

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 are performing in 2021-22 year-to-date (YTD).

Touch-point	2019/20	2020/21	Q3 2021/22 YTD
Overall Landlord	84% (1232)	83% (884)	84% (288)
New Tenancy	92% (172)	85% (127)	90% (84)
Contact Centre	86% (3188)	86% (3126)	85% (2234)
Responsive Repairs	84% (1552)	86% (1430)	84% (924)
Estates: Block Cleaning	73% (1908)	69% (706)	63% (535)
Estates: Grounds	68% (As above)	66% (1254)	65% (923)

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

Complaints Handling

Measure	2019/20	2020/21	Q3 2021/22 YTD
Number of Complaints Received	433	257	445
Complaints Resolved Within Timescales	96%	18.2%	75%

Taking action to reduce Customer Effort



Ease of making complaint

63%

Satisfied of the 65 responses received in 2021/22 YTD.

Satisfied with our handling of the complaint

45%

Satisfied of the 65 responses received in 2021/22 YTD.

Our Strategic Delivery Plan continues to deliver...



Build New Homes



We are looking to build 718 affordable homes over the next 5 years, taking our total delivery to 1,100 by 2026.

Q3 2021-22 YTD

Since 2017-18



48 new homes started on site YTD



469 new homes started on site

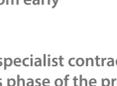


74 homes have been completed YTD



382 homes have been completed

Pipeline for starts on site

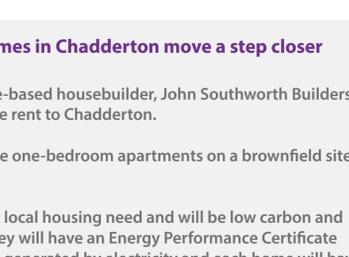


63 units still to commence on site in 2021-22

Update on Key Development Strategies

West Vale

Our work at the West Vale development continues to progress. Demolition of the tower blocks, Crossbank House and Summervale House commenced in December. So far non-structural elements inside and outside the buildings have been removed and the towers will begin to reduce in height from early February.



We are working with specialist contractor, Oldham-based D Hughes Demolition and Excavation Ltd on this phase of the project and the demolition and clearance work will last until March 2022.

Our preferred partner to deliver the build development is North West based contractor, Crossfield Living, which has progressed to the second stage of a two stage tender process. A full appointment is planned for June 2022, enabling a start on site by Spring/Summer 2022, and homes due for completion in Autumn 2023.

Our plans for new, green homes in Chadderton move a step closer

We are now in contract with Tameside-based housebuilder, John Southworth Builders to bring new, green homes for affordable rent to Chadderton.

We're investing £1million to build nine one-bedroom apartments on a brownfield site off Burnley Lane.

The new homes are designed to meet local housing need and will be low carbon and economical for households to run. They will have an Energy Performance Certificate (EPC) B, heating and hot water will be generated by electricity and each home will have cycle storage, to encourage use of sustainable transport.

Demolition of an existing building that has stood on the site derelict for a number of years is due to take place later this month. The new-build homes are due for completion in December 2022.

More new family homes in Lees

We've taken handover of more new, quality, affordable homes on Wellyhole Street in Lees - helping us increase the amount of family homes available to residents in Oldham.

In October '21 we secured ten three-bedroom properties at the scheme. We have now taken handover of seven further homes, taking our total to 17. These will be let in conjunction with Oldham Council.

We have bought these 'off the shelf' properties - all for affordable rent - directly from a housebuilder.

This approach is part of our plan to increase our stock of high-quality housing to help meet growing housing need and achieve our target to deliver 750 affordable homes in Oldham and surrounding areas by 2026.

Work is underway at sites across Oldham and developments in progress include High Barn Phase two in Royton; Cherry Ave in Alt; and Tanners Fold in Fitton Hill.

We are looking for further opportunities to bring forward new properties in Oldham and the surrounding areas of Rochdale, Tameside, Kirklees and Calderdale to make a difference to local people.



