

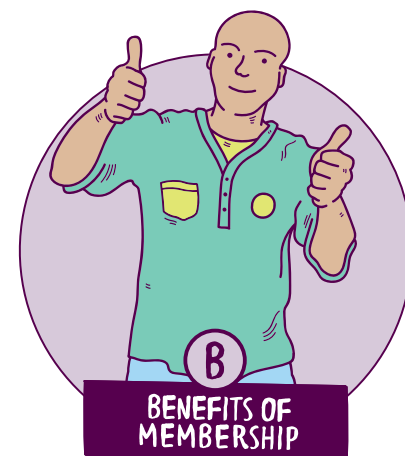
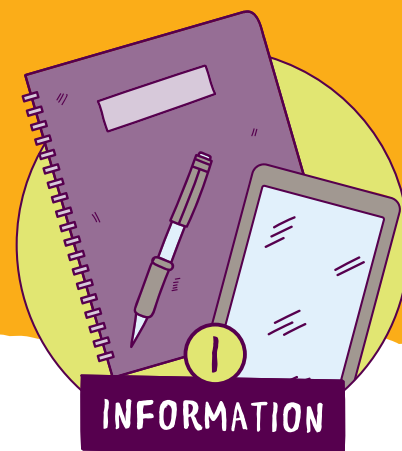


ANNUAL REPORT TO MEMBERS.

From your Representative Body
July 2017 to June 2018



GET THAT
MEMBER VIBE!



Hello!

Welcome to your annual round-up of the work that we, as your Representatives, have done on your behalf over the past year. It highlights some of the decisions we made and outlines key areas of work we have been involved in.

This year we approved *Together*, RBH's new, exciting and ambitious corporate strategy. This sets out RBH's priorities for the three years ahead. As we monitor our progress against our strategy priorities, we will make sure that the voice of RBH Members is heard.

We write about what RBH is doing to build our membership numbers, how RBH has worked with Members to shape and influence the on-going work of the Society and we look towards the challenges and opportunities of the year ahead.

We would like to hear your thoughts on this report and the work we outline. Our contact details can be found on the back page.

The Representative Body

Our Pledge to Members - We will make sure that:

- we uphold our values in representing members' interests and fulfilling our role in governing RBH
- tenants and employees work together as members to get the best services within available resources
- we use a variety of ways to find out your views and inform you how they are being used to make a difference
- we are honest, open and accountable to you, the Members

MEMBERSHIP

In June 2018, RBH marked five years together as the UK's first mutual housing society – co-owned by tenant and employee members.

OVER
5,700
MEMBERS

All RBH tenants over the age of 18, adult members of their household, and RBH employees over the age of 18, can become a member. We'd love you to encourage your family, friends, neighbours, and colleagues to join and be part of our pioneering mutual housing society. Each Member owns one share in RBH in line with the principle of one member – one vote!

We know how important it is that our membership reflects the people from the many different backgrounds who make up our tenants and employees, sharing their views and experiences to help us make sure that RBH services reflect the needs of everyone.

The Representative Body receives reports on the diversity of membership and uses these to develop a member recruitment plan that contains activities to ensure that all tenants and employees find out about membership and



are encouraged to join. Although our members are broadly representative of our tenants and employees, we continue to look for ways to encourage under-represented groups to become members of RBH. In particular, we know that we need more members who are younger tenants and those from Asian backgrounds to ensure that the needs of these groups are heard through the member Voice.

We're pleased that this year our membership has again grown. As part of our activities to mark five years as a mutual housing society, some colleagues undertook a membership drive in June 2018, resulting in over **160 new members** signing up in the course of just one day!



471 out of **588** employees joined

80.1%



5,272
out of
14,933 tenants
joined

35.3%

PLANNING FOR RBH'S FUTURE.

As Representatives, we are responsible for approving and monitoring the performance of the Board and Society against delivery of the corporate strategy. This is the plan for what RBH will be achieving in the next three years – and making sure that we are heading in the right direction for our members, tenants, employees, and communities.

