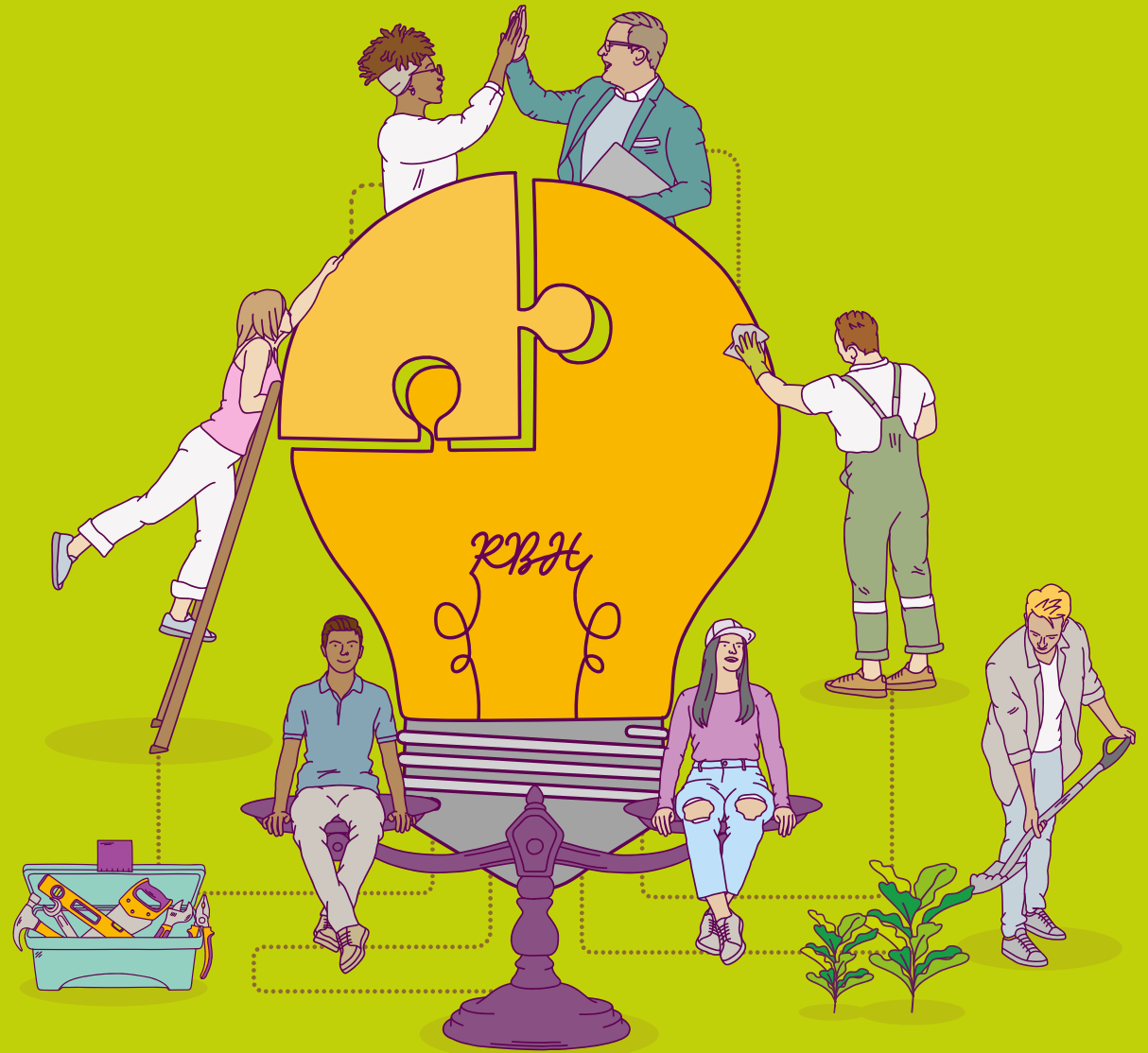




HOW WE'RE PERFORMING

Annual Performance Report
2021-2022



HELLO THERE!

Each year we compile our performance report, to provide you with honest information on key areas of day-to-day business activity.

In this year's report we have focussed on all those areas we know you want to hear more about. We also had some extra help from a group of tenants who helped us identify the information that mattered most.

