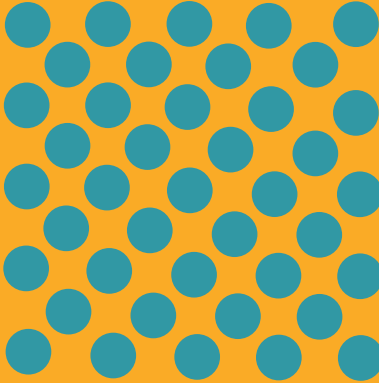


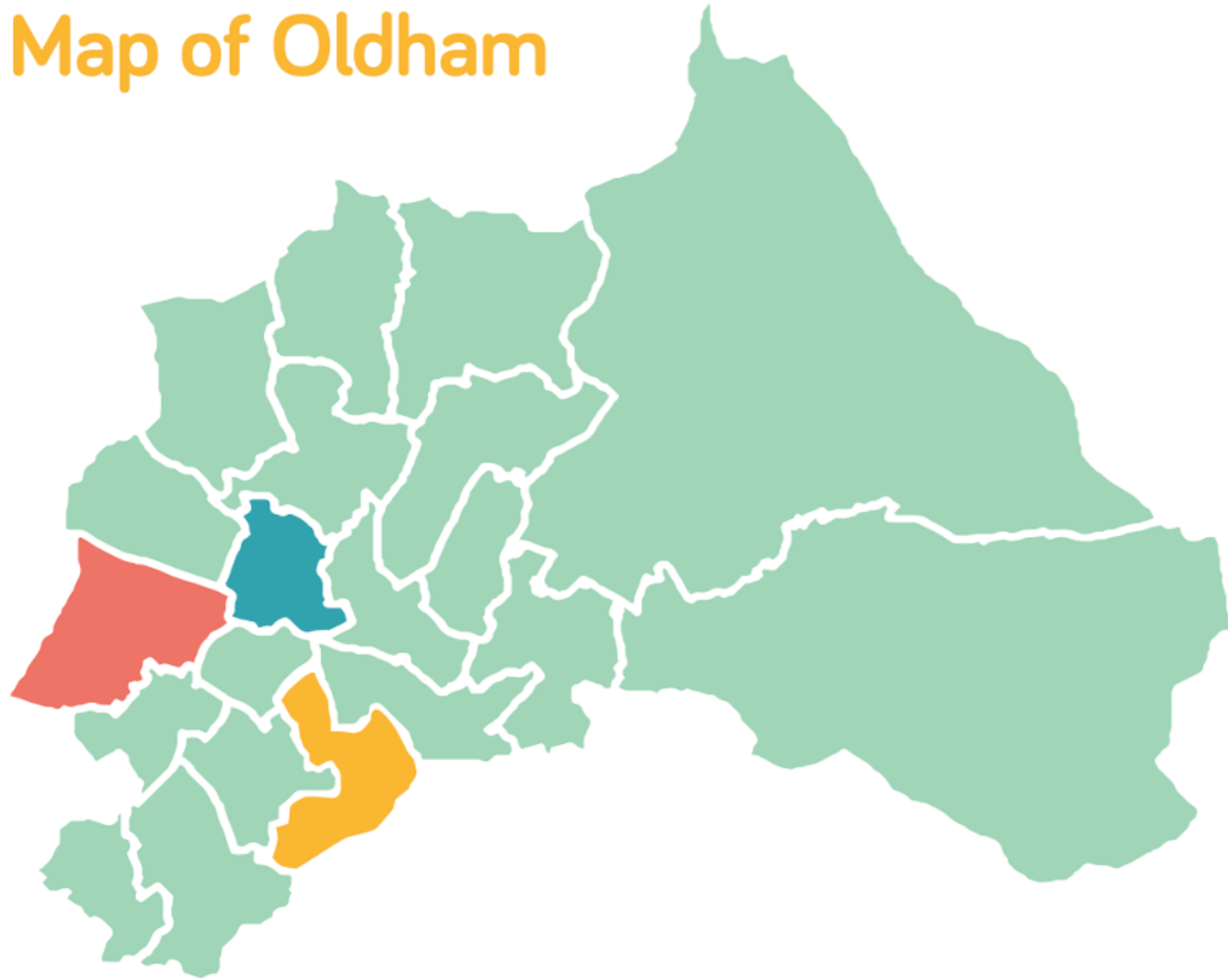
Inspiral Annual Report 2023



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Map of Oldham



Chadderton - Crossley



372 properties
1 x retail unit
1 x community centre

Werneth & Medlock Vale, Primrose Bank, Fitton Hill



238 properties
1 x community centre

Coldhurst



36 properties

About Inspiral

In 2011 Oldham Council chose the Inspiral team to deliver its £113 million Gateways to Oldham housing and regeneration project to transform four areas across the Borough - Crossley in Chadderton, Dew Way in Westwood, Primrose Bank in Medlock Vale/ Coppice and the old primary school site of Keswick Avenue in Fitton Hill.

