



ANNUAL REPORT TO MEMBERS.

From your Representative Body
July 2021 to June 2022



HELLO AND WELCOME TO YOUR ANNUAL REPORT TO MEMBERS



As your Representative Body, this is our opportunity to showcase some of the great work that has taken place across the society over the last 12 months. We think this report demonstrates our mutuality and how our members contribute to the design and delivery of services that benefit both tenants and employees.



It has been a busy year for the Representative body:

- We have conducted our own self-assessment and review that will **improve our effectiveness.**
- We have **introduced new ways of working with our Board** to make sure members' concerns are heard and any necessary solutions are developed.
- Our biggest piece of work, and the most important, was the **development of Succeeding Together** – our vision and direction for the next 3 years at RBH.

You can read more about these areas of work throughout the report and learn more about the other things we have been involved in on page 10.

We are conscious life has been challenging for many recently. The pandemic sent shockwaves through communities, with many losing loved ones and many others suffering poor health and living in isolation. The increased cost of living, which many of us are experiencing, will continue to remain our top priority. We made sure this was considered when prioritising services in Succeeding Together, and influenced decisions made at Board, to secure additional resources in teams that support our most vulnerable tenants.

We hope you enjoy reading your report

The Representative Body

MEMBERSHIP STRATEGY UPDATE

It's our responsibility to monitor and update you on facts and figures relating to membership – but it's not just about the numbers.

We continue to celebrate people succeeding together and we remain focused on how tenant and employee members work together to create great places to live and work. We are committed to letting members know how we have progressed towards our membership strategy.

We recognise the importance of having a diverse membership. We **continually monitor** our membership to ensure that we **reflect the diversity of our tenants and employees**. The age, gender and ethnicity profile of our members is similar to the profile of all tenants and employees.



We are proud that **5434 tenant and employee members** have decided to become a member of our mutual.



38% of our tenants are members
- that's **5034** tenants!



75% of our employees are members
- that's **400** employees!

All figures correct as @ July 2022.

- In 2021 **we ran a successful election** for tenant members to become representatives, and this year we will have contested elections for tenant and employees
- We have **reviewed our values**, as part of the development of Succeeding Together, see page 6 to read about this.
- **Improved communications to members** through the launch of the Members newsletter and Chair's video following each meeting. Read more on pages 12-13.



MUTUALITY & MEMBERSHIP

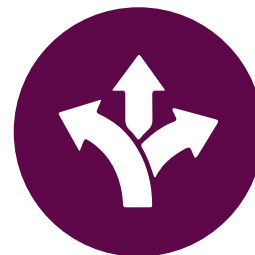
So, what does it mean to be a mutual organisation?



In very simple terms, it's about providing opportunities for tenants and employees to voice opinions and provide scrutiny.



It is also about providing opportunities to be involved in the design of programmes of work, policies, strategies, and neighbourhood projects, to name but a few.



More importantly, it is about being actively involved in decision making, whether that be at a strategic level through the Representative Body, or at a local level, in how we allocate resources within a community or neighbourhood.



We have a great model, and we do great things because we are mutual – we focus on **the needs of current and future generations**, and we are focussed on Rochdale as a place.

We always welcome the opportunity to build upon what we've achieved over the last 9 years, and we always want to embrace the power that our mutuality can offer to drive improvement and help address the complex issues of climate change and inequality. As a Representative Body we will be **working with our members** to really harness the power of our mutuality and **create a thriving community of active and involved members**.



BEING A MUTUAL IS ABOUT BEING FAIR, BEING HUMAN, AND COOPERATING WITH OTHERS

Being a mutual is about acting with humanity, not acting like a corporation. It's about giving voice and power to all our members, not just those in a boardroom. And it's about tenants, colleagues and partners, cooperating and coming together to improve lives.

SUCCESSING TOGETHER

Our Mutual Way

In February 2022, we agreed RBH's new three year Strategy: 'Succeeding Together: Our Mutual Way'.

This sets out priorities for action for the next 3 years, and together with members we played a critical role in defining the priorities. We also played a leading role in refreshing the values and we will be working hard over the next 3 years to ensure that these values are upheld in everything RBH does.

As well as the dedication, engagement and passion driven from members, tenants, and employees, we are so aware that a lot of achievements could not exist without the continuous work from partner organisations and the great community groups around the borough. A lot of the groups are run by volunteers who live and breathe our values every day and help to bring the three priorities to life. For more information on the work of community groups see page 6.