There have been various challenges over the past year for communities across Rochdale and beyond, but through this, we are proud of how we have worked together and will continue to succeed together to overcome challenges that lie ahead. We are committed to support tenants and our wider communities as we focus on our collective priorities for the next 3 years; pride in quality homes and services, pride in people and communities and pride in our society.

This report tells you how our core services performed over the past year - what we did well, where we can do better and how we compare to our previous performance.

We want to make continual, positive and lasting impact to tenants, members and communities and we are committed to listening to your feedback, acting on what you tell us and making continuous service improvements.



Our performance is as important to us as it is to you, and we know you want to hear how we are doing on a more regular basis. Over the coming months, we will be changing the way we report on our performance. If you would like to get involved to help us shape future performance information, contact customer.engagement@rbh.org.uk.

It's not just our performance in services that we pride ourselves on, but also our continued support in social investment across Rochdale. We are passionate about the work we deliver directly through our Money Advice Service and who we provide financial support to through our Members' Community Fund, along with a number of other partnership organisations we work with to deliver social value, at grass roots level, to those who need it. Our social impact is divided into Financial Inclusion, Digital Inclusion, Health and Wellbeing, and Work, Skills, and the Economy. You can find out more about how we do this by reading page 9 of this report.

LISTENING TOGETHER

We always **welcome feedback, good or bad, on any of the services we provide**, and we continuously commit to using it to improve our services. When things go wrong, we will provide advice and support and get them resolved as quickly as possible.



6 days

Average time to resolve complaints

Last year: **15 days**

Target: **14 days**



85,295

Contact Centre Calls Answered

Last year: **87,313**



Don't forget to sign up to MyRBH Customer Portal to access RBH services for 24 hours a day, 7 days a week

www.myrbh.org.uk/register

CUSTOMER SATISFACTION

The level of satisfaction among customers gives us a good indication of the effectiveness of the services we provide and enabled us to see where we need to make improvements.

We will always continue to listen carefully to what our customers tell us.

Overall satisfaction

85%

Last year: 85%

Target: 88%

Satisfaction with Rents providing Value for Money

85%

Last year: 86%

Target: 86%

ANTI-SOCIAL BEHAVIOUR

ASB includes a wide range of unacceptable behaviour that affects the quality of life for residents and others living or working in the community. This can be day to day incidents of crime, nuisance and disorder that makes people's lives a misery. Over the past year we received:



704 ASB complaints

with **807 cases closed** and **545 case resolved**.



The main complaint, was regarding **noise** (we received 311 complaints), followed by harassment and environmental (with 85 each).



54.79 ASB cases reported

per 1000 homes. Last year: 79.64

SAFEGUARDING

We believe that living a life free from harm and abuse is a fundamental right for everyone and safeguarding those at risk of abuse or neglect is our responsibility.