Inspiral is contracted to manage the new neighbourhoods for a total of 25 years.

The project includes a total of 646 homes, a mixture of newly built properties or refurbished existing homes, two new community centres and a retail unit. In addition, three new public open spaces have been constructed.

Jura is the lead investor and is a joint investment company consisting of Dalmore Capital Limited and Equitix Investment Management Limited. Great Places Housing Group is co-investor and developer and provides neighbourhood and estates management services, while Wates Living Space has built new homes, modernised existing council homes and is providing long-term maintenance. Both Great Places and Wates' repairs team are based in Oldham town centre.

About Vercity

Vercity provides operational management on behalf of Inspiral to manage Great Places' and Wates Living Space's service requirements.

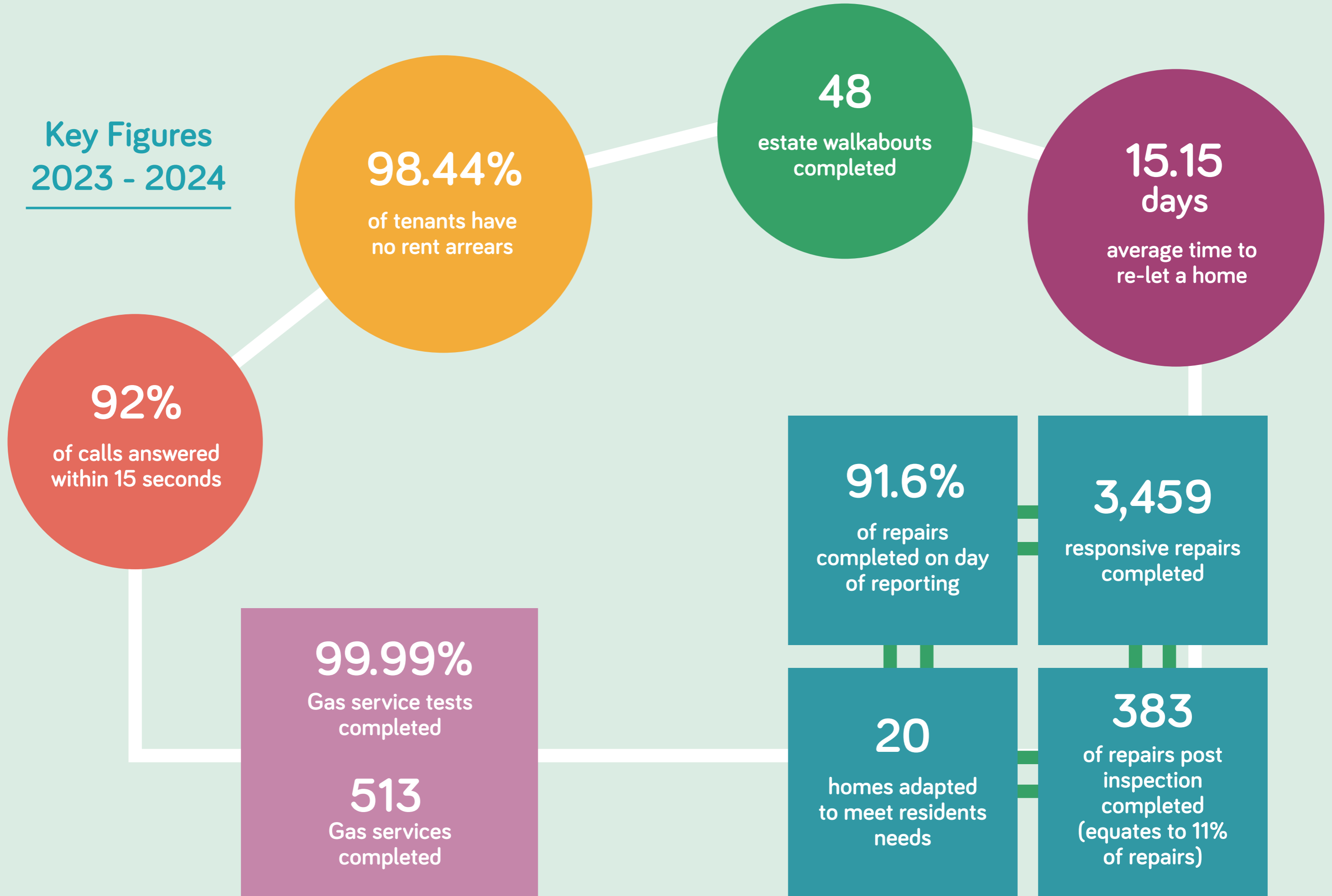
About Great Places

Great Places Housing Group manages 25,000 homes across the North West and Yorkshire and provides a wide-range of services and promotes partnership work to create vibrant, sustainable communities.