OUR STRATEGY AT A GLANCE

Our Vision is:

People succeeding together to offer great services and great places to live and work.

Our Values are:



Collaboration



Democracy



Equity



Pioneering



Responsibility

The values have guided the three priorities for action and the outcomes we want to achieve.

Core Priority:

PRIDE IN QUALITY HOMES AND GOOD SERVICES

- Ensuring that tenants receive a good service, and have opportunities to work together with employees to improve service delivery.
- Rising to the climate emergency through greener, low carbon and climate resilient communities.
- Using our increased investment so all homes meet the needs of current tenants and future generations, are safe, of good quality, and easily maintained.
- Work towards the medium-term aim of maintaining the number of our homes.



Supporting Priority:

PRIDE IN OUR PEOPLE AND COMMUNITIES

Healthy and resilient communities in successful places where people choose to live and work.



Enabling Priority:

PRIDE IN OUR SOCIETY

- A diverse and engaged membership helping deliver service improvement and good governance.
- Happy, enthusiastic, and resilient employees who are supported to develop and grow and work with our tenants to shape services.
- Increased wealth directed into the local economy.



MEMBERS COMMUNITY FUND

Our grant funding programme is targeted to local grassroots organisations and community groups.

We focus on these groups rather than larger charities and social enterprises, as they often have access to additional resources to benefit from national funding streams.



Every single penny of this funding was allocated by tenant and employee members.



In total, we provided **£66,690** of funding to **17 local community and voluntary organisations**. These organisations have provided services and support to 857 of our customers.



We hear from two of the many worthwhile groups on the impact their service and support have on the local community, who received the vital funding the funding:

Nigeria Community Association

AFRICAN FOOD BANK PROJECT

1606 food parcels were distributed to families during the Covid pandemic, and the project is now continuing as a Community Pantry currently based at Lower Falinge.



Spotland Methodist Church

BRINGING THE GARDEN HOME PROJECT

"His face lit up when I delivered the care package and the next time I visited, there were three decorated plant pots filled with soil and flowers waiting to grow. Suffering from mental health, this initiative really helped take his mind off things."



In January 2022, the annual Values in Practice (VIP) Awards ceremony took place. The awards are a celebration of the many ways tenants, employees, and the wider community have contributed and made a real difference to the lives of people in the communities.

The awards are a great example of mutuality in practice, and the shortlists and winners are chosen by a panel of our tenant and employee members.

LET'S GIVE A BIG HAND TO OUR WINNERS...



VOLUNTEER GROUP

Our Local Pantries in Kirkholt, Smallbridge, and Freehold



TEAM OF THE YEAR

Repairs Service



COMMUNITY SPIRIT

Stuart and Gabriella Parry



OUTSTANDING CONTRIBUTION

Lynne Brosnan



SUPPORTING CUSTOMERS

Julie Finigan



BEST NEWCOMER

Lianne Fryer



GO-TO PERSON

Mike Bartholomew



OUTSTANDING LEADER

Danielle Burgess



SUPPORTING COLLEAGUES

Elaine Haslam-Harris



COMMUNITY VOLUNTEER

Beryl Hudson

CHIEF EXECUTIVES CHOICE AWARD

Hear from Gareth Swarbrick, RBH Chief Executive about the importance and significance of the Choice award,

"One of the most difficult tasks I have every year is to choose the "Chief Executive's Choice" award winner from an amazing group of category winners.

This year I chose **Beryl Hudson**, who was also named **Community Volunteer of the Year**. The pandemic restrictions have been particularly challenging for residents in our Independent Living Schemes, and Beryl's dedication to her neighbours is a real inspiration."

On winning the awards **Beryl** said,

"I was surprised and amazed to have been nominated – I am thrilled to bits to win especially as the other nominees were wonderful."

REPRESENTATIVE BODY⁺ ROUND UP

We have been involved in many engaging conversations over the past year, using our voice on behalf of members. The Chair, in his introduction, touched on a few of the challenges we have faced, but we have also had lots of impact for positive change.

We thought it was time to take a fresh look at our values, so we led a review which looked at how the values would complement the work that was being done on Succeeding Together. **The values are so important as they underpin everything RBH does** and they unite employee and tenant members through shared principles.



