new rockery.

Summer clean up

A community summer clean-up event took place at Cypress Avenue in Chadderton in June, giving residents the opportunity to have a spring clean and tidy up in their communal gardens.



Residents in Tandle View Court's garden

Residents in Trinity House's garden



Patio space at Violet Hill Court



Beautiful flowers at Cypress Avenue



Throstle Court garden



Green Garden Competition

Thank you to Caroline from Community Growing Hub, Veg in the Park and Chris from contractor, Greenfingers who had the difficult task of judging the annual Green Garden Competition.

The winners were:

Best Garden

- **Winner:** Anne, Recreation Road
- **Second place:** Ruth, Cypress Avenue

Best Communal Garden

- **Winner:** Throstle Court
- **Second place:** Violet Hill Court

Best Pot, Box or Hanging Basket

- **Winner:** Eric, Covert Road
- **Second place:** Kevin and Tracey, Iris Street

Best Creative Expression

- **Winner:** Mrs A. Cooper, Cypress Avenue
- **Second place:** Julie, Alt Lane

Best Grow Your Own Fruit and Veg

- **Winner:** David, Violet Hill Court
- **Second place:** Royton, Tandle View Court

Our schemes also received recognition in the Royal Horticultural Society's (RHS) Britain in Bloom It's Your Neighbourhood Awards:

- **Violet Hill Court** — Level 4 Thriving
- **Holland Close** — Level 3 Advancing
- **Millgate** — Level 3 Advancing

Old Mill House received Highly Commended in the Saddleworth in Bloom Awards.



Coming together

A 'bowl' lot of fun at St George's Square Bowling Club

The sixth annual crown green bowling competition took place in July at St George's Square Bowling Club, Chadderton, following a two-year break due to the pandemic. It was lovely to see residents on the green again for a fun afternoon of bowls followed by light refreshments. Thank you to sponsors Dynamic FM, Frontline Northwest Electrical, AGS Tech, John Abbotts Flooring, Knowsley Lifts, Alan Wood and David Rowell Ltd.



The results:

- **First place:** Stewart, Violet Hill Court with Mick from Dynamic FM (contractor).
- **Second place:** Betty, St George's Square and Dave, Walton House.
- **Third place:** Asif (Housing 21) and Byron from Frontline Northwest Electrical (contractor).

Resident Conference

Our Resident Conference was a great opportunity to thank those who have been involved in different projects throughout the year, and it was wonderful to see so many residents at the event.

There were lots of activities for people to enjoy such as a drawing class with cartoonist, Tony Husband, and the chance to try out a virtual reality headset along with other technology. Health was also high on the agenda with ABL Health running a seated exercise class and offering health checks during lunch.

It was also a chance to celebrate some of the successes from the last year, such as our Fab Neighbours and garden competition winners.

Quarterly Community Voices meetings

Residents heard from a variety of speakers at the quarterly Community Voices meetings, including Victoria from Northern Lily Project talking about no dig gardening and the benefits of gardening, as well as Tameside, Oldham and Glossop Mind, Age UK Oldham and the Falls Prevention team.

Cartoonist, Tony Husband and Housing 21 employees at the Resident Conference



Embracing technology

Empowering residents to learn new IT skills

We want to empower residents to use technology. Local IT Trainer, Andy Powell delivered a series of four-week IT courses, teaching residents basic skills. These were a huge success, with 63 residents from across 10 schemes taking part; as a result some even went on to purchase smartphones and tablets to help them practise their new skills and stay connected to loved ones, and two of the schemes even signed up for additional next level sessions.

To support residents on their journey to embracing technology, we launched a loan scheme where residents could borrow either a tablet or laptop for their own use. Many have taken this opportunity to try out the equipment and test their skills before they commit to buying their own.

Cashless laundry facilities introduced at schemes

Cashless laundry facilities have been introduced at our schemes to make washing clothes easier for everyone. To help residents navigate this new way of paying, Local Housing Manager Marian, and resident Sue from Holland Close created a video demonstrating how to use the upgraded washing machines and dryers; this was then shown at various scheme events.