618 total safeguarding reports

571 of these cases are now closed



171 adult domestic abuse reports



117 cases of Mental Health



76 cases of Self Neglect

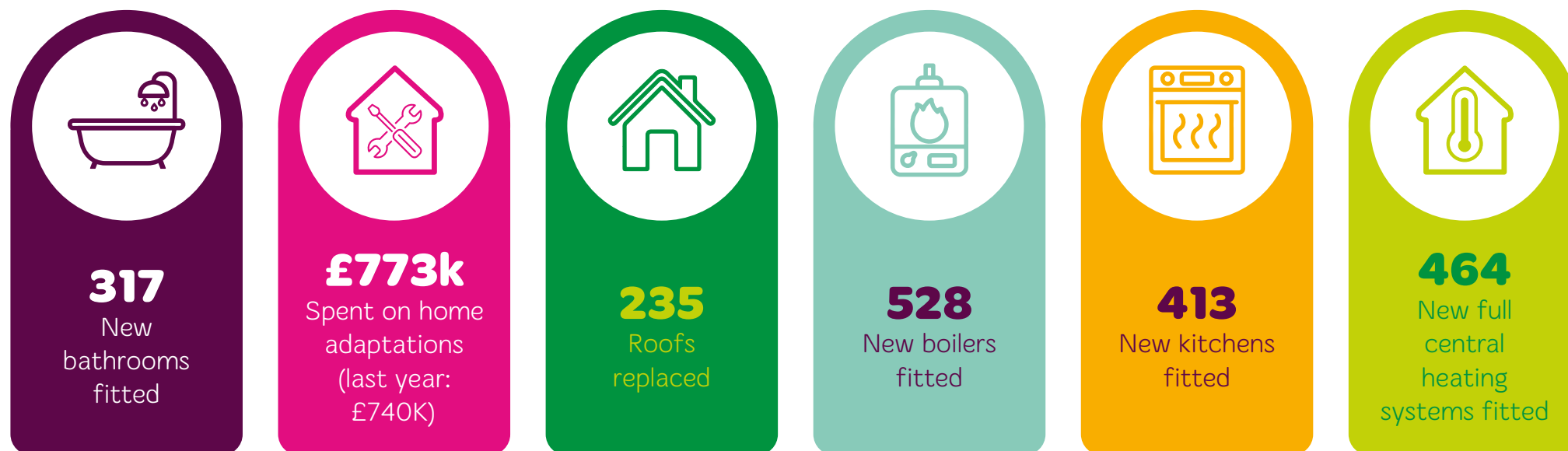


115 Multi- Agency Meetings attended, 114 referrals made

INVESTING IN OUR HOMES

This year we increased our investment in our existing homes.

Despite lockdown restrictions, this included replacing kitchens, bathrooms, roofs and boilers through our modernisation programme. We carried out various Fire Safety Works to our low rise and high-rise flats, and a highly commended Green Homes project at Buckley View which improved energy efficiency and reduced carbon emissions. In addition, a range of environmental improvements to improve neighbourhoods for tenants and communities were carried out.



This year we spent **£10.8 million on improving homes** (last year we spent ££8.9 million).

