

YOUR VOICE



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Issue 31 | Autumn 2025

HOUSING NEWS FOR
TENANTS & LEASEHOLDERS

Annual Report Special

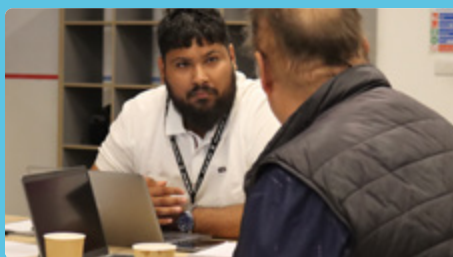
Take a look back at what
we've achieved together
in 2024/25

PLUS
Resident
satisfaction
increased in 10 out
of 12 measures
in 2024/25

Also in this special edition...



Page 03 We're launching our
Corporate Plan.



Page 05 How did we do last year?



Page 19 Bellinge fencing
improvements continue.

Welcome

to the 2024/25 annual report to residents.

This report will go through how we performed last financial year (which is April 2024 to the end of March 2025) and the results of our year end Tenant Satisfaction Measures (TSM) survey which tells us how satisfied you were with our services.

We've been focusing on improving the core services we provide for you and acting on your feedback. We are delighted that **ten out of twelve TSM measures have improved** in 2024/25 from the previous year.

Our focus for this coming year will continue to be about providing the best possible service we can and making those services as accessible as possible.

Our new purpose and priority objectives came from working together. You can read about our new Corporate Plan which we've put together with your help on page 3.



Last year WNC self-referred to the Regulator for Social Housing, since then we've been working harder than ever to meet the Regulator's rigorous standards (more on page 4).

In line with the tightening of housing regulation the Council has recently decided to manage your housing services directly. There will be an update about the phased transition process (which will be completed by April 2027) in your next rent statement.

In the meantime we hope you find this report interesting and informative. There'll be an update about what has been decided in your January rent statement. In the meantime we hope you find this report interesting and informative.

In the photo from left to right: Julian Beaney: Director of Resources, Steve Feast: Chief Executive, Nicky McKenzie: Director of Customers, Winston Williams: Director of Property and Deputy Chief Executive

Tenants influencing our services – our new Service Quality Committee (SQC)

“Hello from the newly appointed Service Quality Committee (SQC). We're a group of ten NPH residents who met for the first time in June 2025. The committee has been put together to make sure that the voice of residents is heard right at the heart of NPH.

We know from our own experiences what it's like being a resident and we're here to let NPH know firsthand what works for us and what needs looking at. The work we do will be fed back to the NPH Board, who have overall responsibility for making sure NPH do the best they can for us all.

We meet every other month and have already started to take a look at what NPH are planning.



SQC members John, Louise and Caroline have already attended an Engagement Café at the Grosvenor Shopping centre to meet with some of you and listen to your experiences and they'll be sharing your feedback with the rest of the committee.

There's a lot we can help with but most importantly, we want to keep you informed, so a new area of the website is coming soon, where we'll share what we're working on. We're looking forward to getting stuck in and are really pleased to jointly share this annual report with you.”

Connor Salter, Chair of the SQC

Shaping our future together: what our new purpose means for you



Residents and staff meet to discuss the corporate plan

At NPH, we've always worked hard to make sure our residents feel safe, supported and proud of where they live. Now, we're taking things a step further with a new company purpose:

“We provide great homes, neighbourhoods and services with the people of West Northamptonshire.”

The new purpose came from a truly collaborative approach, we built our Corporate Plan by listening to our stakeholders from across West Northamptonshire. Through multiple summit events, we invited residents, staff, community groups and West Northamptonshire Council to share their ideas and concerns. Everyone had a chance to speak up and we listened.

These conversations helped us understand what matters most to you. As our Chief Executive, Steve Feast, said at the summits: “The way NPH will get better is by talking more to those who use our services as well as stakeholders and staff.”

This new collaborative way of working means you'll see more chances to get involved. It's about creating homes and communities that you're proud to be part of and making sure you feel heard every step of the way.

Together, we're building something better.

From the new Corporate Plan, came our new key objectives below, this is what our focus will be going forward:

- Work collaboratively to provide great neighbourhoods where residents are proud to live
- Listen and act on our residents' views to provide great services
- Provide great homes that are safe, sustainable and high quality
- Be a great company which is inclusive, successful and well run



Your Voice Editor, Northamptonshire Partnership Homes, Westbridge Depot, St James Mill Road, Northampton, NN5 5JW
T: 0300 330 7003 E: voiceeditor@nph.org.uk

@NPH_news NPH Connect www.nph.org.uk

Large print?

If you would like a version of this magazine in large print, or another language, please call

0300 330 7003



Meeting the high standards of the Regulator for Social Housing

As well as acting on your feedback to improve our services we also must comply with the Regulator for Social Housing's standards.

What are the standards?

In 2024 a Social Housing (Regulation) Bill came into force and gave new powers to the Regulator for Social Housing (RSH) - this followed the failures in social housing that led to the devastating fire at Grenfell and the preventable loss of Awaab Ishak because of damp and mould in his home. Building safety, compliance and listening to residents is emphasised and housing providers must now actively provide assurance about these topics to the RSH. The RSH inspects every social housing provider every four years to check how well they are meeting the standards - NPH has not yet received an inspection.

There are four standards for housing providers to comply with and each provider is given a rating depending on how well the RSH assesses they are doing - C1 is the highest rating and C4 is the lowest rating.

The four main consumer standards are:

1. Transparency, Influence and Accountability
2. Safety and Quality
3. Tenancy
4. Neighbourhood and Community

Self-referral to the RSH in 2024

In 2024 West Northamptonshire Council (as your landlord) self-referred to the RSH. This was because a review had raised concerns about the number of homes not meeting the Government's Decent Homes Standard, the number of overdue Fire Risk Assessments (FRA) to communal areas, and that some of the FRAs carried out were not of the required standard.

The Regulator issued the Council with a C3 judgement following the self-referral, this meant that serious failings had been identified and significant improvement was needed. Since that time, West Northamptonshire Council (WNC) have been meeting with the Regulator on a monthly basis to update on our progress and provide detailed reports about improvements.