Residents learning to use devices

Working collaboratively

We are proud of our strong connections with the local community, and we continued to work with many organisations to support our residents and the people of Oldham in 2022/23.

Supporting our local community

Housing 21 employees supported various awareness-raising events including Dementia Action Week at Oldham Library, Healthwatch Oldham's health and wellbeing event held at the European Islamic Centre and lots more community events.

Neighbourhood Services Manager, Jane also spent time at Tommyfield Market in Oldham town centre promoting Extra Care and what the service offers. It's important for members of the public to know what Housing 21 offers in Oldham and how they can apply for and access services.

Keeping our residents warm and safe over winter

In partnership with Warm Homes Oldham and contractor, Dynamic FM, we ran Keeping Warm energy advice sessions at Victoria Gardens, Lees House, Browndedge Road, Lynmouth Avenue, Chadderton and Failsworth. The sessions were aimed at residents living in bungalows and provided them with energy-saving advice, money-saving tips, and information about keeping their homes well ventilated. Action Together funded the freebies and refreshments from their One Oldham Fund.



Residents at the Keeping Warm event at Victoria Gardens

We also partnered with the Greater Manchester Ageing Hub and delivered hard copies of 'Winterwise' guides that were produced by the Greater Manchester Combined Authority (GMCA) to all of our bungalow residents. The booklets included information for older people about cost-of-living support under three themes- 'Stay warm', 'Stay safe' and 'Stay well', with additional information about the pension top-up campaign, encouraging older people to check they are getting all of the financial support they are entitled to.

Advice with Action Together

Action Together supported residents and Housing 21 employees with advice around funding, setting up constituted community groups and good governance procedures. Nayan from Action Together visited Local Housing Managers in Failsworth.

Partnership with Making Space continued

The charity, Making Space, continued to deliver support services and activities to residents with dementia and their Care Workers. Services include a Care Workers' drop-in and safe space at St Herbert's Court in Chadderton, where they could come along, speak privately and get support and guidance from a dementia advisor. Making Memories sessions were also held at Trinity House, Aster House, and in both Coldhurst and Hopwood Court in Shaw, where people reminisced to old songs, engaged in crafts and participated in a quiz to stimulate the brain. Qualified dementia advisors were also available for advice and support too.



Nayan with Local Housing Managers in Failsworth

Employees trained on damp and mould awareness

Damp and mould awareness training was delivered to all customer-facing employees during March and April 2023. The training proved invaluable to employees, and all now have a better understanding of what to be aware of to ensure residents are safe. A new condensation leaflet was delivered to all residents to advise them on the causes of condensation and how to reduce it.

Giving residents a helping hand

Through the Housing 21 Helping Hands Fund, we were able to support 87 residents with buying food, paying bills and replacing white goods such as broken fridges, freezers, and washing machines. It also helped to fund new cookers, mattresses and bedding, walking aids and winter clothing, as well as funding the installation of new carpets. Oldham Council donated £20,000 to the fund, specifically for Oldham residents and in total, we awarded £17,811!

The Helping Hands Fund offers one-off grants for emergencies or unexpected bills. Residents can apply for a grant through their local manager.

Staying active with Oldham Athletic Community Trust

Residents from across four of our schemes have been able to stay active thanks to a partnership with Oldham Athletic Community Trust. The Trust ran 'Back to the Future' sessions where residents were able to enjoy playing darts, online golf and bowling using Nintendo Switches.

The sessions proved very popular among the residents, many of whom have formed new friendships as a result. A big thank you to the team at Oldham Athletic who also gave residents who participated free tickets for Oldham Athletics' last game. This is an ongoing partnership and we're excited about what's to come.

Residents bowling on the Nintendo Switch



Resident story: [Michael from Millgate](#)

Michael suffered a stroke around three years ago and since then, has only been able to use one of his arms. As a result of this, Michael is not as mobile as he used to be and requires a little bit of additional support. His Care Workers gave him an X-Box so he'd be able to play games when he's unable to get out and about. Unfortunately, the shape of the X-Box controller requires both hands to work in coordination to play the games, something that he isn't able to do since his stroke.