About Wates Living Space

Wates Living Space is one of the largest family- owned construction companies in the United Kingdom, trading since 1897. In 2022 the company is celebrated its 125th year anniversary, Founded in 1897 by Edward Wates, the company is now in its fourth generation of family ownership. Chairman Sir James Wates CBE and the other four governing owners are great-grandsons of the company's original founder.

Key Figures 2023 - 2024



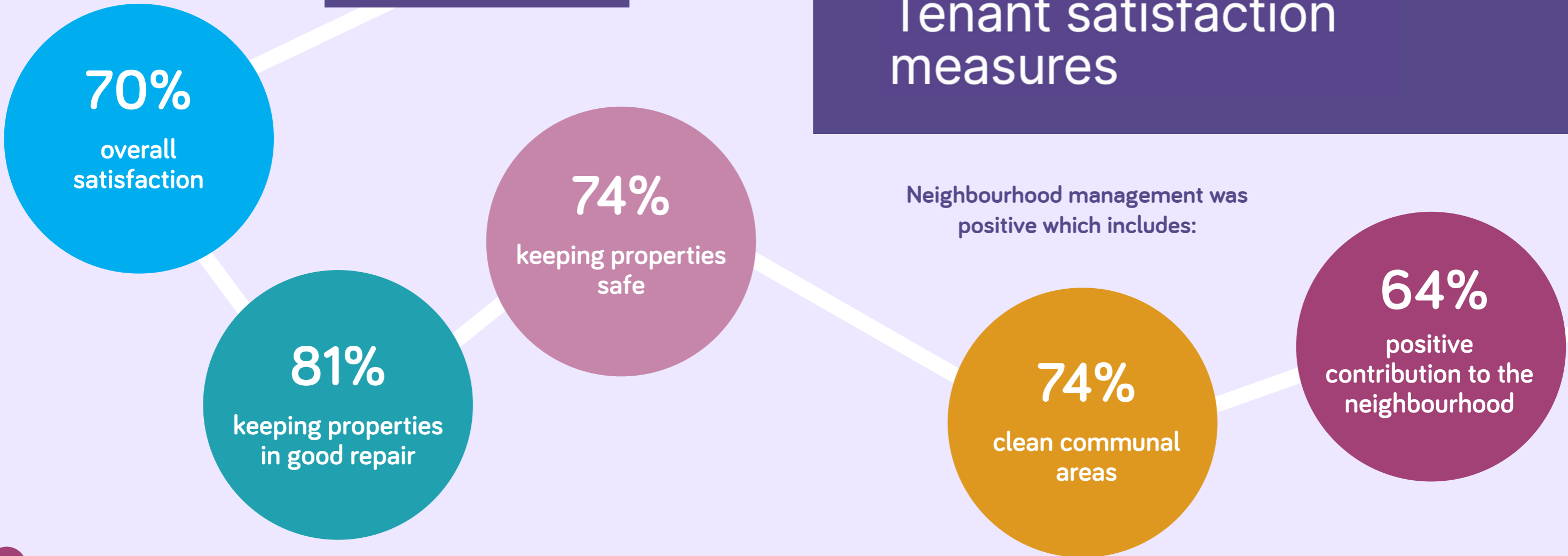
Tenant Satisfaction Measures (TSM's)

Last year Oldham Council ran a survey to find out customers' views on their homes and the services they receive from Great Places and Wates on behalf of Oldham Council.

Tenant Satisfaction Measures (TSMs) introduced by the Regulator of Social Housing were included in this year's survey, and cover repair, building safety and complaint handling. We encouraged customers to give their feedback to provide the Regulator, and Oldham Council with valuable information which we use to assess our performance.

We will publish key findings and how we plan to act on the results in a future briefing to all customers after April 1 2024.