Our improvement journey

Our priority remains ensuring that you are safe in your home, and we've been focused on resolving

the issues identified by the review and the Regulator in partnership with WNC.

All the identified overdue FRAs were completed by the end of 2024 as a matter of urgency. In addition, to give residents assurance of their safety, we completed a programme of repeating all FRAs with a new contractor - this was completed by the end of May 2025. Our focus is now on fixing any issues identified from this programme of assessments.

We have invested in the market leading IT compliance system and have developed a new set of health and safety policies. Our record keeping of essential safety checks is more accurate using our new compliance system (see page 17) and this will help us avoid any checks being overdue.

We completed our Stock Condition Survey towards the end of 2024. These surveys help us identify any health and safety issues and understand if our homes meet the Decent Homes Standard. The Decent Homes Standard is a UK government policy which sets out the minimum standards for the condition and appearance of social housing.

We will continue to carry out Stock Condition Surveys every year going forward to ensure that we meet the Decent Homes Standard. We will prioritise improvement works for the homes that need it the most.

A third party specialist company has helped us understand how well we are meeting the RSH's standards by conducting a mock inspection in 2025, this has helped us identify our focus on improving services, complaint handling and ensuring that the residents voice is at the core of what we do.

Our Service Quality Committee (see page 2) will be working with us over the coming year to help us improve further and to give us their feedback. In addition, our Tenant Satisfaction Measures (see page 5) help us understand our areas of focus and let us know how we are doing.

We don't yet know when WNC and NPH will be inspected by the Regulator. When the inspection has taken place we will let you know the result. In the meantime we will continue to focus on meeting the RSH's consumer standards to the best of our ability.

How did we do last year?

Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing require NPH to report against 22 key measures, of which ten are management information measures and twelve are satisfaction-based measures, collected through a tenant perception survey (detailed below).

TSMs tell us how satisfied residents are with our key services. We've improved in ten out of twelve measures in the last year - our biggest improvements have been in how quickly we are carrying out repairs and our approach to dealing

with anti-social behaviour.

We know there's still work to do to improve your satisfaction in maintaining communal spaces and how we deal with complaints; we are focused on improving our service in these two areas.

The tenant perception survey is carried out by Acuity, an external market research company, and involves surveying over 1000 of our tenants by telephone during the year.

Satisfaction with:	Survey Result 2023-24	Survey Result 2024-25	% change between 2023-24 and 2024-25
TP12: Approach to handling anti-social behaviour	54.47%	61.43%	6.96% ↑
TP03: Time taken to complete most recent repair	55.73%	61.79%	6.06% ↑
TP04: Home is well maintained	65.40%	67.63%	2.23% ↑
TP11: Positive contribution to the neighbourhood	59.43%	61.64%	2.21% ↑
TP06: Landlord listens to tenant views and acts upon them	55.78%	57.27%	1.49% ↑
TP02: Overall repairs service	66.72%	68.13%	1.41% ↑
TP07: Keeps tenants informed about things that matter to them	70.28%	71.38%	1.10% ↑
TP01: Overall service from their landlord	67.04%	67.52%	0.48% ↑
TP05: Home is safe	72.21%	72.64%	0.43% ↑
TP08: Treats tenants fairly and with respect	75.74%	75.79%	0.05% ↑
TP09: Approach to complaints handling	36.09%	33.86%	-2.23% ↓
TP10: Communal areas clean and well maintained	67.01%	60.83%	-6.18% ↓

Great Neighbourhoods



A great neighbourhood is more than just houses, it's about community, safety, and the shared spaces we all use and care about. At NPH, we want every resident to feel proud of where they live so we've been working hard to listen, respond and act on what matters most to you.

We saw a real boost in how residents feel about our services in our Tenant Satisfaction Survey. Let's start with the big picture - satisfaction with **overall service (TP01)**. At the end of last year, 67% said you were happy with our overall service. This year, that figure has risen slightly to **67.5%**; a clear sign that the changes we've made are starting to make a difference.

Feeling connected to your neighbourhood is vital. Whether it's community events like days of action and litter picks, local partnerships, or just that sense that NPH is invested in your area, it all contributes to feeling good about where you live. On this front, satisfaction with **positive contributions to the neighbourhood (TP11)** rose from **59.4%** to **61.6%** which is another step in the right direction.



Satisfaction with our approach to **tackling anti-social behaviour (TP12)** has risen from **54.4%** to **61.4%** which is a 6.9% increase. We know this matters hugely to residents, and we're working more closely than ever with community safety teams. You can read more about these improvements on pages 7 and 8.

Clean and tidy communal areas matter. Whether it's stairwells, bin stores, or shared gardens, they're a part of your everyday experience. Satisfaction with **communal areas being clean and well maintained (TP10)** unfortunately fell from **67%** to **60.8%**. We're working closely with our contractors and our estate management team to improve this service.



Neighbourhood litter picking last year

Putting Residents First

At NPH listening to residents isn't just a principle, it's a practice. From estate inspections to multi-agency partnerships, NPH is taking real steps to ensure that resident voices shape the services and support you receive.

Turning feedback into action

In 2024, we launched a programme of regular Estate Inspections, designed to tackle issues that matter most to residents. Ahead of each inspection, a short survey is sent via text to residents in the area, asking what they'd like NPH to focus on. We had a good response last year to the Estate Inspection residents survey.

Through the survey residents reported to us these concerns:

- Rubbish and fly-tipping (19%)
- Bin problems (14%)
- Potholes (14%)
- Parking issues (12%)
- Tree maintenance (12%)
- Overgrown gardens (11%)

These inspections are more than a walkaround, they're a proactive way to immediately resolve issues where possible and to identify longer-term improvements. NPH teams, along with other local partners, work together to address concerns on the spot or refer them to the right department. Even when issues fall outside NPH's remit, such as potholes or green space maintenance, they're passed on to the relevant agency. **We carried out around forty inspection dates in different communities last year.**

The 2025 programme of Estate Inspections continues annually, and you can find more information about it here on our website and find out how to get involved. www.nph.org.uk/influence-us

Collaborating for safer communities

Housing Officer, Dan, attended a recent estate inspection of his area Far Cotton, he explained: *"The police were invited to my estate inspection as I've built up a great partnership with them over the years. I was made aware of a neighbour dispute*

that happened in the Far Cotton area so while on the inspection we conducted a joint visit to both parties. This collaborative approach provides tenants a reassuring response, as they know where they stand from a housing perspective, as well as receiving appropriate advice and guidance from the police."