In January 2018, we voted to approve RBH's new corporate strategy, *Together*.

Members had a large and direct input into the writing of *Together*. This included:

- ◆ Insight from customer contacts
- ◆ Facebook Live discussions
- ◆ Comments at our Annual Members' Meeting
- ◆ Feedback at the Special Members' Meeting
- ◆ A meeting with the Continuous Improvement Groups
- ◆ Being kept informed about ideas in *Membership Matters* and *In The Know*.

We also held a number of sessions that brought Representatives, Board members, and the RBH executive team together, to help develop a positive shared vision for our mutual society – making sure that the voice of our members was at the heart of this vision.



A QUESTION OF PRIORITIES

In putting together our strategy for the future, we took RBH's values as the starting point, and we kept in mind a series of questions about what the future might hold:

- ◆ What will it be like to live in the Rochdale area over the next three to five years?
- ◆ What will be happening in the towns and surrounding areas?
- ◆ How will the Greater Manchester devolution of health and social care affect us?
- ◆ How will Brexit affect us?
- ◆ What are the implications of the re-development of the town centre?
- ◆ What type of homes will be needed in the future for people living in the area?

We are excited about the agreed content and we have already started to play our role in making sure that we can thrive, grow and improve together.



GROWING, THRIVING, IMPROVING...TOGETHER.

Our new Corporate Strategy, *Together*, is based on three key priorities of thriving together, growing together, and improving together.

These topics will link together to help us provide the right mix of new and existing quality homes. As one of Rochdale's most important employers and purchasers, our strategy also sets out how RBH has an important role in helping to build the local economy.

We have already started in our next crucial role as Representatives; we are monitoring the delivery of *Together* to ensure that our exciting and ambitious priorities are delivered, for the benefits of our members, tenants, employees and communities.

GROWING TOGETHER



Delivering the right mix and quality of homes to make RBH communities strong and successful.

THRIVING TOGETHER



We will make the borough a great place to live and age. We will support people through life changes by offering new and tailored services.

IMPROVING TOGETHER

We will change and improve the way we work with a clear focus on value for money to deliver services that our customers value whilst ensuring that RBH is a strong financially successful Society resilient to future challenges.



BUILDING ROCHDALE'S ECONOMY

As one of the borough's anchor institutions we have a key role in helping to directly build the local economy through delivering our strategy.

Rochdale - birthplace of co-operation



OUR MUTUAL FUTURE.

Over the past three years, our role as Representatives has included monitoring our outgoing corporate strategy, *Our Mutual Future*. This work will now continue as we monitor and feed back on delivery against our new corporate strategy, *Together*. As we wave goodbye to *Our Mutual Future*, we wanted to take a quick look at some of the achievements and challenges of the past three years. Of the six projects within *Our Mutual Future*, the Representative Body have signed four off as completed, with work on the remaining two projects continuing as part of the new corporate strategy, *Together*.

Our Mutual Future aimed to engage members more at a local level, including more budgets being decided at neighbourhood level. Members now have complete control over which community led projects receive funding through the Community Funding Panel and a “Decide Together” Member vote. This funding has helped to support the delivery of *Our Mutual Future* and also neighbourhood action plans under “Neighbourhoods Together”. RBH’s neighbourhood working has also secured Chartered Institute of Housing accreditation, one of the first eleven landlords in the country to receive this recognition.



It’s now easier and cheaper for tenants to get in touch with RBH, with a Freephone “one call one number” introduced. The customer service centre at St Alban’s House opened in June 2015. RBH delivered a new, more user-friendly website in October 2015, but as Representatives we know that there is more to do to improve our digital services and to make sure that those who are not able to get online are not disadvantaged.