Summary results



Tenant satisfaction measures

Neighbourhood management was positive which includes:

Neighbourhood News - Crossley & Primrose Community Centres

In November 2023, Councillors joined Great Places Housing Group and members from the Peterloo Memorial Society at The Crossley Community Centre in Chadderton to unveil a plaque in commemoration of Oldham residents who were among those who lost their lives at the Peterloo Massacre on August 16, 1819.

The plaque mounted at The Crossley Centre is close to where two local residents joined the other 80,000 peaceful pro-democracy and poverty protestors in a march to demand political reform at St Peter's Field, Manchester.

The two Chadderton residents John Ashton, a weaver, aged 42, and Thomas Buckley, a gardener, aged 62 were sadly among the 18 killed when the cavalry was given orders to charge into the crowd in an attempt to break up with protest.



In December, CPC Project Services donated 185 selection boxes to the Primrose and Crossley Centres.

The Primrose Centre gave them out to the children who attend the weekly youth club run by Mahdlo and childminder's groups, children who attend the free meal and children from an Indian Association who were holding a Christmas party at the Primrose Centre. They were also given to local children who live in the neighbourhood and children from Eldon Street whose families receive free food bags each week.

Last year, our Crossley and Primrose Community Centres worked in partnership with HUBBUB, the Community Fridge Network and both centres now have a community fridge that customers can access.

It is a space that looks to provide PFI customers and Oldham residents with places where they can come together to stay warm, read a book, play a board game, have some hot food or simply relax and enjoy a cup of tea and a biscuit. As part of this offer, Brewster Bye kindly supported the Primrose Centre by purchasing a new community fridge as part of their social value commitment. This was larger than the fridge we initially had at the centre and has enabled them to collect and give out more food than previously.



Back in November, with rising energy costs making it difficult for people nationwide to cook nutritious meals The Crossley Centre with support from Great Places secured funding from HUBBUB to deliver a new project in partnership with Cracking Good Food to provide slow cookers to people in need from The Crossley Centre in Oldham.

The project aimed to help people save money on their energy bills, eat healthier meals, and build confidence in their cooking skills. Each week, for six weeks people who received a slow cooker received a free slow cooker recipe kit to empower affordable, tasty and nutritious cooking.

Oldham MP visited Great Places' 25,000th customer at Vernon Gardens

We hosted Jim McMahon, MP for Oldham West and Royton and Cllr Elaine Taylor, Cabinet Member for Housing at Oldham Council to celebrate our 25,000th home.

Alongside our Chief Executive, Matthew Harrison they met Evanya, Great Places' 25,000th customer at her new home at Vernon Gardens in Royton. They had the chance to speak to Ms Morrison who after a period of homelessness, recently moved into one of the 49 affordable properties at the new development delivered in partnership with Kellen Homes.



Evanya, Great Places customer, said:

"I'd like to thank Jim McMahon and everyone at Great Places Housing Group for bringing me and my family back together again. Our lovely new home has opened up so many life-changing opportunities for us, which up until now hadn't been possible. We are now thriving as a family and we couldn't be happier!"

In response to the deepening Housing Crisis, Great Places remains committed to building more affordable homes across the North of England. In Oldham alone, they are currently investing £53M to deliver over 275 new affordable homes across sites including the former Our Lady's RC High School in Royton, Foxdenton in Chadderton, Maple Mill in Hathershaw, and Mill Farm Close in Fitton Hill.

Commenting on the visit, Jim McMahon, MP for Oldham West, and Royton, said:

"The quality of the houses is fantastic. We all know how much we need good quality, affordable homes in Oldham and to see plans and developments come to fruition to such effect in Royton is pleasing, we need more to be done on this and this is a good step in the right direction."

Meeting with residents today whose lives have been transformed and given the security they need in life by being able to access their own secure, affordable and good-quality housing is proof that when we can build these homes, they do have a massive effect on improving people's lives."

The visit concluded at The Primrose Community Centre in Chadderton managed by Great Places as part of its Gateways to Oldham PFI housing and regeneration venture. Guests had the opportunity to meet with Najma Khalid MBE, founder of local community group, CHAI (Care Help and Inspire), which delivers vital digital support services for women.

Matthew Harrison, Chief Executive at Great Places added:

"Building much-needed additional affordable housing is a major focus for Great Places. Demand in Oldham is huge so we're delighted to have had the chance to showcase Vernon Gardens and hear how the provision of our new homes there have had a life-changing impact for Evanya and her family."