As you can see, our commitment to listening extends beyond housing. For example, in May, NPH colleagues joined a multi-agency partnership led by Northamptonshire Police to tackle anti-social behaviour in the Bouverie area. Tenancy Compliance Officer Barbara attended the launch meeting of the initiative and emphasised the importance of resident involvement: *"Residents have been invited to be part of the project and this will be key in making it a success."*

NPH Area Manager, Paul said: *"It was refreshing to discuss ideas with key partners to build a vision and set goals to improve the estate for the local community."*

Whether it's through surveys, partnerships, or community events, we are listening and acting. These initiatives show that when residents speak up, we respond with practical, visible solutions.



Housing Officer Dan and local PCSO talk shop

Improving support for residents: Making our ASB services better

The Tenancy Compliance Team has made big changes to how it helps residents who are affected by anti-social behaviour (ASB). ASB can include things like noise, damage, or feeling unsafe in your home or neighbourhood. We want every resident to feel listened to and supported which is why we've worked hard to improve our ASB service.

Over the last 18 months, the team has made the service quicker, clearer, and easier to use. Now, all ASB cases are handled by the dedicated team who follow clear steps to make sure every report is taken seriously - this means residents get help faster and know what to expect.

The new system makes sure that the right people are dealing with the right problems and it's also easier to report - you can do it online, by phone,

email, or by visiting one of our cafés or drop-in sessions to speak to someone in person.

These changes have made a real difference. NPH was the first housing provider outside of a pilot scheme to earn a special national accreditation for its ASB service. We were also shortlisted for Employer of the Year at the 2025 ASB Awards; a sign that the team's hard work is being recognised.

Darren Berwick, Head of Tenancy Management, said *"I'm proud of the improvements and I hope residents feel confident knowing their concerns are taken seriously"*.



ASB Team

In 2024/2025:

Number of ASB cases opened per 1,000 homes was

28.7

Number of ASB cases opened involving hate incidents per 1,000 homes was

0.6

Keeping your communal spaces tidy

Keeping your communal areas clean and well maintained is important to you and we take it seriously that your satisfaction in this area has dropped in our Tenant Satisfaction Survey this year.

To help improve your satisfaction with this service we are managing our grounds maintenance and cleaning contractors more

rigorously by meeting with them more often. This ensures greater focus on meeting targets and means we can put into place improvement plans where necessary. We're also inspecting blocks of flats more frequently and proactively sorting out issues as we see them - this year we've added another Estate Inspector to our team to make sure this focus continues.

Clean and tidy estates

Collecting fly tipped rubbish that's been reported to us quickly is something we focus on. The Estates Services team also proactively clear up any fly-tips they spot whilst out and about. In total last year we

collected 5990 fly tips. To report fly tipping on NPH land you can email: estatesservices.nph@nph.org.uk or you can report it on the WNC website here: www.westnorthants.gov.uk/fly-tipping



Estates Services Team

Making good use of food waste

Working in partnership with West Northamptonshire Council (WNC) this year residents living in flats on Arthur Street, Bunting Road & Balfour Road have been taking part in a food waste recycling pilot. The pilot is being run by WNC and aims to identify the easiest way for residents living in flats to recycle their food waste.

Recycling food waste is important because it reduces our carbon footprint and helps to provide green, clean energy. Thank you to residents who are taking part in this important trial. West Northamptonshire Council aim to roll this out to



a further 500 blocks of flats by March 2026 so if you live in a block of flats WNC will be in touch with you soon.

Great Services



Great services are all about how we treat you and how well we communicate, especially when things go wrong. At NPH, we want you to feel listened to, respected, and supported, not just when things are going well, but also when you need help most.

We've made strong progress this year on how we support and communicate with you. Satisfaction with **how we keep you informed about things that matter to you (TP07)** increased from 70.2% to **71.3%**. Whether it's updates about repairs, neighbourhood works, or news that affects your home, we're working hard to keep you in the loop in ways that are clear and easy to understand.

It's also encouraging to see that **75.79%** of residents now feel they're **treated fairly and with respect (TP08)** which has risen slightly from 2023/24 when it was 75.74%. This means a lot to us.

Satisfaction with **listening and acting on what tenants say (TP06)** has improved from 55.7% to **57.2%**. Your voice should shape what we do, and we'll continue to strengthen resident involvement and work on feeding back what's changed as a result of what you tell us – see pages 12 and 13 to

see how you can get involved. We're listening and acting on your feedback more than ever.

In 2024/25 eight out of ten residents were concerned about the cost-of-living crisis and we know that times are tough for many. **Last year we allocated £139,694 from WNC's hardship fund** to residents who needed it and our financial inclusion team helped residents gain £553,000 by giving financial and benefit advice.

75.79%

Residents feel they're treated fairly and with respect



A case study – A domestic violence survivor's road to recovery

Jo's* job is providing support services for those struggling with addiction and alcohol abuse and she has a unique perspective because she has struggled with similar issues in the past. Jo is an NPH resident and agreed to share her story with Your Voice readers about how she turned her life around from addiction and domestic violence; we asked Jo some questions about her experiences with our support services and her Housing Officer Liz:

Do you recall when life started to get especially challenging for you?

"It was about 12 years ago after my kids had grown up and moved out and I'd moved into a smaller home. I'd always had issues with alcohol but never really let it get out of control; I used it as a coping strategy, but I was functioning. My parents had



been drinkers so it seemed a normal thing to do.

I'd got a new job but I then lost it because I was drinking too much. After that I wasn't working and there was no structure in my life, the kids had left home so I started drinking earlier in the day because I didn't have a purpose anymore. I had depression and no money and used drink to cope. My decisions just got worse as the years went by. I lost both my parents and I got into a really abusive relationship. I felt trapped.