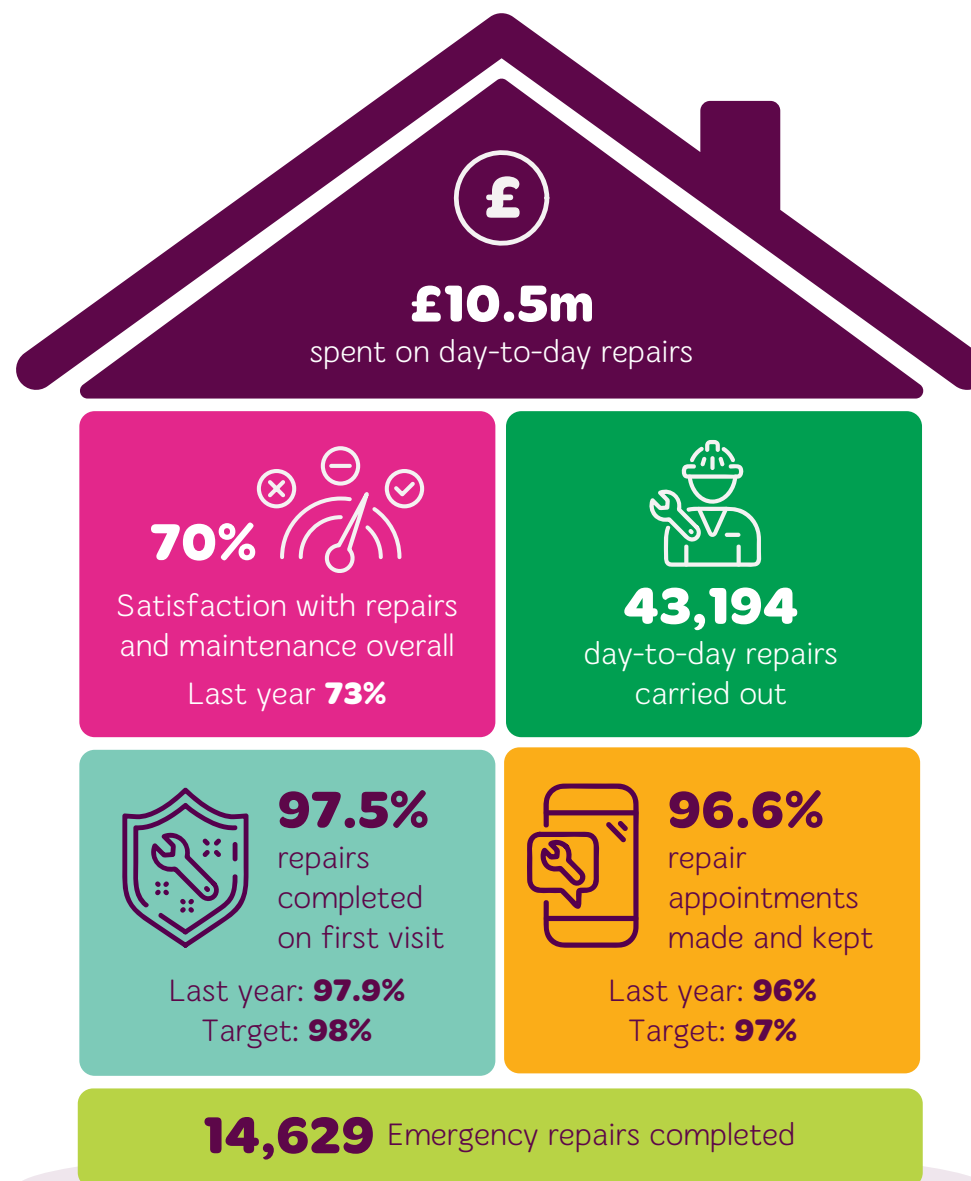
REPAIRS

We take our responsibility for carrying out repairs to your home seriously and we do our utmost to continue to make sure they are kept in a good condition.

Since launching MyRBH customer portal we have over 6,000 registered customers who have benefitted from the easy-to-use platform. With continuous customer feedback, MyRBH continues to improve with new features, including a new Help Centre that allows customers to find quick answers to common problems and a new notification board where customers can easily view updates on their repairs and enquiries. Customers have told us that MyRBH is an invaluable tool which enables them to conveniently access RBH services 24/7 on any device. If you want to register, simply visit www.myrbh.org.uk/register.

How we're meeting our legal requirements:

- Communal areas asbestos reinspection's completed: **100%**
- Applicable homes have a Fire Risk Assessment in place: **100%**
- Homes with an Electrical Safety certificate: **92.99%**
Target 99% - **part of a 5 year rolling programme**
- Passenger lifts have had inspections: **100%**
- Homes have a valid gas safety certificate: **100%**
- Applicable homes have a fully serviced fire alarm: **100%**



INCOME

Our Income Services Teams collect money owed to RBH including rent, this is then used to provide the services that we deliver.

Our teams provide advice to help customers keep up to date with their payments and make referrals to our Money Advice Team if anyone is struggling financially.



Rent collected from tenants as a percentage of rent due



Collected in rechargeable repairs



Rent collected from **former tenants**

MONEY ADVICE

Our Money Advice Team help customers who may be struggling financially and need support and advice – helping them to access

benefits or other income sources that they are entitled to and providing advice on how to manage their money.



Additional income generated and savings made for customers, through the Money Advice Team, which includes Housing Benefit and Universal Credit Housing Costs Element

Last year: **£1.49M**



Households given money advice

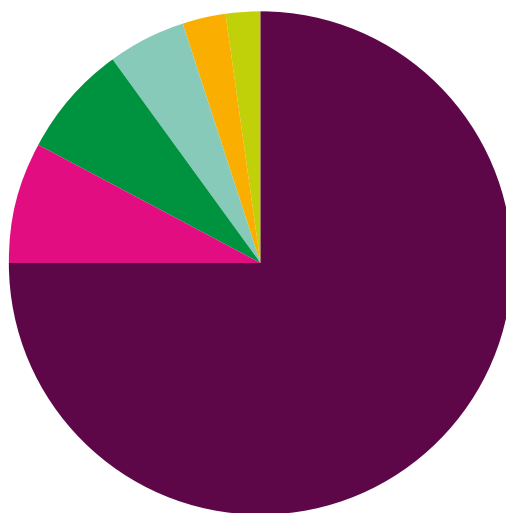
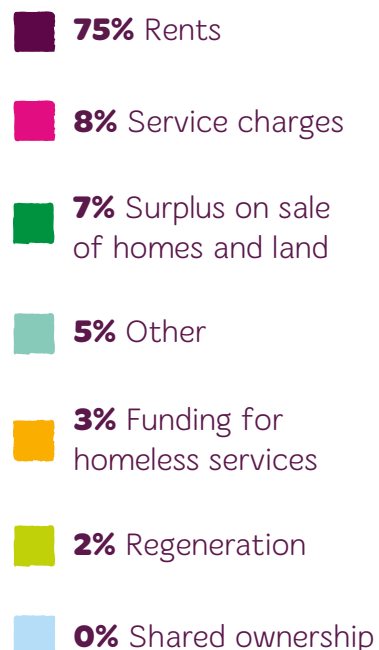
Last year: **1031**