When Oldham Athletic began the sessions in the communal lounge and introduced Michael to a Nintendo Switch, he was excited to learn that he could use the controllers with one hand and could therefore join other residents in playing games! Michael has since bought a Nintendo Switch of his own which he has enjoyed using in his flat. Holly, Community Engagement Officer with Oldham Athletic, has even assisted Michael with downloading the games that he played at the Back to the Future sessions. Safe to say, Michael is now a pro on the Nintendo Switch games!



Michael with his Nintendo Switch

Scheme highlights

Our schemes are a hive of activity with lots of fun events and classes available for residents to get involved in. Here are just a few highlights from the year:

Old Mill House held a weekly yoga class, which is also popular with the local community. Ladies from the yoga class also sing in a choir, which entertained residents at their Christmas lunch.

Craft sessions at Violet Hill Court began again with Waterhead Academy pupils.

Throughout the last year, Violet Hill Court held **quarterly quiz nights** with residents and the public attending. There was also an **Easter egg hunt** and **Easter bonnet competition** for children, a **tabletop sale** and **summer fair** as well as more seasonal activities including a **pumpkin carving** Halloween event for children and a **Christmas wreath making workshop**.

Springlees Court continued to run the weekly **falls prevention classes** run by Age UK Oldham and Oldham Community Leisure.

Hopwood Court formed a **choir** with residents coming together to entertain friends and family over the festive period. They also held a **traditional sports day** for all residents to try out old fashioned games including the egg and spoon race, dress up relay and balance-a-bean-bag-on-your-head race.

A group of residents at Holts Village also recently formed a **choir** to bring people together, help reduce isolation and help with their breathing. Calling themselves 'The Oddball Howlers', they entertained residents at the resident conference in November.



Respect and Inclusion Charter

In last year's report, we told you about the development of a new Respect and Inclusion Charter to set out the standards we expect for inclusive behaviours from our employees, residents and contractors. Since then, the charter has been launched and sessions were held for employees at Old Mill House for them to engage with the charter, share experiences and sign up to it.

The Respect and Inclusion Charter was co-created with residents and includes four key pillars:

- We treat everyone with dignity and respect
- We create a safe and respectful environment where people can be themselves
- We seek out diverse perspectives and hear all voices
- We seek to understand other cultures, practices and experiences.



Our employees and residents starred in a video to bring the charter to life and show what it's all about — scan the QR code with a smartphone to see it:



Key findings of our Oldham resident satisfaction survey



The resident satisfaction survey was carried out over summer 2022. Questionnaires were sent to three distinct groups of residents: Retirement Living residents in both schemes and bungalows, and Extra Care residents.

Overall, 92 percent of residents were satisfied with the services provided by Housing 21 for their Oldham PFI properties.

Other results showed:

- **92 percent** of residents said they were satisfied with the quality of their home
- **90 percent** were happy with the condition of their home
- **93 percent** were happy with their home's safety and maintenance
- **90 percent** of residents were satisfied with their neighbourhood/scheme as a place to live



Fundraising and funding received

Fundraising

Our residents like to give back by fundraising for causes close to their hearts through a range of activities:

- Old Mill House held a fundraising event for Cancer Research UK, raising £570. This was a joint effort with care provider, MioCare Group, with stalls, a raffle and games. All raffle prizes were donated by local businesses.
- Residents across two schemes raised money for Macmillan Cancer Support. Violet Hill Court held a Macmillan coffee morning raising £200 and Charles Morris House raised £140 in support of the fantastic work Macmillan nurses do.
- Trinity House residents raised £360 to buy a shopping cart for the scheme. This is now being used as a small shop and is run by Heather, who runs the on-site restaurant.

- Holland Close raised £50 for Delph Hog Manor Rescue, who nurse hedgehogs back to health, after learning that they are on the endangered list in the UK. A talk was also given by charity volunteer, Sue, who visited the scheme to share more about the work the charity does and why it's so important.