*Not her real name, name has been changed to maintain anonymity

Eventually the domestic abuse got really out of hand and I started seeing family less and less because I was trying to hide it. I couldn't let my kids see me like that because I'd convinced myself it was all my fault"

What was the turning point for you when life started getting better?

"It all came to a head after a friend died - it was my neighbour, who was only 54 or 55, he died and that shook me up a bit.

Also, the domestic violence was getting worse - my partner at the time was a raging alcoholic, so he'd get arrested and then come back again. It was just chaos.

I'd lost all hope and I'd surrendered to it but then my daughter told me I was going to be a grandmother and I just thought, I can't do it. How can they visit me with drink everywhere and what if they see a violent outburst from my partner? So it slowly started to dawn on me things had to change, but I still didn't think I could do it.

The house was just a mess from my partner - the doors had been kicked in and there was blood on the floor. The more I tried to pull away from him, the more violent he got. They say the worst time is when you're trying to leave and that was true for me. But I knew I couldn't have him around because my daughter had made it pretty clear I wouldn't be able to see my grandchild if he was. I was only about seven stone by then and there had been multiple hospital visits. I just couldn't see a way out.

That's when my NPH Housing Officer Liz started to knock on my door and try to support me. I didn't let her in for ages, but she kept coming back and obviously the police were really worried about me as well. I'd made a connection with one of the police officers called Chloe - she was really nice and was trying to help me.

When my partner was sent to prison for hitting me that's when I had some time to think by myself and that's when I finally let Liz from NPH in. She just sat down and asked me how I was, and she said, I'm here to see you and see how you are. I thought she was going to say, 'right, you're behind on your rent, the doors need fixing. What's going on? You need to go.' Instead she just sat and listened to me. And then she came back the following week, and then she came back again, and she kept coming back."

What was your experience of recovery?

"It was ongoing and wasn't a smooth ride, because

my partner had come out of prison and I did keep letting him back in. But basically 18 months after I had connected with Liz I got into rehab. Liz had signposted me to Bridge Substance Misuse and to S2S (Substance to Solution) and it was a slow process I went through with Liz's support. She would come and see me every two weeks and we'd make a plan of what was going to get done next, and she didn't tell me off or anything - she never judged me.

Later I was signposted to the VOICE programme which is designed to help victims of domestic abuse - the course helped me understand that abusers use control and power and helped me recognise my partner's behaviours. The course also helped me because I was with women going through the same process I was and we supported each other. I came to realise that I didn't deserve the abuse, and it wasn't my fault.

Liz believed in me, She made it seem possible, whereas nobody else had. And I think that talking to her made me trust again. Having one good experience with somebody was the start. Liz from NPH, Julia (NPH Community Partnerships Officer) and Chloe from the Police were rooting for me which really helped me change my life. It was Liz who saw something in me that was worth saving.

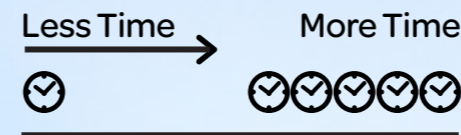
After a long recovery process, I reconnected with my family and now we're very close. The happiest day of my life was when I was picking my grandchild up from nursery and he drew a picture of me drinking a cuppa, he called it 'my nanny drinks tea' - he only knows a nanny that drinks tea and not alcohol. It made me realise how far I'd come."

What would you say to people who are in an abusive situation?

"That you are capable of change and that you are worth it. I know the shame can be the worst in that situation but if you're trapped or isolated, just let the help in - some people do care. If you feel alone and your Housing Officer or the Police are knocking on the door just let them in.

That's the first step to get help, whether it be alcohol or drug abuse or domestic abuse. NPH wants you to keep your tenancy so they will help you and won't just chuck you out. I know it is scary and it was difficult for me to trust the authorities but I had to and it really worked out."

If you're an NPH resident and in need of support, please email tenancysupport@nph.org.uk



Join the conversation – influence us

This year we've worked hard to listen to your feedback and expand how residents can get involved and influence our services. As part of our new Resident involvement and influence strategy below you can see all the ways you can get involved. There are different levels of commitment so you can get involved a little or you can get really to the heart of shaping NPH.

Want to boss it?

Influence our decision making

Interested in leading from the front? Here's how residents can influence key decision making and help govern NPH. Some only require a few hours of your time, choose what works for you.

1. Tenant Board Members 🕒🕒🕒🕒🕒
2. Service Quality Committee - Scrutiny reviews 🕒🕒🕒🕒
3. Assets Panel 🕒🕒
4. Focus groups 🕒🕒🕒
5. Assets and Building Safety groups 🕒🕒🕒
6. Block walkabouts 🕒🕒

Short on time?

Have your say in your slippers

We understand that life can get busy but we still want to hear from you. Here's all the ways to let us know what you think from the comfort of your home.

1. Telephone satisfaction surveys 🕒
2. On-line surveys 🕒
3. NPH Sounding Board 🕒🕒
4. Giving feedback – to complain, compliment, or comment 🕒
5. Estate inspections surveys 🕒

Feeling motivated?

Get stuck in and volunteer

If you would like to get involved on a more regular basis, consider volunteering at a local or national level. Not only will you support your community you'll discover new friends and develop new skills.

1. NPH Paint Shop volunteering 🕒🕒🕒🕒
2. TPAS Activities - TPAS are a non-profit organisation who champion resident involvement and offer training and other activities. 🕒🕒

We want to hear from you

Visit us: nph.org.uk Call us: 0300 330 7003
Email us: residentinfluence@nph.org.uk

For more details scan our QR code



[f /NPHConnect](#) [X /NPH_news](#)

Be heard, influence us and shape what we do.

Got an idea?

Come and tell us

Join us at any one of our cafes, drop-in sessions or lunches – you will find more details overleaf of how to influence and get involved. You can meet with us either:

1. Online 🕒
2. Face-to-face 🕒
3. Over the phone 🕒

Need some help?

