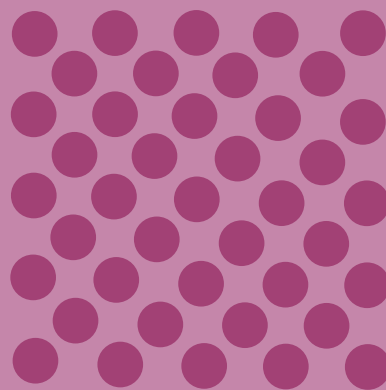


Inspiral Annual Report 2024





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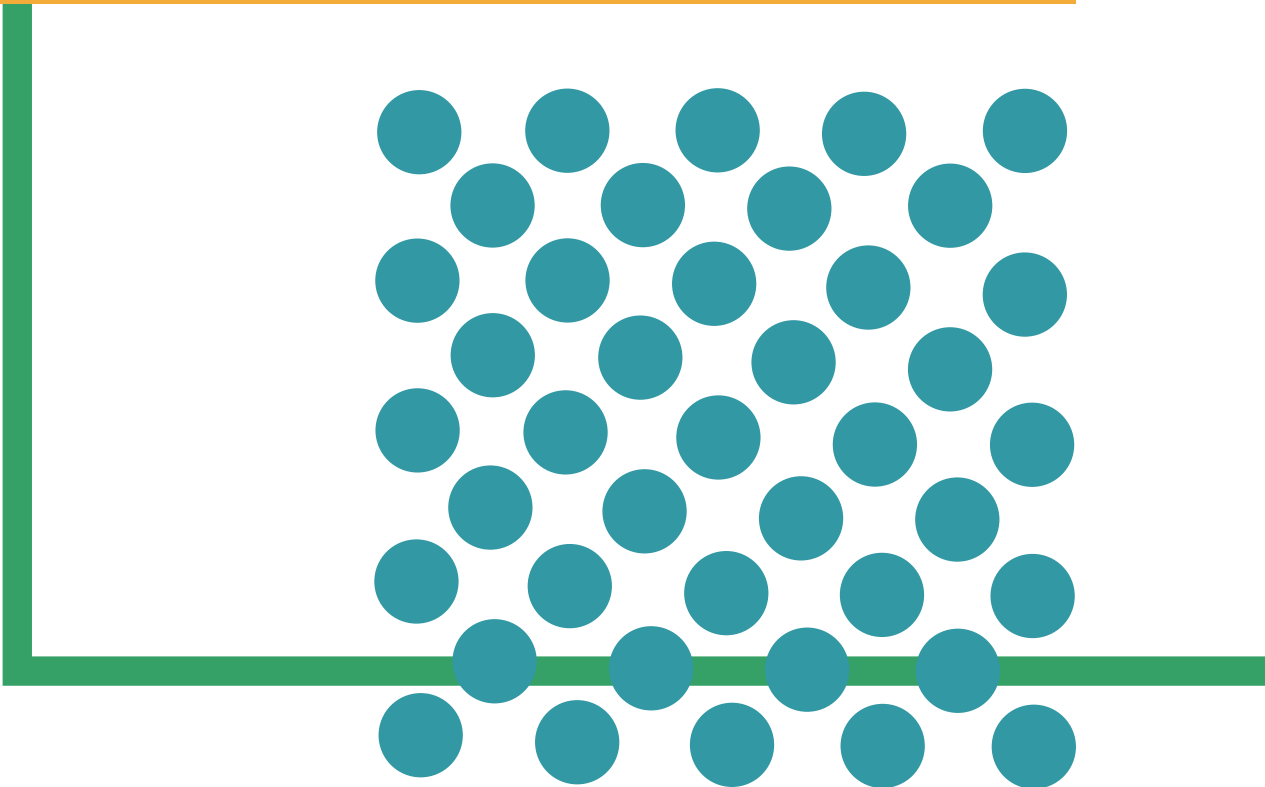
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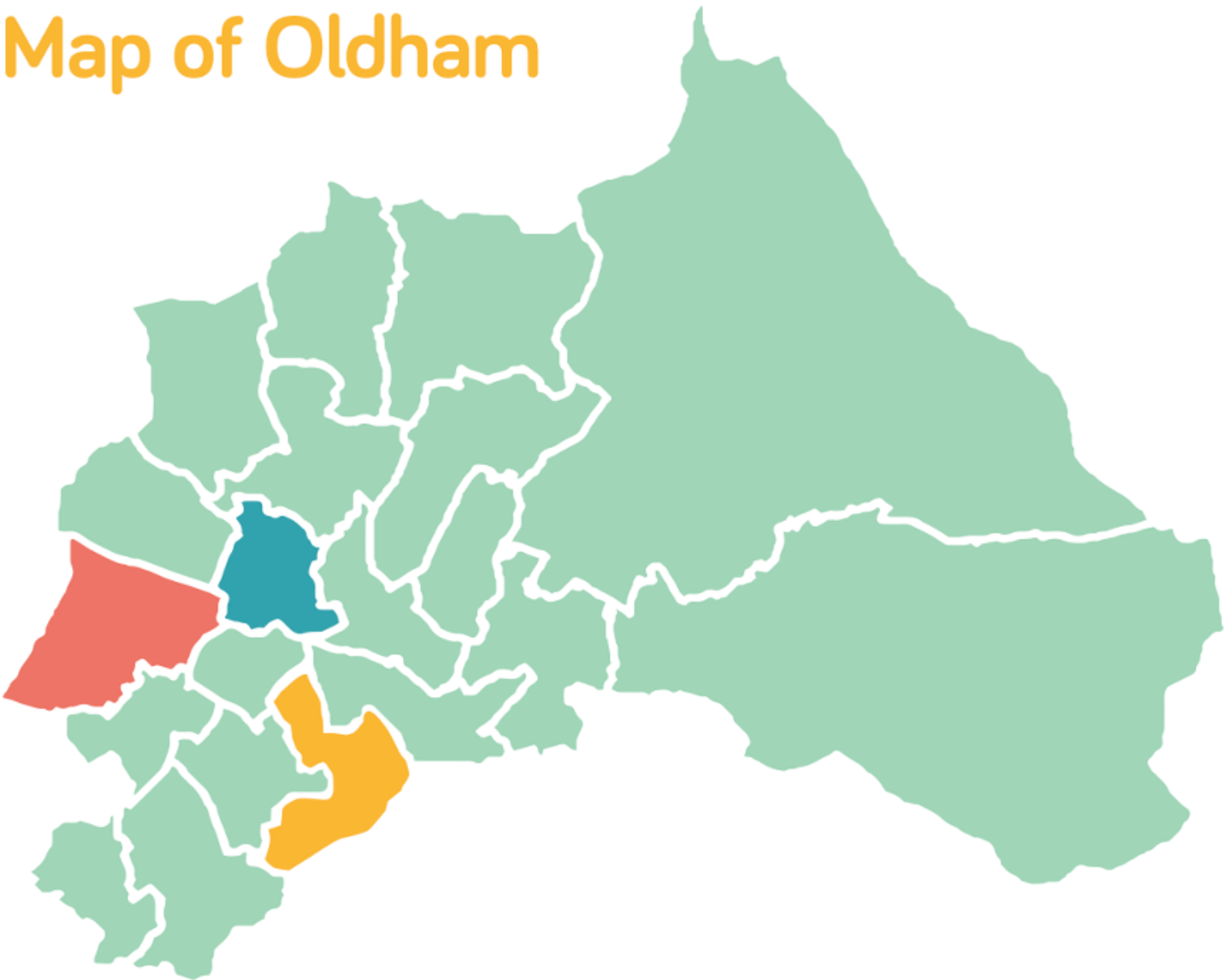
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Map of Oldham



**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 Property Services has built new homes, modernised existing council homes and is providing long-term maintenance. Both Great Places and Wates' repairs teams are based in Oldham town centre.

