



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

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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.

Age	Customer Profile %	Staff Profile %	Board Profile %
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	–	–
Gender	Customer Profile %	Staff Profile %	Board Profile %
Male	44.68	62.72	62.5
Female	55.16	37.28	37.5
Transgender	0.16	–	–
Disability	Customer Profile %	Staff Profile %	Board Profile %
Yes	47.4	9.07	18.75
No	49.15	85.64	81.25
Not disclosed	3.45	5.29	–
Ethnicity	Customer Profile %	Staff Profile %	Board Profile %
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	–
Religion/Belief	Customer Profile %	Staff Profile %	Board Profile %
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	–
Sexual Orientation	Customer Profile %	Staff Profile %	Board Profile %
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





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



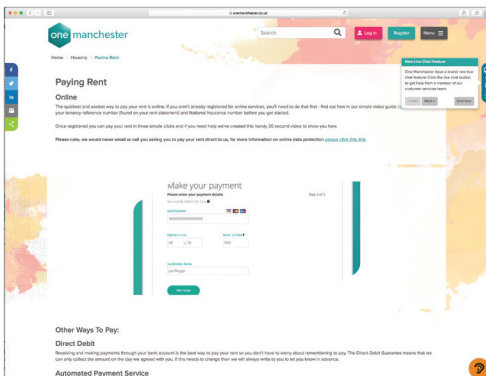
Cost per property

for major repairs increased to

£875

from £393 the previous year

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.

Maintenance cost per property

£645

down by £20 from previous year

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



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>Amount of rent we have collected This includes payments made for rents as well as arrears, which is why the result can sometimes be higher than 100%.</p>	TARGET 100.5%	2015/16 99.7%	2016/17 100.1%	2017/18 100.4%
 <p>% of homes available to new tenants A similar number of properties became vacant this year resulting in 529 lets to new tenants compared to 518 in 2016-17.</p>	TARGET 5%	2015/16 N/A	2016/17 4.20%	2017/18 4.45%
 <p>Average number of bids for each property advertised on Manchester Move Demand for our properties continues to increase and reflects the need for more housing in the city.</p>	TARGET 90	2015/16 N/A	2016/17 135	2017/18 179
 <p>Time to re-let properties once tenancy has ended 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>	TARGET 17 days	2015/16 N/A	2016/17 20.4 days	2017/18 20.2 days
 <p>Calls answered within 20 seconds 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>	TARGET 80%	2015/16 67.3%	2016/17 59.8%	2017/18 66.5%
 <p>Number of formal stage 1 complaints received 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>	TARGET No Target	2015/16 37	2016/17 39	2017/18 37
 <p>Emergency repairs completed within 24 hours Targets were missed narrowly for completing repairs within target timescales. However, a steady improvement during the year has seen performance increase.</p>	TARGET 100%	2015/16 N/A	2016/17 93.95%	2017/18 96.04%
 <p>Properties with a valid Gas Safety Certificate 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>	TARGET 100%	2015/16 N/A	2016/17 99.99%	2017/18 99.95%
 <p>Properties sold through Right to Buy or Acquire 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>	TARGET No Target	2015/16 106	2016/17 113	2017/18 106