Chat with an NPH Officer

Do you have something to discuss but would prefer speaking on a 1-2-1 basis? Our officers are out and about on a regular basis in a local community venue near you every month. Or you can request a face to face or telephone appointment to suit you.

1. Leaving Care drop-ins 🕒
2. Housing Officers 🕒
3. Tenant Support Officers 🕒
4. Rent Income Officers 🕒
5. Financial support 🕒

Fancy a cuppa?

Let's get together

NPH are becoming famous for their get-togethers with residents. There's nothing we like more than having a chat over a hot drink. Join us at one of these group events where you can get support and also share your feedback with us.

1. Community Café 🕒🕒
2. Engagement Café 🕒🕒
3. Social Welfare lunches 🕒🕒
4. Veterans lunch 🕒🕒
5. Lakeview and Eleonore House Coffee Mornings 🕒🕒
6. Community Events 🕒

Online or print?

Keep up with the latest resident information

For up to date news on all things related to your tenancy and NPH community, visit our website, Facebook page or keep an eye out in the post for our resident magazine and quarterly rent statements.

1. NPH Website 🕒
2. NPH Tenant Portal 🕒
3. Social media - Facebook 🕒
4. Quarterly rent statement 🕒
5. Your Voice Customer Magazine 🕒
6. NPH Annual report 🕒

Do you already contribute to your community?

We'd love to hear from you

We're always looking for new ways to work in partnership with established and emerging community groups. If your group needs support or you have something to offer, get in touch using the contact details on the left, because helping each other helps us all.

Join the NPH Sounding Board



As part of the new influence programme we've launched this year you can have your say on our latest ideas and services online. Join our Sounding Board to receive emails or invites to share your feedback. It's a flexible way for you to influence change and help us improve our services.

Get more info by calling **0300 330 7003** or emailing **residentinfluence@nph.org.uk**

Complaints handling service

Handling your complaints in the most efficient way is a real focus for us - it's so important that if you need to complain that we investigate fully and respond to you in a timely way.

We saw a drop in your satisfaction with our approach to complaints handling in the TSM survey, it was 33.8% last year from 36.09% in 2023/24. We've made significant changes to our complaint handling processes over the past 12 months, based on your feedback and Housing Ombudsman best practice to increase your satisfaction with the service next year. Changes include a new dedicated centralised team to manage complaints, new processes and investing in technology to improve our record keeping and tracking of complaints. All complaints are acknowledged with a telephone call so we can take the time to listen and fully understand the issues to be addressed. We take time to learn lessons from complaints to help us avoid making

the same mistakes. These changes have made some good improvements in our performance - we responded to 71% of your complaints on time in 2024/25 which is a significant improvement from 63% in 2023/24. We also saw the overall number of complaints reduce from 1,049 in 2023/24 to 895 last year.

We have dedicated Members Responsible for Complaints (MRCs) and we work closely with them to review complaints performance and outcomes. In addition the Service Quality Committee will be working with the team to give us the resident's perspective to continue the improvement journey with us.

We responded to

73.6%



stage 1 complaints and 57.2% stage 2 complaints on time in 2024/2025

In 2024/2025 there were

64.9



stage 1 complaints and 13.3 stage 2 complaints per 1000 homes

Meet us in your community

In the past year we've expanded our programme of face-to-face events in your communities.

Events include drop-in sessions, community cafés and our quarterly engagement café - you are welcome to attend and ask us anything, or just have a cuppa and a chat. The events are also an opportunity to get your feedback about our services and upcoming projects.

You can view our programme of face-to-face

events on our website: **www.nph.org.uk/resident-events-calendar** and you'll receive a list of the upcoming quarterly events in your rent statement.

Our Welfare Team also carry out events to help some of our more socially isolated residents.

This year the Team started to host welfare social lunches every few months. Our Welfare Officers identify residents they think would benefit from a social event and personally invite them along for food, company and an activity such as a quiz.

The welfare social lunches are helping to reduce social isolation and we've received some great feedback already:

"The party was fantastic and had a real party atmosphere. It really helped my mental health, and I think it will keep me feeling positive for a number of days."

"I feel great and the staff were marvellous"

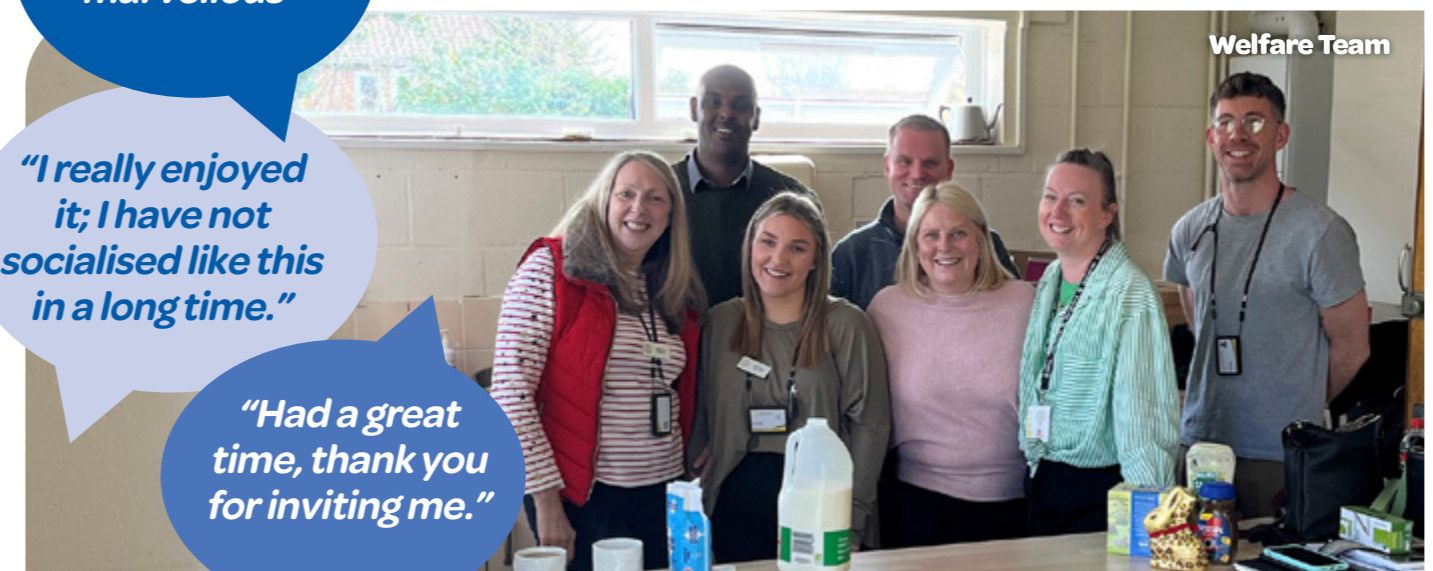
"I really enjoyed it; I have not socialised like this in a long time."