About Equitix

Equitix provides operational management on behalf of Inspiral to manage Great Places' and Wates Property Services 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 2024 - 2025

100.53%

of tenants have
no rent arrears

92.6%

of calls answered
within 15 seconds

48

estate walkabouts
completed

11.35
days

average time to
re-let a home

91%

of repairs
completed on day
of reporting

3,936

responsive repairs
completed

18

homes adapted
to meet residents
needs

12.02%

of repairs post
inspection
completed
(equates to 472
of repairs)

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 2025.

Summary results

80%

overall
satisfaction since
2023/24

Satisfaction has increased by 10% for Great Places. This increase reflects targeted service improvements and effective responses to tenant feedback.

Home and
communal areas

83%

This includes a well-maintained home, feeling safe and communal areas clean and well maintained.



Tenant satisfaction measures

Repairs and
maintenance

76%

This includes repairs in the last 12 months, time taken for last repair and repairs with overall satisfaction.

Responsible
neighbourhood
management

62%

Positive contribution to
neighbourhood and ASB.

Neighbourhood News - Crossley and Primrose Community Centres

A Year of Growth and Engagement at The Crossley and Primrose Centres in Oldham

In 2024, The Crossley and Primrose Centres in Oldham experienced a remarkable year filled with community engagement, development, and positive change. These centres known for their dedication to improving the lives of local customer hosted a variety of events and activities that created a sense of community and focused on improving the quality of life for customers in Oldham.

Community Programmes and Events

Throughout the year, both centres offered a range of programmes aimed at enhancing health, wellbeing, and skills among residents. Fitness classes such as Zumba, Tai Chi, and Chair-Based Exercise were particularly popular, promoting physical health and encouraging active lifestyles. Additionally, healthy eating workshops provided valuable insights into nutrition and wellness, helping people to make informed choices about their diets.



Youth Engagement

The centres also focused on youth engagement, running several activities designed to provide a safe and fun environment for children and teenagers. The Youth Club and Footy Totz sessions were highlights, offering opportunities for young people to socialise, learn, and play.

Educational Workshops

Education was a key priority, with various workshops aimed at enhancing skills and knowledge. Numeracy skill workshops delivered by the CHAI Women's Group and tuition classes were well-received, helping participants improve their academic abilities and gain confidence in their learning.





Community Gardening Projects

Sustainability and community spirit were promoted through community gardening projects. These initiatives encouraged customers to get involved in gardening, creating a sense of ownership and pride in their local environment.

Partnerships and Collaborations

The centres strengthened their partnerships with local organisations such as CHAI Women's Group and Cracking Good Food. These collaborations were instrumental in delivering a wide range of activities and support services, including community cooking projects and educational workshops.

Facility Improvements

Significant upgrades were made to the facilities at both centres. The Crossley Centre, for instance, saw enhancements to its kitchen and meeting spaces, making it more accommodating for various community events. These improvements ensured that the centres remained welcoming and functional spaces for all customers.

Community Feedback and Engagement

Efforts were made to gather feedback from the community to better tailor services to their needs. Monthly Neighbourhood Walkabouts and feedback sessions were conducted, ensuring that the voices of local customers were heard and acted upon. This approach helped the centres remain responsive and relevant to the community's evolving needs.



Overall, 2024 was a year of growth and positive change for The Crossley and Primrose Centres. Through a diverse array of programs, events, and improvements, these centres reinforced their role as vital hubs for community support and engagement in Oldham.

Cracking Good Food slow cooker project

Rising energy costs are making it difficult for people nationwide to cook nutritious meals. In response, The Crossley Centre with support from Great Places has 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.