Since RBH transferred in 2012, RBH tenants have settled into newly built homes in Deeplish, Kirkholt, Newbold, Lower Falinge, Heywood, and at the new Extra Care scheme in Littleborough. Further schemes are on site in Kirkholt and Lower Falinge, and work has started on new homes for shared ownership in Hollin. The flagship community scheme on the Strand in Kirkholt is nearing completion, providing new homes, new shops and a fantastic new community space. In total, 278 new homes have been built since 2012 or are in development stages, providing strong foundations for the exciting new plans to build up to 100 homes per year as set out in the new corporate strategy.



WORKING TOGETHER.

Last year, the Representative Body looked at how Members can get involved with RBH. This work developed clear principles for working together to enable the society to grow, thrive and improve. This year, we've been putting those principles into practice in all that we do with our Members.



TELL US (EVERYONE)

RBH gets to understand your thoughts and feelings on those issues and opportunities that affect tenants, your communities and RBH. RBH does this through talking with people, surveys, special events, reacting to complaints and recording compliments.



SHAPE CHANGES (MEMBER ONLY)



RBH works with members to explore a particular issue (for example, holding a special event, setting up a task group or one of our regular groups would develop proposals for what should change in response to the feedback from customers).

DECIDE (MEMBER ONLY)



A recommendation is made to the Representative Body, the Board or the Executive Management Team to either accept or reject the proposal.

CHECK IT IS WORKING (MEMBER ONLY)

Once a change is made Members check on whether it is achieving what it intended to. This could be through discussions with one of our working groups or by mystery shopping and reality checking.



Want to know more about how you can involved with RBH or your community?

Visit www.rbh.org.uk/ways-to-get-involved, or call us on **0800 027 7769** and ask for our ways to get involved leaflet.

A MUTUAL YEAR.

The Representative Body Communications Working Group continue to look at how we can improve communication and information between members and RBH. In addition, members have been involved in the consultation process for the new RBH communications strategy, with almost 500 members taking part in either a survey or live Facebook discussion. The Inclusioneers – formerly the Services for All Panel - reviewed the "Browsealoud" software reader on the RBH website and made recommendations to improve its take up and use.



Representatives attended five effectiveness workshops, facilitated by solicitor David Alcock. These sessions allowed Representatives to openly discuss how the Representative Body operates, and we agreed a set of actions to enable Representatives to better fulfil their role in future.



Employees and Tenant Representatives were part of a group trained in co-design, working alongside a specialist group called co-create. Co-design means that a change is co-operatively designed (or planned) to get the best outcome for users. The first activity was a codesign with Adult Social Care colleagues around social isolation in neighbourhoods. This has resulted in a project to bring dementia support activity into neighbourhoods and is currently being developed.



The Representative Body approved the RBH poverty prevention strategy, which will help RBH support some of our most vulnerable tenants and those residents most in need of support. Representatives worked closely together with Board members on this strategy.



The Customer Panel suggested that RBH should make more effort to involve young people. They also suggested that the repairs satisfaction survey is reviewed to include questions about satisfaction with the process and scheduling of repairs in addition to the current questions about satisfaction with the actual repair.





Independent Living Scheme tenants have been involved throughout the year in the consultation about a new window cleaning provider at the schemes. Independent Living Scheme residents were invited to comment on the favoured provider and the reasons for this. 90 residents gave feedback.

The Homes Panel continued to monitor the Empty Homes Standard and Responsive Repairs Standard and acknowledged the improvements in levels of customers satisfaction that had been achieved by the Empty Homes Team.



Employee and tenant Members came together to help plan, shape, and deliver the celebration activities that took place on 26 June to mark five years of RBH together as a co-owned mutual.