"Had a great time, thank you for inviting me."



Our Tenancy Support Services are industry leading and last year NPH received a re-accreditation from Erosh (Emerging Role of Sheltered Housing).

Through a rigorous assessment process, the Erosh Independent Living Standards accreditation enables housing providers to demonstrate the quality of their independent living accommodation and services against nationally recognised standards so it's a real coup to gain reaccreditation. Erosh is an industry recognised accreditation.



Great Homes



A great home is more than four walls, it's a place that's safe, well looked after and where repairs are sorted without stress. This year, we've made big improvements in how we deliver repairs and maintain your homes, and that's showing up in your feedback.

We're especially pleased with the rise in **overall satisfaction with the repairs service (TP02)**. It's gone from 66.7% to 68.1%, thanks to a focus on improving our repairs service. Our investment and changes in the repairs team is paying off and we know how much this matters to you.

We've also made real strides in completing repairs quickly – your satisfaction with **time taken to complete most recent repair (TP03)** was 55.7% in 2023/24, that's now up by a big 6% to 61.7%. We're fixing more issues on the first visit, investing

We also asked how safe you feel in your home

72.6%



Electrician Mark Goozee

Adapting your home to meet your needs

1338

adaptations completed

Overall satisfaction with the repairs service (TP02). It's gone from 66.7% to

68.1%

in the team by recruiting more skilled tradepersons, improving appointment times, and communicating better when delays happen.

Another area where you've told us things are getting better is **how well your homes are maintained (TP04)**. Satisfaction has grown from 65.4% to 67.6%, a result that reflects our targeted investment in things like roofs, windows, and energy efficiency, plus a quicker turnaround on other repairs.

We also asked **how safe you feel in your home (TP05)** and that number rose from 72.2% to 72.6%. That's hugely important. Behind the scenes, we've strengthened our approach to safety checks, including gas, fire, and electrical checks. Plus, we're working with contractors and compliance teams to make sure your homes meet all the right standards.

We're proud of these improvements but we're not finished yet and will keep making improvements based on your feedback. Our job is to keep making homes better, safer, and more comfortable and your feedback is helping us get it right.

Making homes better for everyone

At NPH, one of our key priorities is to keep your home safe, secure and energy efficient. That's why we're working hard to make sure we meet the government's Decent Homes Standard and have recently launched our Asset Management Strategy. But what does that mean and what are we doing to make sure it happens?

Over the next 18 months, our main investment focus is making sure all homes meet the Decent Homes Standard. This means planned improvements across lots of properties. Whether it's upgrading kitchens, bathrooms or roofs, making homes more energy-efficient, or replacing windows and front doors - we're investing in better living in the homes that need it the most.

What is a Decent Home?

The Decent Home Standard is a government standard of a home that meets a basic level of safety and quality. It should be warm, dry, and in good condition. Last year, we looked closely at all our homes against the standard using something called a stock condition survey. This information helps us understand which homes need improvements and what those improvements should be. After completing our Stock Condition Survey the percentage of our homes not meeting Decent Homes Standard was found to be 19.2% in 2024/2025.

How Does This Link to Our Future Plans?

The information from the stock condition survey has helped us build a clear plan for the future. It's called the Asset Management Strategy, and it runs from 2025 to 2030. The surveys showed us where we need to act first, and we've used that to shape our five-year Asset Improvement Plan.

Resident Liaison Officers

We know that having work done in your home can be a big deal. That's why we've introduced a new Resident Liaison Officers team. Their job is to support you while improvements are being made. If you have questions or concerns, they'll be here to help and make sure everything goes smoothly.

We will contact you if your property has been identified to have improvement work carried out. However, if you have any concerns about your home, please call the Contact Centre on 0300 330 7003.

New Dedicated Damp and Mould Team

We are preparing for Awaabs Law which will come into force in October 2025. The new law introduces ways of working to ensure that damp and mould is treated quickly when reported. In response to this NPH have invested in training for all staff and the creation of a dedicated Damp, Mould and Condensation Team who will be responsible for going into homes to effectively treat damp and mould cases.

Improving our compliance systems

In the last year we have invested in the market leading IT compliance system (called C365) and have developed a new set of health and safety policies. This will ensure that our record keeping of essential safety checks is accurate and that checks are carried out when they are due.



We completed our Stock Condition Survey towards the end of 2024. These surveys help us identify any health and safety issues and understand if homes meet the Decent Homes Standard. We will continue to carry out Stock Condition Surveys every year going forward to ensure that we meet the Decent Homes Standard.

WNC, who has overall responsibility for your housing, and NPH, which manages and maintains homes on their behalf, have been working together and have implemented more robust governance arrangements to ensure that these improvements continue.

Our in-house approach to fencing and footpath repairs



NPH's External Works Team has been hard at work delivering a major improvement programme that's transforming your neighbourhoods for the better. Beginning in Bellinge in 2023, this programme has focused on fencing and footpath works. The feedback from residents already shows how much of a difference it has made to them.

Starting in Bellinge

The programme, which began in Bellinge, has been a huge success. However, towards the start of the programme, the team faced an unexpected hurdle; when digging holes for new fenceposts in Fieldmill Road and Foskitt Court, they uncovered concrete foundations almost half a metre thick which is nearly three times the usual depth.

This slowed progress and meant more use of heavy-duty equipment, but the team persevered, adapting to challenges and maintaining high standards every step of the way.

