



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Value for Money Statement



2024-25



1. Introduction

- 1.1 At NPH value for money means making the best use of our resources, delivering great services, investing in homes and communities, and focusing on what matters most to residents.
- 1.2 We choose to publish this Statement each year to demonstrate our commitment to transparency, performance, and public accountability, even though it is not a formal requirement for Arm's Length Management Organisations.
- 1.3 Value for Money (VfM) is not just a financial concept. It is about balancing cost, quality, and outcomes. We make sure all savings and efficiencies are reinvested into frontline services, better homes, and community support. This includes investing in safer buildings, warmer homes, and local services like our social value company Happy to Help, which provides direct support to those most in need.
- 1.4 This statement summarises our VfM performance in 2024/25, highlighting what we have achieved, how we compare to others, and the steps we are taking to improve in the future.

2. Our Approach to VfM

- 2.1 Our approach includes:
 - Tracking performance against peer organisations via benchmarking tools like HouseMark
 - Linking VfM directly to outcomes in tenant satisfaction, asset quality, and cost-effectiveness
 - Applying VfM principles across corporate governance through programme management, compliance assurance, and policy alignment
- 2.2 This is not about cutting corners. We are focused on making great choices with our money so we can do more for residents, without wasting resources.

3. Governance and Oversight

- 3.1 VfM performance is reviewed quarterly by the Audit and Risk Committee, with annual oversight by the Board included as part of the Statement of Internal Control. VfM actions are aligned to the Corporate Plan and reviewed annually by the Board.



4. Benchmarking and Performance Insight

- 4.1 We benchmark our performance using HouseMark, comparing ourselves with housing associations and other ALMOs. This helps us understand whether we are delivering services efficiently and achieving good outcomes for residents:

Area	NPH Performance	Sector Median	Our Target (2025/26)	Action Being Taken
Headline cost per home (excl. capital)	£3,039	Not published	N/A	Cost tracking through HouseMark and budget reviews
Satisfaction that homes are safe	72%	TBC	80%	Capital investment, SHDF retrofit, and safety upgrades
Satisfaction with repairs	67%	Above 70%	75%	IT system upgrades, staff training, and service redesign
Satisfaction with complaint handling	36%	50–60% (typical)	43%	New feedback process, improved resolution tracking, and training

- 4.2 This benchmarking shows that while we are performing well in areas like cost control and safety investment, we are below average for repairs and complaint satisfaction. To close this gap, we have:

- Introduced quarterly tenant satisfaction tracking
- Invested in a new customer relationship management system
- Launched staff training programmes on complaint resolution and service standards

5. Key Achievements in 2024/25



Homes and Investment

- 36 new homes delivered; 670+ homes upgraded to EPC Band C+ via SHDF
- £6.1m SHDF funding secured for net zero ambitions
- Headline social housing cost per unit: £8,141



Resident Services and Support

- £553,000 in tenant financial support
- 375 appliances, 94 beds, £40,000 in fuel vouchers provided via Happy to Help



- Voids turnaround (TA): 76.7 days → 12.7 days



Performance and Satisfaction

- Rent arrears held at 3.10%
- Complaint satisfaction: 36% (target: 43%)
- Repairs satisfaction: 67% (target: 75%)



Efficiencies and Innovation

- £25,000 saved via paperless systems
- Implemented CRM and compliance tools

6. Key VfM Metrics 2024/25

Metric	2024/25 Result	2024/25 Target	2025/26 Target
Rent arrears	3.10%	3.15%	
Repairs satisfaction	67%	75%	75%
Complaint handling satisfaction	36%	43%	36%
Voids turnaround (Temporary Accommodation)	12.7 days	-	
Headline social housing cost per unit	£8,141	-	
Average days lost to sickness	8.6	-	
Staff turnover	17.55%	n/a	

7. Resident Impact Stories

- 7.1 Through our Happy to Help social enterprise, we supported hundreds of residents facing hardship in 2024/25. One example is Mrs K, who moved from temporary accommodation into a permanent home. To support this transition, she received a deep clean, fuel vouchers, a new bed, and essential household appliances.

This practical support helped her settle quickly, manage her bills, and avoid falling back into crisis.

- 7.2 In total, Happy to Help:

- Provided 375 household appliances, 94 beds, and 93 crisis care packages
- Installed 71 carpet sets and 164 curtains, making homes warmer and more comfortable
- Distributed over £40,000 in fuel vouchers



- Supported 673 households through paint and gardening services
- Backed 33 community projects, reaching nearly 1,000 residents

This work directly supports our aim to provide value beyond bricks and mortar, helping tenants thrive in their homes and communities.

8. VfM Objectives for 2025/26

8.1 In 2025/26, we will focus on improving satisfaction, cutting avoidable costs, and delivering better outcomes for residents. Our key VfM objectives include:

- Rolling out a new complaint handling system, including better tracking, clearer communication, and resolution training — aiming to raise satisfaction to 50% or more
- Retrofitting 100+ homes through SHDF Wave 3, improving energy efficiency and helping residents reduce fuel bills
- Achieving over £50,000 in savings by encouraging more residents to use digital contact methods — freeing up phone lines and staff time
- Reducing average sickness absence to below 8 days per employee, increasing team availability and service consistency
- Improving asset data quality to enable better investment decisions and reduce unplanned repair spend