Excellent Landlord



This is what we've achieved in 2021/22 at Q3 YTD

PROPERTY SAFETY TEAM

8,421 gas safety checks **1,623** electrical safety checks **222** new boilers fitted

242 fire risk assessments **975** fire risk actions

PROPERTY CARE TEAM

20,713 repairs overall **721** out of hours repairs **2,652** emergency repairs

5,490 urgent repairs **9,971** non urgent repairs **1074** planned repairs (large works)

270 adaptations **83** disrepair works

COMPLIANCE PERFORMANCE

We've managed to maintain compliance levels to a very high standard.

99.99% Gas Servicing

100% Of communal areas with a current fire risk assessment

100% of properties with a current EICR

100% Passenger lifts annual insurance examination items completed

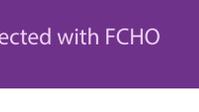
99% of asbestos requiring a survey have been completed

100% Home lifts annual Insurance examination items completed

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

100% Compliance monitoring shop premises

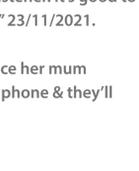
Creating Thriving Communities



Our impact in the community

Customer Engagement and Customer Voice Panel

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



The Customer Voice Panel (CVP) consists of 92 members and 14 customer engagement events were held from October to December 2021.

In December, we launched our Customer Void Inspector (CVI) pilot. Five customers inspected 6 of our void properties and provided feedback on the standard of the voids. Their feedback and recommendations on our lettable standard was presented to the Voids and Neighbourhood teams in order to help to improve services and standards.

Community Centres - we held successful consultation meetings with community volunteers at Ridgefield Street and Daisy Hill ahead of planned re-openings. A clean was carried out at Barker Street Centre ahead of re-opening planned in early January. The re-opening of Nelson Way allowed three community groups to return to face to face sessions within covid guidelines.

Funding and Partnership support - 6 external partnership funding proposals for Oldham inward community investment opportunities developed.

Making a difference in the community

We have opened 363 new cases via referrals into the service for customers in need of support in Q3 2021/22 YTD.

We supported customers to save circa £226K from their food shopping bills in the same period by using our Bread and Butter partnership service. We also helped customers to achieve over £358.9K in one off monetary gains (debts written off and thousands claimed in benefits).

Our Directions team continue to support our customers into employment - at Q3 2021/22 YTD, 118 customers that we supported into work reached 6 months in continuous employment. Additionally 180 customers have moved into employment, with the help of the service.

Kick-starting job support for our young customers

We currently have 21 Kickstart participants in the business and 17 further roles are currently in recruitment.

7 participants have now secured roles in FCHO and a further 5 have secured permanent roles outside of FCHO. Additionally, 3 participants have completed their placements and are still receiving support to find work.

We anticipate that the total number of Kickstart placements supported by FCHO will reach 55 by March 2022 and this is the highest number supported by any employer in the Oldham Borough.

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

Live Well Service Stay connected with FCHO

At the end of quarter 3 we had 323 customers on the Live Well service and 17 new customers decided they would like to access the service. 12 customers came off the service. Since 2014 we have had 641 customers access the service.

Mr Arthur Yearn, 75, who has been on the service since 2016 "The service is excellent, I would give it 10/10. The advisor is helpful, supportive and a good listener. It's good to know there's always someone you can talk to anytime for direction" 23/11/2021.

Daughter of customer Anne Coyne, 80, when asked about the service her mum receives said "helpful with anything she needs, she can pick up the phone & they'll help her as much as they can".

Removal of the £20 Universal Credit (UC) increase

An action plan has been developed which includes the following actions:

Internal and external marketing campaigns have been completed to ensure customers and colleagues are aware and have the information they need around the UC reduction.

1584 Customers who are likely to be affected by the UC reduction have been identified to enable support to be offered. Proactive targeting of these customers is in progress and outcomes to date are as follows:

- 398 customers have been spoken to.
- 41 customers have consented to support and engaged. Of these, 11 are claiming UC because of Covid and 14 have never claimed UC before the pandemic.
- 346 customers have stated they are ok with relevant benefits in place and do not require support.
- 11 customers refused to discuss their circumstances or support available.

In general, overall response from customers spoken to has been positive. A lot of customers who have declined support have appreciated our contact and offer of support.

We are continuing to contact customers who are affected by the UC reduction.