It's also great that the milestone of 25,000 homes in management was achieved in Oldham, a town where we love to work and where we have great partnerships with the Council and a variety of other agencies."

Partnership working is in our DNA and it was great to also have opportunity to speak to customers and local community groups in our Primrose Bank neighbourhood, part of our PFI partnership with Oldham Council which recently celebrated its 10th anniversary."

The Community Centre and the work we've done with partners to create vibrant sustainable communities across all of the PFI neighbourhoods is a great example of what can be achieved through the power of partnerships."

Celebrating 10 years of Gateways to Oldham PFI Initiatives

Last year we worked in partnership with Manchester Histories to celebrate the 10th anniversary of the Gateways to Oldham PFI project.

The Mayor of Oldham, Councillor Zahid Chauhan, was one of the guests who attended the event hosted by Great Places and award-winning local history charity Manchester Histories at Gallery Oldham on 16 September 2023 to mark the launch of the exhibition to commemorate the tenth anniversary of the 'Gateways to Oldham' housing and regeneration venture.

The ten-year £113m Public Finance Initiative (PFI), delivered by the Inspirational Oldham Consortium, made up of Great Places Housing Group and Wates Living Space, has transformed four areas across Oldham: Crossley in Chadderton, Dew Way in Westwood Primrose Bank in Medlock Vale and Keswick Avenue in Fitton Hill. 'Gateways to Oldham' has included the construction of new homes, refurbishment of existing homes and the creation of two community centres.

The exhibition *Your Home, Your Voice, Your Place: A Celebration of Community and Heritage* was a culmination of the six-month Manchester Histories' project commissioned by Great Places. It involved interviewing people who had lived in these four areas before the regeneration work started and documenting their memories along with those of the local and wider community. The aim was to connect residents with those who've gone before and those who will come after.

The PFI residents shared their experiences with oral historian, Heather Roberts who with artists Katie McKeever, Laura Jones, and Millie Sheppard, curated a unique archive of recordings, films, art, and crafts.

The exhibition showcased an array of paintings, poetry, textiles, and film, all inspired by the themes of "home" and "memories."

A book was produced to follow up this exhibition, and the oral histories were stored as archives with Manchester Histories, and shared with Oldham Local Studies and Archives when they are based in their new home.



Commenting on the launch of the exhibition, Karen Shannon, Chief Executive of Manchester Histories, said:

"Your Home, Your Voice, Your Place" is a heartfelt celebration of community, home, and personal history. The exhibition brings together a remarkable collection of artwork and oral histories contributed by residents, visitors, and neighbours of Crossley, Dew Way, Fitton Hill, and Primrose Bank.

"Home, in this context, represents more than just a physical space. It embodies a profound sense of connection and belonging within Oldham's ever-evolving landscapes and communities. These personal stories offer a perspective often absent from formal history books, creating a vital legacy that will resonate with future generations, connecting them to their own heritage and that of others across Oldham."

Ryan Smith, Head of Neighbourhoods at Great Places, added:

"This was a landmark year for everyone involved with Gateway's to Oldham, in particular the residents of the neighbourhoods who have seen and been an integral part of their transformation over the past ten years.

We were delighted with the exhibition, and we hope that it will provide a long-lasting reminder of the tenth anniversary for years to come and was enjoyed by members of the local community."

Great Places and Wates installs three defibrillators across Oldham

Great Places, Wates and the Oldham and Saddleworth Round Table worked in partnership with Cllr Alicia Marland, Ward Councillor for Saddleworth West and Lees, and the Primrose and Crossley Community Associations to provide funding to enable three defibrillators to be installed across Oldham

Defibrillators are small machines that can shock a person's heart into restarting after a cardiac arrest. According to data from the British Heart Foundation, less than 1 in 10 people survive an out-of-hospital cardiac arrest and a major reason for this is a lack of defibrillators in public spaces.

The Defibrillators have been installed outside the Primrose Centre at Primrose Bank and The Crossley Centre in Chadderton as well as the Great Places managed Cooper Street development which is in Springhead.

Defibrillators are very easy to use; there is no clinical training required to use the machine and this allows members of the public to become lifesavers.

Training on lifesaving CPR via the partnership took place at both community centres.

Ryan Smith, Head of Neighbourhoods, at Great Places said:

"On behalf of Great Places, I am proud to have supported this project and I would like to thank our partners not only for helping to fund these new defibrillators but also for arranging to have them installed across our three sites in Oldham. These new defibrillators will allow members of the public to administer vital life-saving treatment and significantly increase the survival chances of anyone who suffering from a cardiac arrest."