Slow cookers are a more energy-efficient way to cook than a standard oven, and they can be used to prepare large batches of food that can be eaten that day or frozen for later.

The aim of the project is 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 will receive a free slow cooker recipe kit to empower affordable, tasty and nutritious cooking.

Leanne Keane, Community Partnership Manager at Great Places said:

“We have been overwhelmed with the demand for this course, we initially had funding for 20 people but quickly realised that we would need to add funds to meet demand and we have 26 people on the course which is now halfway through.

The feedback has been positive with lots of photos, tips and recipes being shared between participants, this is really helping to keep people motivated. We will definitely be looking to expand this kind of provision in the future.”





Building resilience in our communities

In 2024 Peaceful Minds Charity in Oldham received funding from our Community Resilience Fund.

Peaceful Mind's aim was to improve the negative mindset of individuals, groups and families which cause poor mental health such as depression and anxiety through one-to-one counselling sessions, family therapy, group therapy and awareness training workshops.

Over at The Primrose Centre in Oldham, they delivered a six-month awareness training programme in Urdu to raise awareness of the cost-of-living crisis and develop coping strategies for building financial, mental and physical resilience.

Throughout the six months, the programme covered many different topics including budgeting, chronic illnesses, healthy eating, fitness, mental health awareness, anxiety management, stress management and motivational skills.

Leanne Keane, Community Partnership Manager at Great Places said:

"I had the pleasure of attending the final session which was a celebration event. I was able to hear first hand of the impact this has had on those who took part and it really does show how important this kind of work is to support members of our community who are facing very difficult life challenges. Taking part in group sessions like this also offers that very important peer support and the knowledge that they are not alone."

Peaceful Minds said:

"The Greater Together project has been a rewarding initiative to implement, providing Peaceful Minds CIC with the chance to showcase our varied expertise. Additionally, following this training, participants expressed a desire for personalised coaching on effective budgeting and the development of financial resilience amid the ongoing cost-of-living crisis. In response, we initiated a coaching project that is currently supported by funding from The National Lottery Awards for All. This achievement has been a significant success for our organisation."

Helping adults in Oldham boost their numeracy skills

Great Places worked in partnership with Greater Manchester Combined Authority (GMCA) to deliver Multiply adult numeracy sessions after they launched a new and innovative £14m scheme to support adults with learning essential numeracy skills.

Multiply focused on relevant numeracy skills that customers want and need to know to help them get on in life and achieve their goals. This support can help people secure a qualification valued by employers to boost career opportunities and get them on a pathway to further education opportunities.

We delivered the sessions which focused around managing the cost-of-living crisis through the delivery of workshops. These centred around various themes such as budgeting and making better choices around finance and debt, and they had a real focus on adult numeracy within a cost-of-living crisis context.

The session was delivered to parents in primary schools and for some people, English was not their first language, so Great Places' Employability Coach, Naseem Akhtar, was able to deliver the sessions in English, Urdu and Punjabi, ensuring all attendees understood the content.

We held a celebration event at The Primrose Centre in Oldham where the participants received their certificate and a gift voucher. Ryan Smith, Head of Neighbourhoods at Great Places, wanted to learn more about the Multiply Programme so attended the event and awarded the certificates.

Customers who took part said:

"I didn't know how to work out percentages before coming to this workshop, now when I go shopping, I can understand if a product has 20% off and how much this will save me." "I have learnt so much about priority and non-priority debt and how to manage my money."



Wates upgrade to Electric Vehicles

Wates now has a full fleet of electric maintenance vehicles as part of the second major investment in the property services fleet in under 12 months.

Offering a load space capacity of 3.9m³, the ID. Buzz Cargo offers maintenance teams the flexibility they need to carry out day to day repairs and improvements whilst driving down carbon emissions and providing more sustainable access to properties within UltraLow Emission Zones.

Our latest investment into electrifying our fleet highlights our commitment to reducing our carbon footprint in our operations and the work we do on behalf of our customers to support a thriving planet.