Listening to residents

What sets this programme apart isn't just the technical skill of the team, it's the relationship with residents. Before any work begins, the team consults with households to understand what's needed, to tailor the job, and make sure everyone is on board.

One resident, Ken Gross from Bellinge, couldn't have been happier with the results:

"It's 100% perfect – a big improvement on the last fence. It looks great and it's strong. It will last a long time. The [NPH] lads are polite, friendly and they work really hard, even during those days when it never seems to stop raining. I can't thank you enough for doing such a wonderful job."

The fences aren't just visually improved, they're now stronger, more secure, and better suited to the homes they protect. For example, fencing

near a local school was upgraded with overlapping, taller panels, improving privacy and reducing noise.

As part of this programme we decided that quality was as important as quantity. So, we have closely monitored to ensure works are completed to the best standard available. We also consult with our residents, ensuring that they are fully aware of what we are undertaking and that they are happy with works being done. This is not just a one-type-fits-all approach."



Resident Ken stands in front of his new gate and fence

Sustainable practices and long-term value

Another benefit of this approach is sustainability. Wherever possible, the team reuses good-conditioned paving slabs, reducing waste and making use of existing materials.

What's next?

The paving and fencing programme is part of a larger area-based plan to improve neighbourhoods across Northampton.

A neighbourhood-wide difference

By consulting with residents throughout the process, we are hoping to create something more than just new fencing or better paving, we've built trust with residents, empowered our teams, and set a new standard for what good looks like in external maintenance.



Before



After



Before



After



Before



After

Great Company



Being a great company means being reliable, responsible, and making smart choices with the money and trust you give us. It's about keeping promises, meeting high standards and making sure we're always working in your best interest.

We've made good progress this year in building a company that gets the core things right. One of the most important areas is safety and the numbers show we're staying on track. We've completed **100% of fire and asbestos checks** and **99.9% of gas safety checks** that are due, so you can feel confident that your home is being looked after properly. We've created a new team to work with residents that will help us gain access to properties that we have trouble getting in to.

When it comes to getting repairs done on time, our team's efforts are showing real results. **Over 99% of emergency repairs** were completed within the target time, and **93% of non-emergency repairs** were handled on time too an increase of 22% on the year before. These figures match up with what tenants have told us, that the service is getting faster, smoother, and more dependable.

We've also been tracking how well we handle complaints and how quickly we respond. This year, **73.6% of stage 1 complaints** were responded to within the Housing Ombudsman's recommended timescales. It is an area we're still improving, but this shows we're moving in the right direction.

Complaints are an opportunity for us to learn, and we're building a culture where feedback leads to action.

Behind the scenes, we're managing budgets carefully, working with local suppliers wherever possible, and making sure that every pound spent delivers value. From local procurement to financial planning, we're focused on delivering services that are affordable and sustainable.

Very soon we'll be sharing the 2025-2030 Asset Management Strategy with you. It outlines our approach to maintaining and improving homes for you and future tenants. This strategy aligns with NPH's Corporate Plan because where we invest money, and how we do it, connects with every area of the organisation and the services we provide.

Being a great company is about being proud of the work we do and being transparent with you every step of the way.

This year
99%
of emergency repairs and
93% of non-emergency repairs
completed within target.

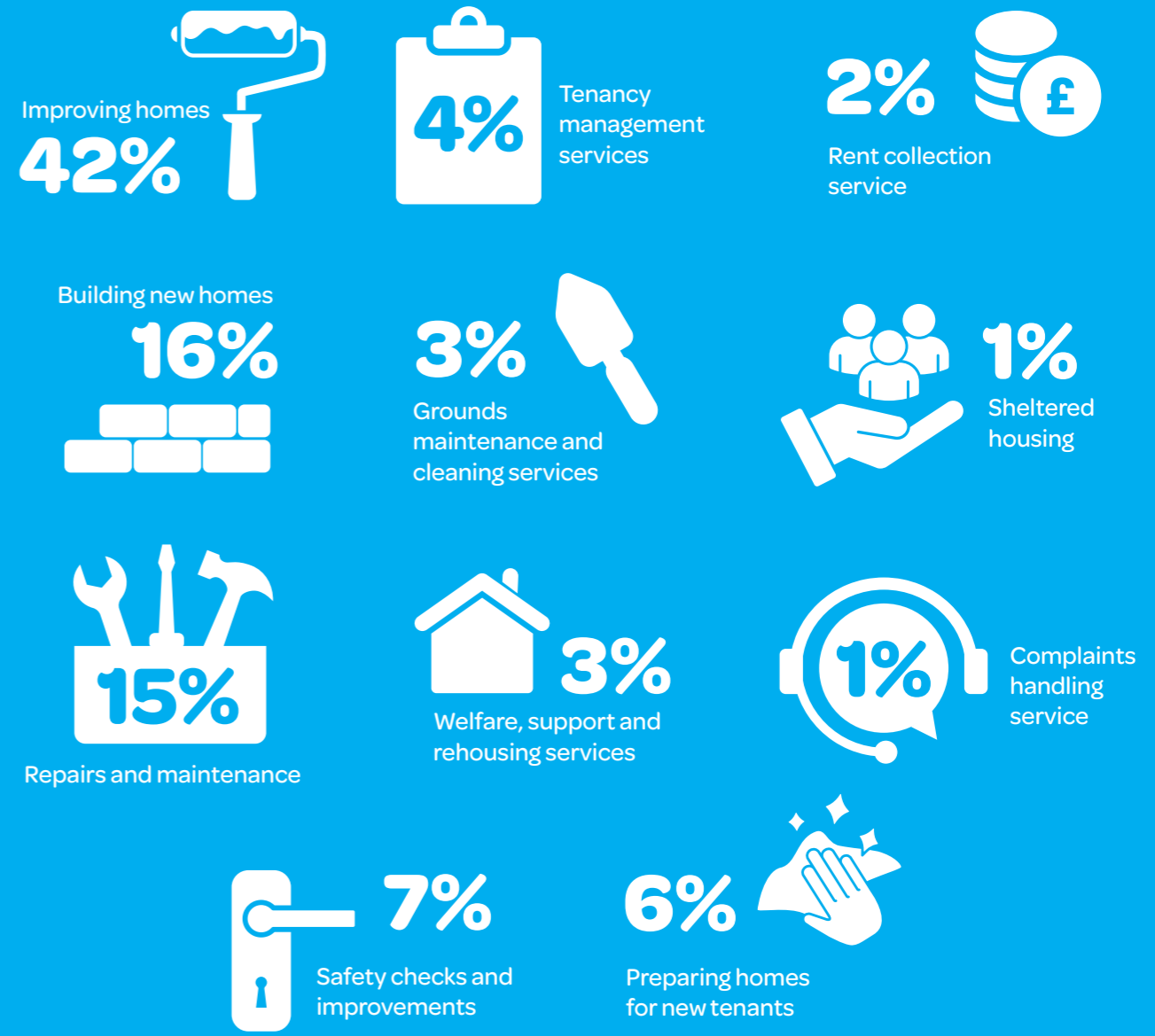
100%
of fire and asbestos
checks completed.
99.9%
of gas safety checks
completed.