Funding received

We are very grateful for the support our schemes have received from the local community:

Old Mill House received:

- £1,000 from Action Together's One Oldham Fund for an outdoor water feature
- £400 from a local councillor for their garden
- £250 from Action Together for their volunteers.

Holland Close received:

- £1,000 from the Auto Trader Community Fund to pay for local charity, Bring Me Sunshine, to hold activities for residents who are unable to leave their homes.

Charles Morris House received:

- £500 from local councillors towards new Christmas decorations and Christmas parties.

Hopwood Court received:

- £500 from Shaw and Crompton Parish Council towards the cost of Christmas decorations and a Christmas party.

Throstle Court received:

- £1,000 from Action Together's One Oldham Fund to purchase a pool table/table tennis table, giant jenga and indoor bowling.

Oldham's performance: 2022/23

KPI	Description	Unit	Target	End of Year Performance
TLPI1	Tenant Liaison Poor Performance Points	Pts	0	0
TMPI1	Tenancy Management Poor Performance Points	Pts	0	0
TMPI2	Proportion of tenant breaches of the Tenancy Agreement responded to within 5 working days	Percent	95	100
TMPI3	Proportion of nuisance complaints resolved or suitably rectified	Percent	95	100
CCPI1	Customer Care Poor Performance Points	Pts	0	0
CCPI2	Average reply time to customer correspondence	Working Days	8	5
CCPI3	Proportion of home visits carried out within 5 working days	Percent	90	100

KPI	Description	Unit	Target	End of Year Performance
CCPI4	Proportion of telephone calls answered within 24 seconds	Percent	85	91.26
CCPI5	Proportion of complaints where a full written response is provided in 7 working days	Percent	85	100
RCPI1	Rent Collection Poor Performance Points	Pts	0	0
RCPI2	Proportion of rent collected	Percent	98	100
RCPI3	Percentage rent arrears of current tenants	Percent	2	0.67
RCPI4	Percentage of tenants owing more than 13 weeks' rent	Percent	2	0.18
RCPI5	Percentage of charge collected (not rents)	Percent	97	100

KPI	Description	Unit	Target	End of Year Performance
RMPI1	Repairs and Maintenance Poor Performance Points	Pts	0	0
RMPI2	Average time to complete Non-Urgent repairs	Days	21	5
RMPI3	Percentage of repairs jobs where appointment was made and kept	Percent	85	100
RMPI4	Percentage of Responsive Repairs inspected within 20 days of completion	Percent	10	10.66
RMPI5	Percentage of Non-Urgent repairs failing inspection within the Quarter	Percent	2	0
CLPI1	Cleaning Poor Performance Points	Pts	0	0
LTPI1	Average number of days to make void re-available for letting	Days	14	10
LTPI2	Average number of days for properties to be let	Days	21	16

KPI	Description	Unit	Target	End of Year Performance
GMPI1	Grounds Maintenance Poor Performance Points	Pts	0	0
GMPI2	Proportion of open spaces cleared within 3 days of dumping	Percent	85	100
GMPI3	Proportion of graffiti removed within 2 days of reporting	Percent	85	100
TCPI1	Tenant Consultation Poor Performance Points	Pts	0	0
SSPI1	Supporting People Services Poor Performance Points	Pts	0	0
SSPI2	Proportion of tenants with no Support Plan within preceding 12 months	Percent	2	0
SSPI3	Proportion of tenant contacts made	Percent	98	100
SSPI4	Proportion of EAC responded to within 20 minutes	Percent	98	100
SSPI5	Proportion of social activities taking place as planned	Percent	98	99.49