Oldham Council's Leader and Housing Lead visited new Great Places' affordable homes at Maple Mill

Councillor Arooj Shah, Leader of Oldham Council and Cllr Elaine Taylor, the council's Cabinet Member for Housing joined Great Places on a visit to its affordable development at Maple Mill in Hathershaw.

Cllrs Shah and Taylor were joined by Nick Cumberland, our Head of Affordable Development Programme, and members of the project team on a tour of the £13.3m million site. The councillors also had an opportunity to meet with some of the customers who have recently moved into the completed new homes.

Built on the site of former derelict mill the 98-home new development, part-funded by Homes England and delivered in partnership with MCI Developments, provides a range of traditionally constructed homes including one- and two-bedroom apartments and two, three and four-bedroom houses with gardens, parking and good access to local services and amenities. The development's six ground floor cottage-style apartments also provide accessible accommodation for people with poor mobility and require a level-access shower.

All the homes include bike stores and some feature solar panels. To protect the biodiversity of the local area, we have also incorporated bat houses and bird boxes across the development.

Maple Mill is one of six new developments we are currently delivering in Oldham, which will provide a total of 350 new homes, and complements the existing homes the housing group has across the Borough.

Councillor Arooj Shah, Leader of Oldham Council, welcomed the opening of the new homes, which comes just a few weeks after she hosted Oldham's Housing Roundtable to address the crisis in housing facing the borough.



Cllr Shah said:

"I'm so pleased to see these brand-new affordable homes built here in Hathershaw and was privileged today to talk to some of the people who will now be calling Maple Mill home.

Everyone deserves a safe place to live but sadly, nationally, our housing system is broken. That's why I'm proud that, in Oldham, we're working hard with partners such as Great Places to create local solutions to the national housing crisis.

Oldham needs more quality homes of all sizes and affordability, and this new development at Maple Mill is just one of the big housing projects underway that, together, will help us achieve this.

With this, as well as new homes being built in the town centre through our partnership with Muse; major housing developments at Broadway Green and across the borough; and our pledge to build new 500 social homes; we're working hard to address the housing crisis that currently affects too many people here in Oldham and nationwide."

Partnership with Oldham Athletic Community Trust to support youth delivery within Oldham continues

We're pleased to be working in partnership with Oldham Athletic Community Trust, as we have a commitment to try and improve the lives of the people who live in our homes and communities.

The partnership specifically supported youth provision delivered with the local area, which will now continue to deliver youth engagement opportunities on a weekly basis to young people aged 8 to 18 on a free-of-charge basis, activities include gaming, table tennis and football.

Over the past 12 months, there have been some outstanding highlights, these are:

- Young People completed a project called The Climb, which saw them engage in five separate workshops. The workshops included leadership and also cooking.
- They ran a bonfire and firework safety workshop for all participants.
- A group were selected to play against a team from another project, then visited Boundary Park to watch an Oldham Athletic game.
- Three different groups visited Boundary Park to watch a game.
- They ran a vaping intervention workshop, highlighting the risks and dangers of vaping.

Leanne Keane, Community Partnership Manager at Great Places said:

"Great Places is pleased to be working in partnership with Oldham Athletic Community Trust. We have a commitment to try and improve the lives of the people who live in our homes and our communities. Engaging the community at a young age will help to influence their aspirations and have an impact on the future in the longer term. The sessions that have been carried out over the past year with the young people tackle the issues that our young people are facing at this current time and with the number of people attending each week it shows it's a well-needed provision."

Martin Vose, OACT Head of Community, commented:

"We are delighted to continue to work alongside Great Places Housing to support our weekly youth engagement session. The funding from Great Places allows us to look ahead and plan long term, providing much-needed reassurance and security to the project and in turn the young people who attend."



