

# Our Performance 2020/21 Q3



## Customer Engagement and Feedback



We are engaging with and listening to a significant number of our customers (circa 40% of customers) annually to learn from and shape our organisation. We do this through touchpoint satisfaction surveys, engagement work and our newly created customer voice panel.

Results are based on the first nine months ( April to December 2020-21) since the country went into lockdown from the COVID-19 pandemic and we continue working hard with our customers to improve satisfaction.

### Here's a look at how satisfaction levels are doing so far in 2020-21

	Touchpoint	2019/20	2020/21	2019/20 Vs 2020/21 Q3	
	<b>Overall Landlord</b>	<b>84%</b> (1232)	<b>85%</b> (796)		<b>+1%</b>
	<b>New Tenancy</b>	<b>92%</b> (172)	<b>86%</b> (110)		<b>-6%</b>
	<b>Contact Centre</b>	<b>86%</b> (3188)	<b>87%</b> (2244)		<b>+1%</b>
	<b>Responsive Repairs</b>	<b>84%</b> (1552)	<b>86%</b> (1013)		<b>+2%</b>
	<b>Estates: Block Cleaning</b>	<b>73%</b> (1908)	<b>69%</b> (528)		<b>-4%</b>
	<b>Estates: Grounds</b>	<b>68%</b> (As above)	<b>66%</b> (646)		<b>-2%</b>

Trend arrows indicate where there has been a material change in scores.  
Note that the table compares the first nine months of this year with 12 months of the previous year.  
Numbers in brackets represent the count of individual responses we have received.

**Our commitment is to keep on listening to customer feedback; acting on what you tell us and making the service improvements**

## Complaints Handling

	Measure	2019/20	2020/21
	<b>Number of complaints</b>	<b>433</b>	<b>183</b>
	<b>Complaints supported</b>	<b>55%</b>	<b>50%</b>
	<b>Complaints resolved within timescales</b>	<b>96%</b>	<b>**13%</b>

**We support around 1 in 2 complaints** in favour of our customers and have taken actions to get things right first time by introducing a more customer focused complaints service.

**\*\* We have changed the complaints resolved measure this year to close complaints only when any associated actions are completed (formerly complaints were closed prior to this when customers agreed with what we were going to do).**

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



### Build New Homes



**Our development programme started in 2017-18 with the aim of completing 1100 new homes by 2025-26. Performance this year and since the programme started is shown below:**

#### 2020-21

**78 new homes started in 2020-21**

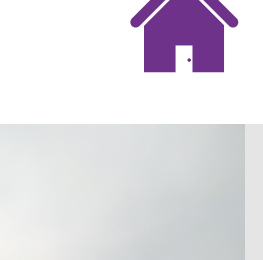
**40 homes have been completed in 2020-21**

#### Since 2017-18

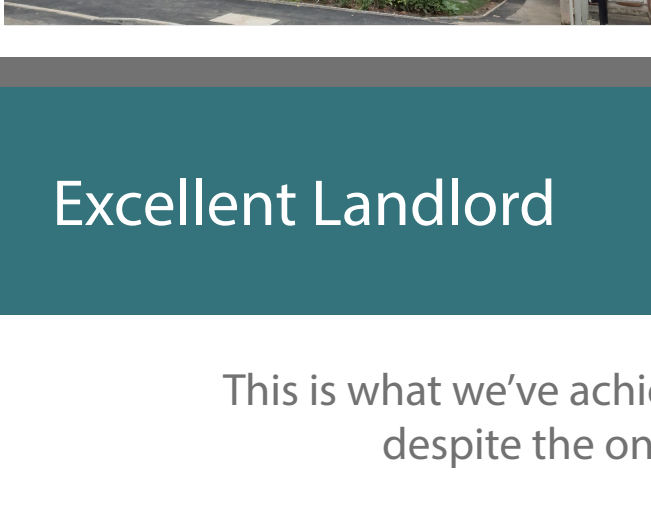
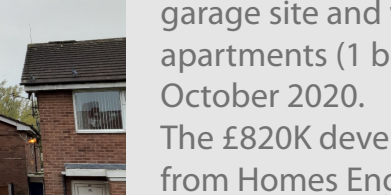
**403 new homes started**

**264 homes have been completed**

### Looking forward for starts on site



**18 units Q4 2020-21**  
**195 units beyond 2020-21**



### Former FCHO garage site converted to affordable rent apartments...

Albert Street West in Failsworth was a former FCHO garage site and we now have built 6 affordable rent apartments (1 bedroom) which were completed in October 2020.  
The £820K development received £234K grant funding from Homes England for the scheme which was built by a local firm.

## Excellent Landlord



This is what we've achieved between April and December, despite the ongoing Covid-19 pandemic.

## PROPERTY SAFETY

**8,261** gas safety checks **1,345** electrical safety checks **239** new boilers fitted

**278** fire risk assessments **1,450** fire risk actions

## PROPERTY CARE TEAM

**17,640** repairs overall **716** out of hours repairs **2955** emergency repairs

**3478** urgent repairs **9,476** non urgent repairs **601** planned repairs (large works)

**134** adaptations **72** disrepair works

## Compliance Performance

We've managed to maintain compliance levels to a very high standard. Where we have been unable to gain access for servicing this has been mainly due to self-isolation in line with government guidelines.

**99.94%** Gas Servicing **100%** Of communal areas with a current fire risk assessment

**99.99%** of properties with a current EICR **100%** Passenger lifts annual insurance examination items completed

**100%** of communal properties requiring an asbestos survey that have been completed **99.86%** Home lifts annual Insurance examination items completed

**100%** of communal areas requiring an asbestos re-inspection that 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.

We have a Customer Voice Panel (CVP) which consists of 60 members where 10 customers minimum are invited to attend each meeting. The group meet quarterly to challenge performance and also on an ad hoc basis. There have been 8 sessions since January 2020.

The CVP forms part of the formal governance arrangements and will support FCHO to scrutinise and challenge performance and the customer experience.



#### Making a difference

We opened 396 new support cases for customers between 1st of April and the end of December 2020.

We helped customers achieve over £159.3K in one off monetary gains in the same period ( debts written off and thousands claimed in benefits).

We supported customers to save circa £202K from their food shopping bills since April 2020 by using our Bread and Butter partnership service.

Our Directions team continue to support our customers into employment - between April and December 2020 we supported 121 customers into work. In the same period 99 customers that we supported into work reached 6 months in employment.

### Kick-starting job support for our young customers



We've ambitious plans to recruit up to 35 Kickstart placements for young people over the next six months. Kickstart is a scheme created by the Department for Work and Pensions to create employment opportunities for youngsters, to help them gain experience in industry which will support future employment.

We have grouped together with other housing providers in Manchester to bid collectively for Kickstart funding via One Manchester, and agreed to subsidise a living wage salary. They will also be given a mentor to support them and will receive employability training from our Directions Team. It's great news and shows our commitment to their time with us and ensures they have the best possible chance of finding a permanent role after their placement.