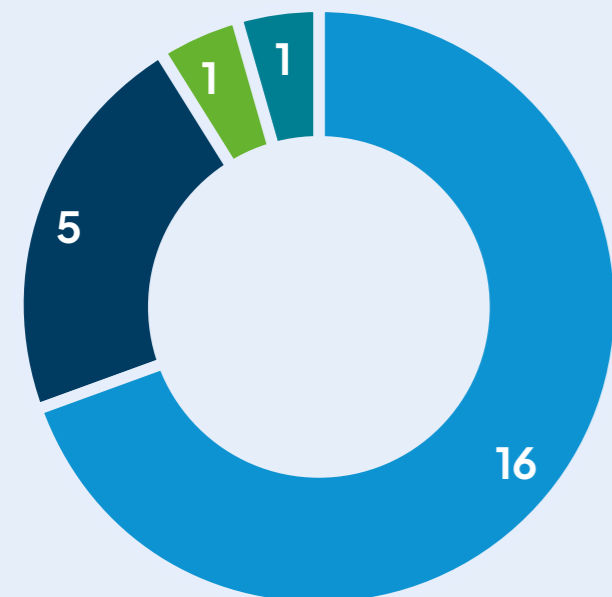
Compliments and complaints

Housing 21 welcomes feedback about our employees and services as this helps us to learn and improve. Our local managers will try to resolve complaints informally as they arise. Where this is not possible, or not appropriate, then we have a formal complaints procedure.

Compliments and complaints for the financial year April 2022 to March 2023

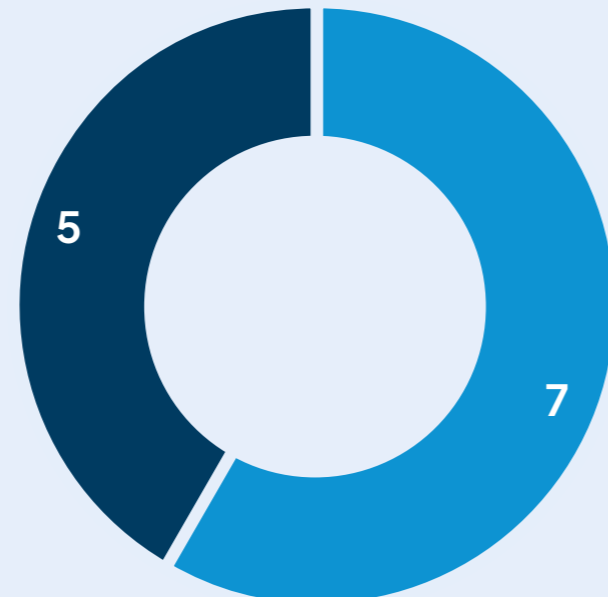
We received 23 compliments over the 12 month period:

- Repairs contractors
- Employees
- Restaurant provider
- Grounds maintenance



We received 12 complaints over the 12 month period:

- Grounds maintenance
- Repairs



11 complaints were resolved at stage one and one complaint went to stage two.

Complaints process

We will acknowledge receipt of your complaint within two working days of us receiving your correspondence or phone call. A more detailed response will be sent to you within seven working days from receipt of your complaint, explaining what action is being taken or will be taken (stage one). If more time is required to fully investigate your complaint, we will tell you when you can expect to receive a full response.

If your complaint is not resolved to your satisfaction, you can ask for it to go to the next stage (stage two). This means it will be referred to the Head of Service in Oldham, who will consider the matter and respond to you within 14 working days from the date that they received it. If the Head of Service is unable to resolve your complaint to your satisfaction, after eight weeks you have the right to request that your complaint is investigated by the Housing Ombudsman.





Want to stay connected throughout the year?

If you enjoy the content of this report and want to see more content like this all year round, be sure to follow us on our Housing 21 social media channels. We share resident stories, scheme events, organisational initiatives, and more!

Feedback

We hope you have enjoyed reading the Oldham Report 2022/2023. 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 or speak to a member of the Housing 21 team.



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[housing21.org.uk](https://www.housing21.org.uk)    

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INSIDE  
UK HOUSING AWARDS 2022
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Have you heard our Podcast?

In 2022, we launched 21 Talks, a podcast showing that at every age, everyone has important stories to tell and opinions to share. Our episodes capture the real-life stories and experiences of our residents, putting them at the heart of the conversation and spotlighting the topics and discussions that matter most to them.

If you have an idea for a podcast or would be interested in featuring on an episode, we'd love to hear from you; email Communications@Housing21.org.uk or speak with your local manager.