Great Places joins Countryside Homes to Educate Pupils on Construction Site Safety

As part of our collaborative effort to enhance community well-being, Great Places recently joined Countryside Homes to give a presentation for pupils at Medlock Valley Primary School in Oldham, close to our Hartshead site, to shed light on the real-life dangers associated with working construction sites.

Great Places joined Countryside Homes and CPC Project Services, at the presentation to highlight the potential hazards found on and around construction sites, as well as how site operatives protect themselves while building new homes.

Commenting on the event, Mica Vanden, Assistant Development Project Manager at Great Places, said:

“Social purpose is at the heart of everything we do at Great Places, and we were delighted to come along to speak to pupils to talk about the real life dangers of a working construction site, particularly with our Hartshead site being so close to their school.

“We look forward to continuing our relationship as the project progresses and hope that our visit may have sparked interest in becoming the builders, surveyors and site managers of tomorrow.”



A message from Gemma



Hi everyone,

I'm Gemma McGiffen, and I've been the PFI Neighbourhood Manager since September 2023. As a team, Wates and Great Places have been working exceptionally hard this year to deliver a high standard of service to our PFI customers. Over the past year, we have focused on building strong connections with our customers, and I must say, I love the strong spirit of community across the four PFI neighbourhoods.

Our two community centres continue to play an important role in the PFI neighbourhoods and wider communities. I am incredibly proud of what the centres have offered this year. The hard work and dedication of the staff, trustees, and volunteers who help run these centres do not go unnoticed. For me, they provide a great example of how this project is about much more than bricks and mortar. We are busy planning lots of other activities for the year ahead to help support the wider community. In the meantime, please check out all the incredible pictures later in this publication from the past year of the brilliant work that has been achieved.

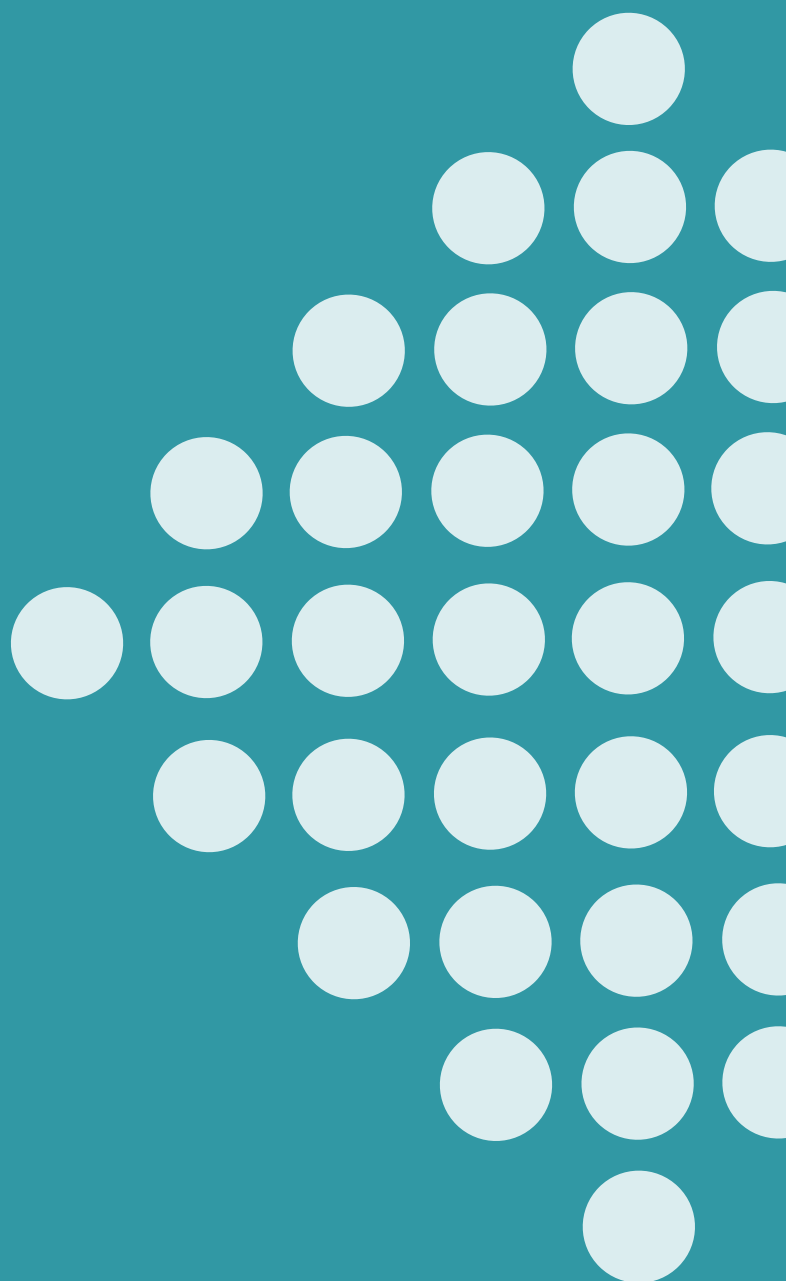
That being said, we know there is more we can do to understand our customers' needs and what really matters most to you in relation to the services you receive. For that reason, we have reintroduced ways to involve you in shaping our services by making it easier for you to give us your feedback.

