



We will be spending  
**£22.8m**  
from funding to  
build **new homes**

Over  
**£1.5**  
million  
debts dealt  
with

**£65,000**  
awarded by our  
**Community  
Fund**

**£4.9**  
million  
spent on **property  
upgrades**



# ANNUAL REPORT 2017/18

**Creating  
opportunities**

**Transforming  
communities**

**Changing lives**

**Reinvesting  
in our places**

**To date**  
we've achieved savings of  
**£7.42m**  
We want to save a further  
**£1.047m** by 2020/21

Take a look at where money has been invested for the benefit of our communities and the people who make them.

The full Value for Money report is online at [www.onemanchester.co.uk/vfm](http://www.onemanchester.co.uk/vfm)



## Equality & Diversity Report

As a member of the Housing Diversity Network, One Manchester recognises the importance of equality and diversity to its staff, Board, customers and stakeholders. Staff will take part in equality and diversity training and changes will be made to some ways of working. As part of this plan we are committed to sharing information on the diversity of One Manchester's customers, employees and Board members.

	Customer Profile %	Staff Profile %	Board Profile %
<b>Age</b>			
16-24	1.99	5.54	-
25-34	14.43	17.88	6.25
35-44	20.27	24.18	18.75
45-54	24.25	33.25	25
55-64	18.14	18.14	37.5
65+	20.70	1.01	12.5
Unknown	0.22	-	-
<b>Gender</b>			
Male	44.68	62.72	62.5
Female	55.16	37.28	37.5
Transgender	0.16	-	-
<b>Disability</b>			
Yes	47.4	9.07	18.75
No	49.15	85.64	81.25
Not disclosed	3.45	5.29	-
<b>Ethnicity</b>			
White British	50.71	76.31	75
White other	5.97	3.49	18.75
Asian/Asian British	9.62	1.75	6.25
Black/Black British	25.24	8.48	-
Mixed/Multiple Ethnic Groups	5.76	3.74	-
Other	1.91	0.25	-
Prefer not to say	0.79	5.98	-
<b>Religion/Belief</b>			
Christian	51.47	49.37	31.25
Muslim	16.99	1.76	6.25
Jewish	0.19	0.75	-
Buddhist	0.50	0.50	-
Hindu	0.13	0.25	-
Sikh	0.22	0.25	-
Jehovah's Witness	-	0.25	-
Other	4.56	4.03	-
None	23.15	36.53	43.75
Not disclosed	2.79	-	18.75
Prefer not to say	-	6.31	-
<b>Sexual Orientation</b>			
Heterosexual/Straight	-	91.18	75
Lesbian/Gay/Bisexual	-	3.53	6.25
Not disclosed	-	-	18.75
Other	-	0.25	-
Prefer not to say	-	5.04	-





## Providing support and finding opportunities



We awarded  
**£65,000**  
across 26 projects  
by our  
**Community Fund**

To help support members of the public who pitched for funding for a project that will make a big difference in their local community.

### In addition we supported

**180** people into jobs | **90** people into volunteering

**96**  
people  
into work  
placements



**448**  
people  
with skills and  
employability  
training



**Catalyst Fund** set-up to  
support growing local businesses

**£40,000** in funding

awarded to **10 businesses**  
of between **£500** and **£5,000**

**We worked with** over **200 residents** from our multi-storey blocks through the **On Top of the World project**. They learnt new skills which resulted in their performance of **'Can You Hear Me from Up Here?'** which has given a voice to residents following the Grenfell tragedy.

### Place Plans have been developed to provide sustainable communities within each of our 12 areas

We know that each neighbourhood is different with the opportunities and facilities available. The plans look at where investment is needed and how we will work with partner agencies to bring improvements to the local community. Local people who live and work in each place area were consulted on the plans.



### GM Homes Partnership

Leading on the **Greater Manchester Combined Authority Social Impact Bond** which is aiming to provide accommodation to hundreds of Manchester's entrenched rough sleepers.

At the end of March there had been **227 referrals** and **27 people had moved into accommodation**. The project aims to deliver systematic change for people living on the street.



## Managing debts and benefit claims



**Total benefit gains**  
**£829,498**  
including **£17,129**  
charity awards for 28 people  
**plus £170,197**  
in Personal Independence  
Payments for 36 people

**Total debt dealt with**  
**£1,587,273**



including **16** debts written  
off totaling **£27,000**  
**£153K** written off from 14  
debt relief orders completed  
**£124,497** rent arrears  
**£139,818** utility debts  
**£158,308** Council Tax arrears

Leaseholder debt **fell by 243,000** this year

**110** tenants have taken out **home insurance** through our arrangement with Royal and Sun Alliance



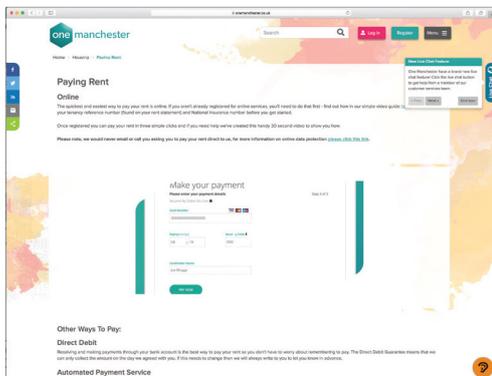
one home **Servicing you and your home**