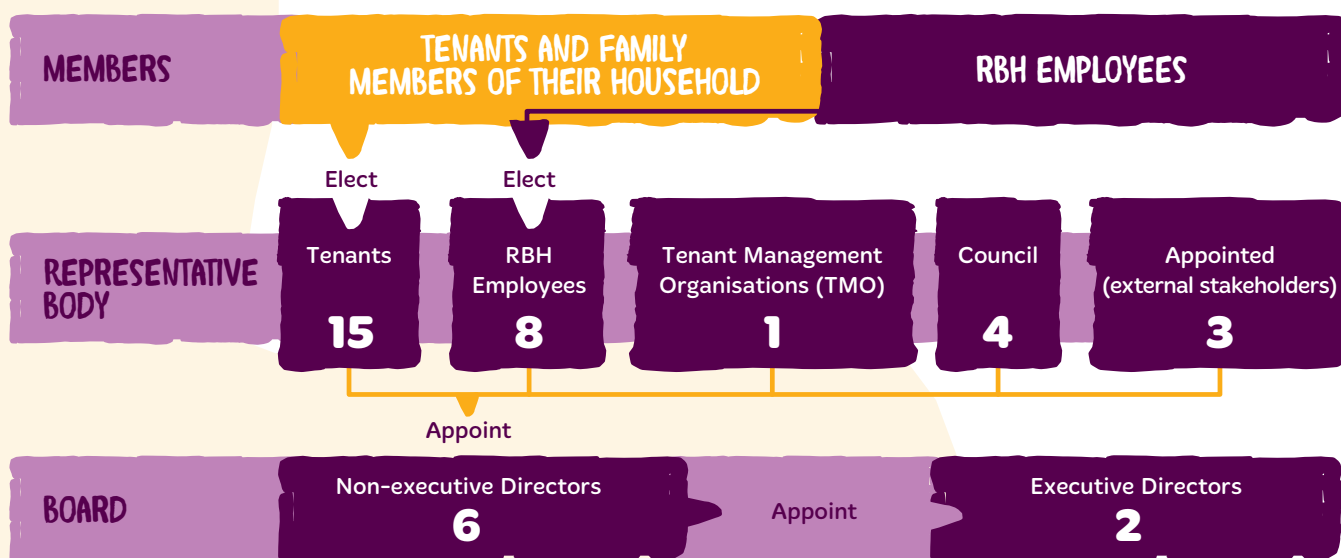


The Representative Body approved the re-appointment of Luen Thompson to another term of office as a member of the Board. They also approved the appointment of Bethan Jones as the new RBH Secretary.