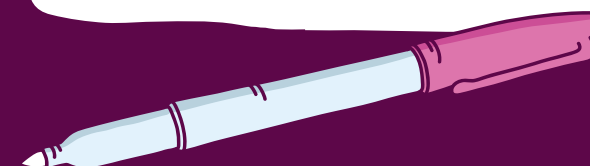
We also wanted to completely redesign the way we work, as a group, so for the first time, conducted a **Self-Review**. This addressed various things, including the impact representatives felt they were having on decision making. The structure of the group was redesigned, along with the format of the meetings, to allow for more group discussions. Representatives are also getting continuous support to use their **lived experiences** to make valuable contributions, which is so important, as they know how tenants, members and neighbourhoods are feeling about RBH issues and services. We're also **developing ways for more members to get involved with decision making**.

We were involved in discussions around the increased cost of living and some options were presented for increasing RBH services that support tenants experiencing financial hardship. Representatives were clear they wanted a range of different services to meet a variety of situations tenants face and as a result, **over £230K was invested into Money Advice, Tenancy Sustainment and the Your Local Pantry network** so more tenants can benefit from these services over the coming year.

We played an important role in **appointing 2 new Non Executive Directors to the Board**. Part of that process was interviewing 6 candidates, and along with Alison, Chair of the Board, we chose 2 suitable and passionate candidates; **Ruth Welford and Neil McInoy**. Throughout the process, both showed enthusiasm and passion for our mutual model and RBH. Being part of the interview process highlights how effective collaboration can be.

Keeping members **continually informed** was a key area for us, and it was important we committed to regular communication. Since January, we have provided **video round-ups from the Chair** of the Representative Body, taking place after each meeting, and have launched a **Members Newsletter** that is available in print format and sent out directly to members as an e-newsletter. Both feature updates, upcoming events and allow for consistent engagement and 2 way communication.

People coming together exemplifies the importance of **mutuality** and when we are driven by passion, we can make a positive difference to people's lives, communities and the place people live and work.



HEAR FROM MEMBERS ABOUT WHY THEY JOINED THE REPRESENTATIVE BODY AND THE DIFFERENCE THEY MAKE:

Debra Anderson

I was excited about joining the Representative Body because it is something I feel extremely passionate about and I really enjoy assisting and helping others to be the best they can be, plus, and more importantly, I want to contribute to making a real difference in people's lives and in the neighbourhoods and communities people live and work.



Alex Allen

I have worked in the supply and service of critical services for over 12 years. I have been in senior leadership roles during my career, yet I have also worn the shoes of front-line colleagues, which has allowed me to understand and see things from different perspectives. My biggest strength I can bring the group is that being new to housing, I can bring a completely different perspective to relevant subjects discussed at meetings and I am genuinely motivated by the impact that ideas, plans and actions have on people that use or need a specific service.



Andrew Johnson

I've been involved in the community for a long time and I really want Rochdale's communities to prosper, especially as we are the borough's largest provider of social housing, and we should do everything we can to help. I've been an RBH tenant for over a decade and I am excited to be involved with analysing performance data and contributing positively to the development of our future strategy.



Bede Nicholson

One of the main attractions for working at RBH was its philosophy of mutuality. I didn't want to work in an organisation that was just about making profit or treating people like consumers rather than human beings. The idea of working in an organisation where everyone has a real stake in its success (and failure) seemed to me to be a much smarter way of making things happen.



Toni-Lea

Working and living overseas has given me a wealth of experience and I believe that my transferable skills in effective team building will help me have a good input at meetings. Creating positive changes and providing a platform for everyone to have a voice is so important and at RBH we are like one huge family. I was ecstatic to be a part of RBH's Rep Body. I had no idea what to expect, but I'm always willing to ask questions to gain a better understanding.



YOUR REPRESENTATIVE BODY. JULY 2022



Phillip Worthington
Chair



Lynne Brosnan
Vice Chair

TENANT REPRESENTATIVES



Frank Altham



Debra Anderson



**Muhammed
Ansari**



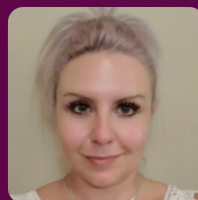
**Andrew
Butterworth**



Donna Chadwick



Donald Ferguson



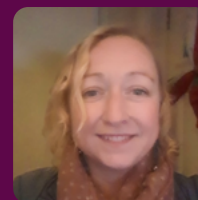
Agata Gorczyca



Andrew Johnson



Haroon Mirza



**Toni-Lea
Mortenson**



Jane Taylor

EMPLOYEE REPRESENTATIVES



Alex Allen



Jan Begum



James Coutts



Stephen Edwards



Bede Nicholson



Jonathan Wenn

Please note, vacant positions are currently not displayed. Two places are also reserved on the Representative Body for the Council, these are currently vacant.