**On repairs we spent**  
**£8.1 million**

**£4.9m was spent**  
on property improvements including roofing programmes, boiler replacements, car park lighting and asbestos removal



This is due to the **recladding work on our multi-storey blocks.**



**We improved our online services**

Online services have been improved so customers can **pay their rent online, book repairs and update personal details.**

**Web chat and easy speech, reading and translation tools** are now also available on our updated website.



**Energy-efficiency**  
**Our 3-year action plan** has a budget of  
**£8.2 million**

to **increase sustainability** and help our customers **save energy.**

**We brought more repairs in-house** using our own teams saving  
**£440,000** on sub-contractors



one home **Investing in affordable housing / growth programme**



**We continue**  
to work towards our goal of building over  
**1,000 new homes**  
by 2021 supported by the  
**£22.8m grant**  
from Homes England (HCA)

**We completed**  
**115 homes**  
by March 2018 and a **further 412** were in contract



**We aim to meet a variety of needs**  
by offering various tenure types: **social rent; market rent; affordable rent; shared ownership; and rent to buy**

Another **187 new homes** have been approved bringing the total to **714 new homes**



# Your quick guide to how well we did during the financial year April 2017 to March 2018



Below are the top 9 performance indicators selected as the most important by members of our Scrutiny Panel, a group of customers and members of the wider community whose role is to challenge us to be the best we can and to help us to continuously improve.

	<p><b>Amount of rent we have collected</b></p> <p>This includes payments made for rents as well as arrears, which is why the result can sometimes be higher than 100%.</p>	<p>TARGET <b>100.5%</b></p>	<p>2015/16 <b>99.7%</b></p>	<p>2016/17 <b>100.1%</b></p>	<p>2017/18 <b>100.4%</b></p>
	<p><b>% of homes available to new tenants</b></p> <p>A similar number of properties became vacant this year resulting in 529 lets to new tenants compared to 518 in 2016-17.</p>	<p>TARGET <b>5%</b></p>	<p>2015/16 <b>N/A</b></p>	<p>2016/17 <b>4.20%</b></p>	<p>2017/18 <b>4.45%</b></p>
	<p><b>Average number of bids for each property advertised on Manchester Move</b></p> <p>Demand for our properties continues to increase and reflects the need for more housing in the city.</p>	<p>TARGET <b>90</b></p>	<p>2015/16 <b>N/A</b></p>	<p>2016/17 <b>135</b></p>	<p>2017/18 <b>179</b></p>
	<p><b>Time to re-let properties once tenancy has ended</b></p> <p>It took us a little longer to get our properties ready to relet during this period due in part to the number of major works and internal refurbishments that were needed.</p>	<p>TARGET <b>17 days</b></p>	<p>2015/16 <b>N/A</b></p>	<p>2016/17 <b>20.4 days</b></p>	<p>2017/18 <b>20.2 days</b></p>
	<p><b>Calls answered within 20 seconds</b></p> <p>Although targets were not all met, performance in the contact centre has improved because of better rota planning, increased resources and the introduction of new technology.</p>	<p>TARGET <b>80%</b></p>	<p>2015/16 <b>67.3%</b></p>	<p>2016/17 <b>59.8%</b></p>	<p>2017/18 <b>66.5%</b></p>
	<p><b>Number of formal stage 1 complaints received</b></p> <p>The number of complaints received matches the equivalent point last year. Each case is taken seriously and used to help us improve our services.</p>	<p>TARGET <b>No Target</b></p>	<p>2015/16 <b>37</b></p>	<p>2016/17 <b>39</b></p>	<p>2017/18 <b>37</b></p>
	<p><b>Emergency repairs completed within 24 hours</b></p> <p>Targets were missed narrowly for completing repairs within target timescales. However, a steady improvement during the year has seen performance increase.</p>	<p>TARGET <b>100%</b></p>	<p>2015/16 <b>N/A</b></p>	<p>2016/17 <b>93.95%</b></p>	<p>2017/18 <b>96.04%</b></p>
	<p><b>Properties with a valid Gas Safety Certificate</b></p> <p>All but five of our 10,884 properties had a valid gas safety certificate at year end. Issues with gaining access to properties prevented us from achieving the 100% target.</p>	<p>TARGET <b>100%</b></p>	<p>2015/16 <b>N/A</b></p>	<p>2016/17 <b>99.99%</b></p>	<p>2017/18 <b>99.95%</b></p>
	<p><b>Properties sold through Right to Buy or Acquire</b></p> <p>We have sold a similar number of properties to the same point last year and aim to build 1,000 new properties by 2021 - double the original target.</p>	<p>TARGET <b>No Target</b></p>	<p>2015/16 <b>106</b></p>	<p>2016/17 <b>113</b></p>	<p>2017/18 <b>106</b></p>