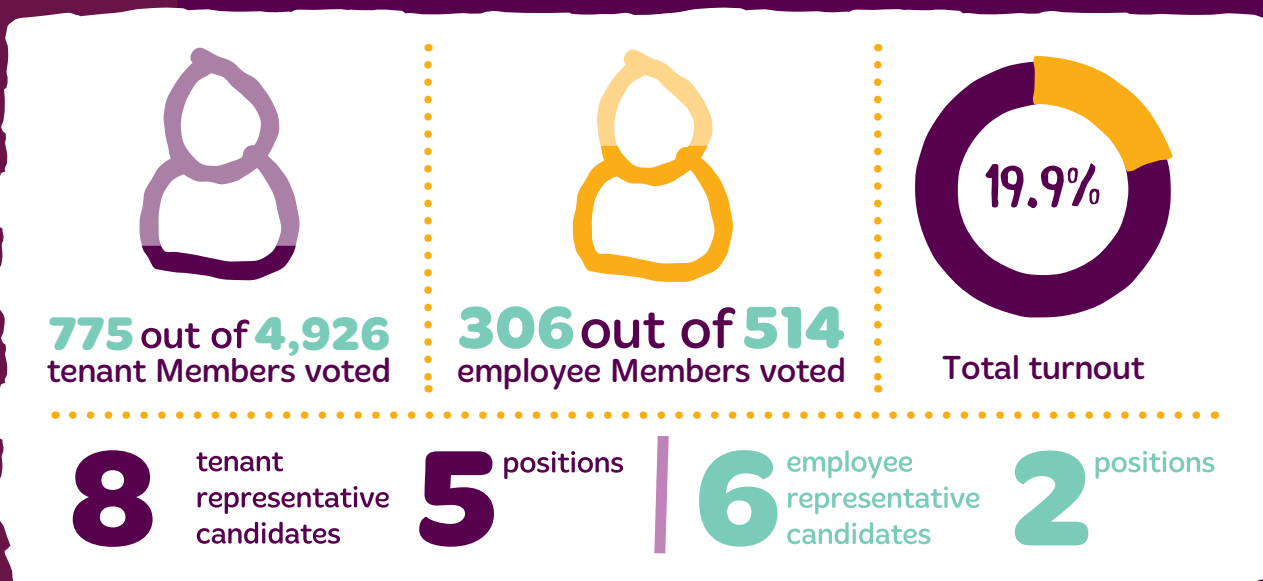


DEMOCRACY IN ACTION.

Your Representative Body is the decision-making group that represents the views of Members and the interests of the wider community – part of our mutual model which places Members at the heart of everything that the Society does. Everyone has a role to play as a member of our Society.



Our membership plan aims to have a contested election each year for new Representatives, and we want to increase voter turnout each year. The 2017 Representative Body election achieved:



The results of the ballot were announced at the 2017 Annual Members' Meeting.

GETTING TOGETHER.

Last September, over 130 Members and guests gathered at Heywood Civic Centre for the 2017 RBH Annual Members' Meeting. This was a great opportunity to meet other members, discuss our achievements and challenges, and to look ahead to the future. The 2017 meeting had a particular focus on listening to the views of members as we developed our new corporate strategy, *Together*. Over 70 questions were tabled by Members, all of which received a response. We also:

- Received the Society's annual report and accounts
- Received the annual report to members from the Representative Body
- Welcomed our new Chair of the Board, Alison Tumilty, and our new Board members Guy Millichamp and Paul Joyce, all of whom were appointed by the Representative Body members following a rigorous recruitment process.
- Thanked outgoing Chair of the Board, Noel Chambers, for all his hard work and dedication over many years with RBH.

A Special Members' Meeting was held in November 2017 to consider a number of changes to the RBH rules. These changes were proposed by the Representative Body through a task-and-finish group (a small sub-group with a single purpose), and approved by the full Representative Body.

Members at the Special Members' Meeting approved the proposed changes to the rules, but also asked the Representative Body to look at the composition of the Representative Body. As Representatives, we have now started to do this.

Following on from the vote at the Special Members Meeting, the new Mutual Rules were approved in March 2018.



COMMUNITY FUNDING.

All the rent money that RBH collects each year is reinvested in our homes and communities. As part of this, each year RBH allocates money to a community fund to be invested in our communities and neighbourhoods. In line with our mutual values, our members now decide on the allocation of all funding available for community led projects and activities.

The projects we fund have a focus on outcomes for the community that directly link to RBH priorities. These are:

- employment and skills
- digital inclusion
- poverty prevention
- health and wellbeing
- reducing social isolation
- families, children and young people
- improving green spaces
- mutuality across neighbourhoods

Members Community Fund

This funds projects that meet the RBH key priorities across all neighbourhoods. Projects are sponsored by Members with funds allocated through a panel consisting of both tenant and employee Members.



The Kirkholt Pantry celebrated its first birthday!



We delivered wellbeing projects alongside our Members' charity, Rochdale & District Mind.



RBH funding helped to deliver activities at Sandon House.

Decide Together

This funds community projects in our Neighbourhood Together programme. Projects are proposed by employee and tenant Members. Members then vote directly for which projects they would like to see funded in their neighbourhood.