Anthony Grundy, Project Manager at Wates Living Space added:

"Working in partnership with Great Places, Wates are proud to support and be part of the project to supply and install three defibrillators across Oldham, The Police and Ambulance crews carry defibrillators but putting additional defibrillators across the borough offers a greater chance of life-saving treatment to a person suffering from cardiac arrest as more and more are available in the public domain."



A message from Gemma

Since joining the project in September 2023, I've been really impressed by the level of service we offer to our customers. I am no stranger to the Oldham area having worked in the region for some years in my previous role as Area Services Manager and it has been great getting to know the PFI neighbourhoods better in my new role as PFI Neighbourhood Manager. It was clear to me from my first day in post that the neighbourhoods have been incredibly well managed over the past decade and continue to be places where people want to live.

As PFI manager, one of my duties is to ensure we maintain this level of service going forward and identify any opportunities where improvements can be made. I also noticed early on the importance of the relationships our customers have with the staff who work within our neighbourhoods. This is built upon mutual honesty, trust and respect and provides us with an excellent foundation as we move into an era of increased regulation and scrutiny within the housing sector.

Our two community centres continue to play an important role for residents living in Crossley and Primrose Bank. I'm incredibly proud of the way both centres offer their services to operate as warm places to deal with the cost-of-living crisis. We now have a Community Fridge offer in place at both centres that brings people together to share food, meet up, learn new skills and prevent fresh food from going to waste. The hard work and dedication of the staff, trustees and volunteers who help to run these centres cannot be underestimated, and provides a great



example of how this project is about much more than bricks and mortar. The range of activities on offer at both centres shows that they continue to be vital assets for the local community, and it is important they continue to thrive.

We have lots of exciting plans for the next 12 months. Our Crossley and Primrose Centre will be working in partnership with Positive Steps, this will be a fantastic asset for the community. They will be offering half-day drop-in sessions with targeted support services for young people, families and the community. The sessions will focus on a wide range of needs related to the cost-of-living crisis including financial hardship, debts, relationship issues, parenting issues, access to crisis funding, for example household support fund, foodbanks and referral routes into further support when needed such as Early Help. This project has been funded by Great Places with support from Positive Steps, Crossley Centre, Primrose Centre and FCHO. We're planning lots of activities and events including the Community Fridge every week and a busy health and wellbeing schedule from both centres. We'll also be running a 'History in the making' project with Peshkar Arts where we'll be working with an illustrator who is exploring the idea of creating a mural that explores the history of recreation for intergenerational communities in the local area.

2023 in pictures



Key People

Inspiral



Louise Blanchflower
General Manager

Great Places Housing Group



Gemma McGiffen
Housing Management
PFI Manager



Ryan-James Smith
Head of Neighbourhoods
- Oldham



Guy Cresswell
Executive Director
Customer Services



Phil Elvy
Executive Director
Finance

Wates Living Space



Anthony Grundy
Facilities Management
Manager

Our Performance

Performance Category	KPI REF	KPI Description	End of year performance
Tenant/LH participation	2.4	Notify tenants within at least 5 days of meeting	✓
Customer care	3.2	Reply to written correspondence within 7 working days and to emails within 2 days	✓
	3.4	Telephone calls answered in 15 seconds	✓
Record Keeping Requirements	5.1.2	Provide full set of data within 5 days	✓
Working with the council	6.1.1	Invitation to council to at least one estate inspection each month	✓
	6.1.2	Number of reactive actions completed within agreed timescale	✓
Quality control	7.4	Produce performance report to residents panel every quarter	✓
Plans	8.2.2	Submit Disaster Recovery Plan by 31 March	✓
Sustainability	9.2	Show commitment to Community Cohesion Strategy	✓
Repairs and Maintenance	10.1.2	Average time to complete non-urgent repairs	✓
	10.4.1	Number of repair jobs for which appointment was made and kept	✓
	10.8.1	Percentage of repairs inspected within 20 days of completion	✓
Caretaking and cleaning	11.1	Undertake and action cleaning checks	✓
Grounds maintenance	12.2	Comply with grass cutting output spec	✓
Tenancy management	13.4.2	All ASB complaints resolved leaving the respondent satisfied	✓
Rent	14.2	Collect 98% of rent	✓
Voids	15	Average number of days for void re-letting (12 days)	✓
Leaseholders	16.1	Collect the appropriate proportion of charges excluding rent	✓
Supply of information	16.1.1	Supply information as reasonably requested by the council within 14 days	✓

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