How NPH is making the money go further

Every year we share how we're using money considerately, to improve homes, services and support for residents. This is called a Value for Money Statement. It's not just about saving money; it's about making the right choices to help people live better and creating social value where you live.

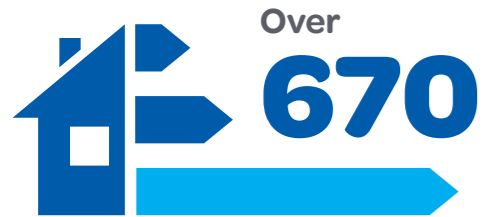
Our spending for last year

The services below totalled **£55.3million** in 2024/25



Investing in homes

Better homes and safer living



homes were upgraded to be warmer and more energy-efficient



in funding to help homes reach net zero (better for you and our planet)

Energy-efficiency works reduce heating costs

Mr Finney's home in Cottarville benefitted from energy efficiency works last year including external wall insulation, loft insulation and a new roof.

The works have meant that last Winter the family only needed to use the heating for a few hours each evening which is a big difference as the heating needed to be on all day before. Mr Finney said:

"They've done a great job, the outside of the house looks really nice and they were a good group of lads who did the work. They were very thoughtful, and the process wasn't too bad at all."



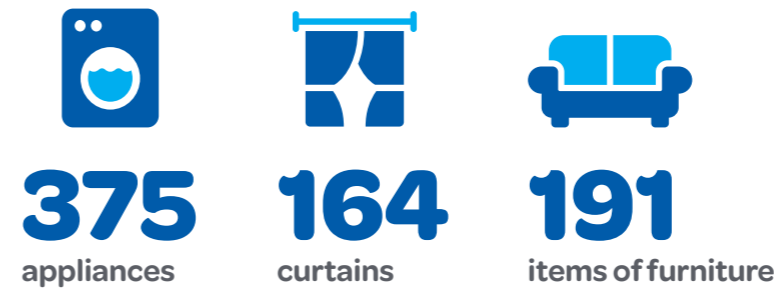
Full story of the works and the difference they've made in the next issue of Your Voice!

Helping residents in need



Through the Happy to Help programme:

Happy To Help is a social enterprise subsidiary of NPH. Their aim is to improve the health, wellbeing, economy, environment and availability of opportunity for the benefit of NPH residents and their communities. In 2024/25 they helped residents with:



Earlier this year the new Community Partnerships team recruited another team member, Julia, who has joined Cam, Jacquie and Paul. Together they work closely with Happy to Help CIC providing support and opportunities to residents who might need some assistance.



Community Partnerships Officer Julia is excited to get stuck into her role, she told us:

"I love my new role and the opportunity I have been given to work alongside many different people - my job does not feel like work! I'm especially keen to use my experience working with members of the community, connecting with neighbourhood groups and key partners such as the Police and West Northamptonshire Council. I'm looking forward to supporting NPH residents and in conjunction with Happy to Help CIC, I hope to utilise my 'outside-of-the box' ideas for delivering projects."

Happy to Help support our residents in lots of ways and they've got some exciting new initiatives coming over the next year.

Contact us

Call us

The Contact Centre can help with all queries and put you in touch with your Housing Officer or Rent Income Officer. Call us on **0300 330 7003**, 9am to 5pm Monday to Friday.

You can also call the Contact Centre outside of the normal opening hours to report an emergency repair.

Go online

Report a repair, pay your rent and manage your tenancy online through the tenant portal 'Your NPH'. You can register for this on our website.

The NPH website www.nph.org.uk has lots of information – you can apply to keep pets, apply for a garage, report a repair and much more besides.

Come and see us in person

You can visit us at the One Stop Shop at **One Angel Square, St John's Street entrance, Northampton, NN1 1ED**. We'll be there 9am to 5pm Monday to Friday.

We attend drop-in sessions and community cafés across Northampton regularly. We also host a quarterly engagement café. The full list of these events is sent out in your quarterly rent statement or you can find it on our website here: www.nph.org.uk/resident-events-calendar

Social media

Follow us on Facebook, X or LinkedIn

 **NPHConnect X @NPH_news**

 **Northamptonshire Partnership Homes**

 **Northamptonshire Partnership Homes**

to find out our latest news

Making it easier for you to access information about our services

Website improvements

Our website has been relaunched in the last year to make it easier for you to do what you need to. Changes include a simplification of the homepage to make reporting ASB, reporting a repair or giving us feedback easier to find. Work continues on our website and the next phase will be to improve how you find things and simplification of information on website pages to make it easier to understand.

Accessing our website in other languages and easier read formats

Did you know that our website has a tool called Speak or Recite Me? You'll find it at

the top left of the website pages. The tool can read out pages, translate pages into different languages, overlay a ruler or apply a different colour to make it easier to read.

Your Voice magazine in large print

If you'd prefer to receive Your Voice magazine in large print please just let us know by calling the Contact Centre on 0300 330 7003

Accessing translation services

We can also provide translation or dictation services in different languages when you interact with us. Please just call the Contact Centre on 0300 330 7003 if you'd like us to arrange this for you or a family member.