£10,680
Home and Environment



£4,830
Membership and Community



£21,874
Health and Wellbeing



£3,795
Financial Inclusion

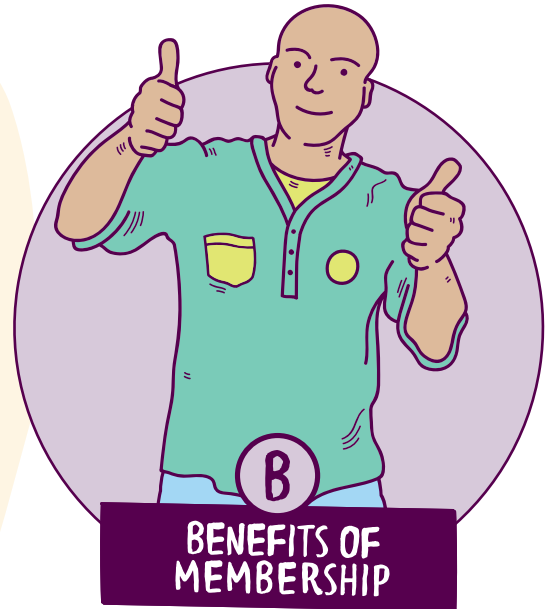
YOUR EXCLUSIVE BENEFITS.

We think that the biggest benefits of membership are the opportunities that choosing to get involved with RBH offers, such as enhancing your personal skills and confidence, meeting like-minded people and the satisfaction you get from knowing you helped RBH to make positive changes to our services.

We are also really pleased to be able to offer our members a range of other exclusive benefits, including some brand new opportunities introduced over the past year.

The *Membership Matters* newsletter, along with regular e-mails, kept you up-to-date with the latest offers and competitions, as well as information about what your Representatives have been doing!

Here are just a few highlights of our member benefits and competitions from this year.



OUR MEMBERSHIP HANDYPERSON SCHEME CONTINUES TO GROW

Over 100 members have now had jobs done through the scheme! Our handyperson scheme offers members who are 60+ years of age (or disabled) help with small jobs once or twice a year – up to two hours work each time. Labour is provided free of charge through our employee volunteering scheme – you just provide the materials!



MEMBERS GET AN EXTRA 10% OFF AT THE RBH PAINT SHOP ON FREEHOLD



RBH is part of the Community RePaint network, making sure that as much unwanted or surplus paint is re-used as possible. As well as helping customers the scheme also brings major environmental benefits as it reduces the amount of items sent to landfill. It's a great idea that fits perfectly with our mutual values.

The paint is all good quality, including top brands such as Dulux, but is available at a fraction of the price of high street retailers – why not check it out for yourself?

ROCHDALE AFC COMPETITION

Members scored top prizes in our annual competition with Rochdale AFC, with employee member Margaret Sumner scooping VIP meal and match tickets as Dale took on Wimbledon, and football fanatic Alex took to the pitch as team mascot on the day in a wear-and-keep replica kit!

Members who didn't win the prize draw were eligible for discounted tickets for the match!



You can view all member offers at www.rbh.org.uk/benefits-of-membership.

WE REMEMBER...

We were deeply saddened this year to lose four lovely friends of RBH, including two former Representatives, all of whom made a huge contribution to their communities, and key roles in the development of RBH as a mutual housing society. We wanted to take a moment to mark and remember their achievements. They are all greatly missed and remembered.



**MEG
HOLLAND**

Meg's contributions as an elected Tenant Representative on our Representative Body were greatly valued by her colleagues. She worked tirelessly on behalf of both residents in her own neighbourhood of Turf Hill and the wider community. Meg also served with distinction as a Tenant Member of the RBH Board, when RBH was an arms-length management organisation.

Meg put her heart and soul into her duties both as a member of the Representative Body and as a Board member - constructively challenging us to deliver better services, as well as being a strong advocate for RBH.



**OLGA
ZILINSKAS**

Olga was a tenant with Rochdale Council and RBH for 43 years and has been volunteering as long as anyone can remember. Olga filled her 88 years with kindness and concern for others and was passionate about making sure local services were fair for everyone. She is greatly missed both in her local community on Kirkholt and with everyone she knew at RBH.



**JOAN
TURNER**

Joan worked closely with RBH over many years and contributed enormously to the development of our mutual housing society. She first became involved as a community volunteer in the 1980s, and contributed in a wide variety of roles, including as a playgroup leader and chairperson of her TRA. In 2009 she was recognised by RBH with a Communities First award. She was plain speaking and good humoured both in praising RBH when things went well and in suggesting how things could be done differently.