FINANCES

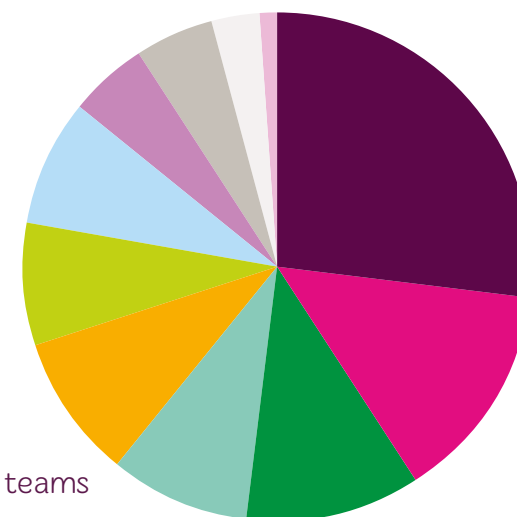
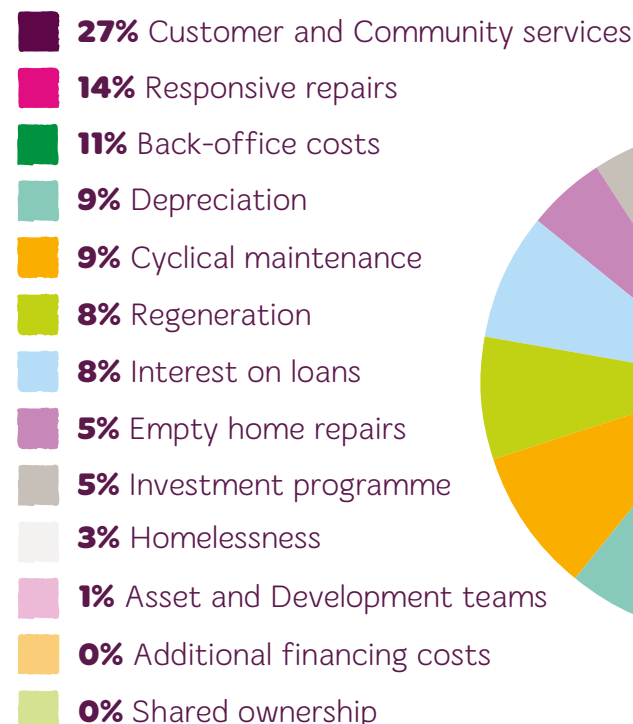
Our total income throughout the year was £61.5M, and we spent £58.1M. The pie charts show where we got our income from, and how we spent it.

This left us with a difference (surplus) of **£3.5M**. RBH is mutually owned by its members, so we don't make a profit. We reinvest this money back into the services we provide, your homes and the community. Last year, we invested **£10.8M in our existing homes**, we spent **£9.3M on building new homes** and **£700k in our I.T systems** to enable us to provide a better service for our customers.

RBH Group Income £61.5M* (2020/21 £61.2M)



RBH Group Expenditure £58.1M* (2020/21 £49.1M)



*Figures are rounded to the nearest %

COMMUNITY IMPACT AND SOCIAL VALUE

As mutuality is at the core of what we do, our impact and influence goes far beyond bricks and mortar and our core services.

For more information, visit www.rbh.org.uk/impact to read our Community Impact Report for 2021/22.



27 tons of furniture

was prevented from being sent to landfill thanks to our Pass it On Scheme, saving our customers **£35,633**



7,609 visits to the Pantry projects throughout the year, generating savings of **£91,308** for our customers and preventing over **41 tons of food** from going to waste



£72,566 of funding was given to **23 local organisations**, including: social wellbeing projects and gardening groups.

Our Paint Shop diverted **5.4 tons of paint** from being sent to landfill, saving our customers **£29,026**