We held our first resident's forum meeting on March 25, and we have another planned in April to actively listen and engage with our customers. We plan to hold further events this year at different times and locations, which we will promote in the coming weeks and months through our quarterly magazine, which is emailed to you and sent via text. For example, we are eager to build a new Customer Charter to capture and represent the community voice of our customers and influence our future service provision. So, if you are looking for an exciting new challenge or think you could be a great advocate for the benefit of our customers, then we would love to hear from you.

The Tenant Service Measures survey was also carried out earlier in the year, and we are getting closer to sharing the results with you from your feedback. It's only by acting on your feedback and keeping you involved in everything we do that we can continue to improve our services in the right way for you.

We look forward to continuing this journey with you, and we encourage you to stay engaged and share your thoughts with us. Together, we can achieve even greater things and ensure that our services meet your needs and expectations.

Thank you for your ongoing support and involvement.



2024 in pictures





Key People

Inspiral



Louise Blanchflower
General Manager

Great Places Housing Group



Gemma McGiffen
*Housing Management
PFI Manager*



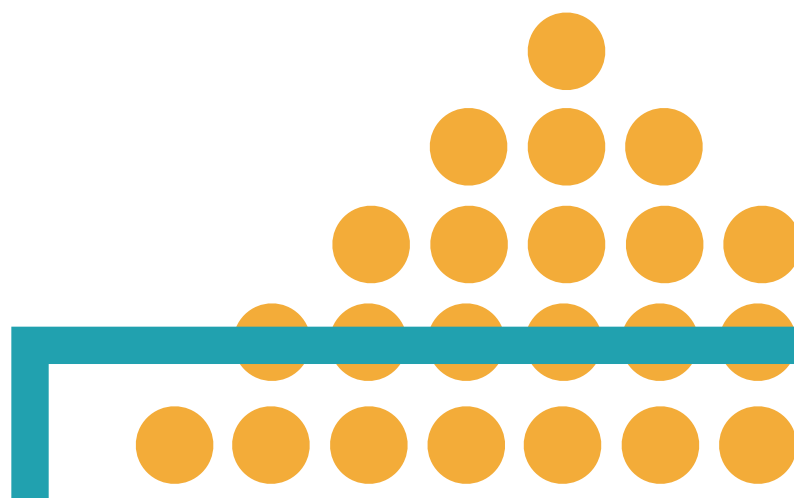
Ryan-James Smith
*Head of Neighbourhoods
- Oldham*



Guy Cresswell
*Executive Director
Customer Services*



Mike Gerrard
*Chief Financial
Officer*



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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