**PAT
HULL**

Pat played a big role in the development of the RBH mutual. She served as an elected tenant Board member from 2010 until 2013, as well as a member of our constitutional commission which helped shape our mutual and the RBH tenants panel. She then became an elected Tenant Member of the Representative Body, where she was well liked and respected for the enthusiasm she brought to everything that she got involved in.

Pat retired as a Tenant Representative in 2017. Our independent living service team are particularly grateful for Pat's input into discussions over the years; she was always a voice of reason and measured comment in meetings and discussions.

YOUR REPRESENTATIVE BODY. AT 30 JUNE 2018



ELECTED REPRESENTATIVES



Lynne Brosnan
Chair
Turf Hill Estate
Management Board



Jonathan Walton
Vice Chair
Employee Representative

TENANT REPRESENTATIVES



Frank Altham



Anne Black



Peter Brown



Martin Burke



Rachel David



David Fenwick-Finn



Andrew Johnson



Sue O'Donovan



Oluwaseun Oginni



Pam Radcliffe



Andrew Roche



Jane Taylor



Sue Watson



Sharon Worsley

EMPLOYEE REPRESENTATIVES



David Bulcock



Lesley Dobson



Julie Greenwell



Sean Landsborough



Jade Toft



Matt Watson



Dylan Williams

COUNCILLOR REPRESENTATIVES



**Councillor
Daalat Ali**



**Councillor
Wendy Cocks**



**Councillor
Susan Emmott**



**Councillor
Linda Robinson**

FIND OUT MORE.

YOUR REPRESENTATIVES

Find out more about us: Log on to the Membership area of the website at rbh.org.uk/membership, click 'your representatives' then 'meet your representatives'.

Get in touch with us:



Email representatives@rbh.org.uk. If you want to contact a particular Representative please include their name in your email.

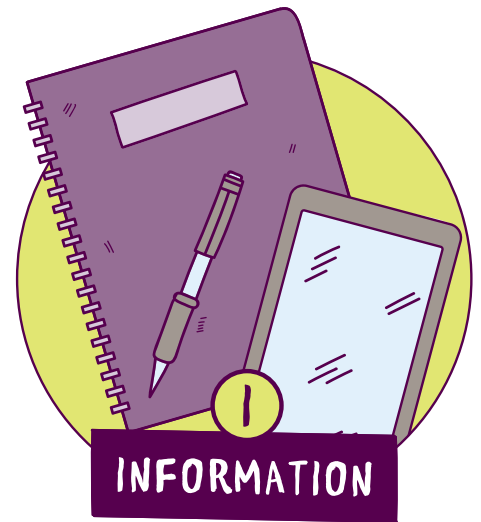


Come and see us in action at our meetings. RBH promotes upcoming meetings in your member newsletters and on the membership area of the website.



Contact the Governance Team on **01706 273809** or **0800 027 7769** and they will put you in touch with us.

You can also email the Governance team on rbh.governance@rbh.org.uk or call them on **01706 273809**. You will need to let us know you wish to attend at least two days before the meeting.



YOUR SOCIETY

Together

Visit our website to find out more:
www.rbh.org.uk/together

RBH Paintshop

Visit the shop at 271 Olney, Freehold (facing the RBH St Alban's House office on Drake Street) or call either Mohammed Hayyidar (**07816 078357**) or Paul Blayney (**07812 963892**)

Member Handyperson Scheme

Call the RBH Contact Centre on Freephone **0800 027 7769**

Community Funding

Find out more at www.rbh.org.uk/communityfunding

Member Offers

To learn about our on-going and special offers visit: www.rbh.org.uk/benefits-of-membership or contact the Membership Team on **01706 273829**



If you need this report in a different format or language, please contact us to ask how we can help.

✉ communications@rbh.org.uk

☎ **(01706) 273774**