



LIVE PROUD

Empowering communities
to live well

April 2025

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1. Overarching aim


‘We will work closely with customers, communities and partners to shape places that people are proud of.’



Live Greatwell+ corporate plan 2025-28, page 8

We believe that everyone should have a place they're proud to call home. This means we go beyond just building homes ensuring that local communities have the education, skills and other services they need to thrive. Working with customers and other local partners we're able to provide this combination of housing and other

services to help people live well. We have a clear approach to placeshaping, which measures and benchmarks the social value we generate. We are active members of **PlaceShapers**, a national network of housing organisations that share our commitment to community wellbeing.



Live proud depends on strong engagement and working relationships. We listen to customers and partners and take notice of what they say and feel. For example, to respond to people telling us that feeling safe in their community is a top priority, we'll continue working with the police and other agencies to tackle anti-social behaviour and improve security.

2. Objectives and key results



Objective	Key result
<p>Make a positive contribution to neighbourhoods in which we work</p>	<p>80% of customers satisfied with our approach to handling anti-social behaviour</p> <p>80% of customers satisfied that we make a positive contribution to neighbourhoods</p> <p>80% of customers satisfied that we keep communal areas clean and well maintained</p>
<p>Deliver greater value for customers and communities by being a trusted partner of choice</p>	<p>Deliver £1.8million of social value in partnership with organisations working in local communities, benchmarked to demonstrate how this provides value for money</p> <p>Achieve a combined 8.95/10 rating from six key stakeholder questions in our 2026/27 stakeholder survey</p> <p>95% of involved customers feel valued for their work</p>
<p>Develop new homes to meet our mission and vision</p>	<p>Complete the Dappletree Court development of 57 new homes and use this scheme to release 15 underoccupied homes</p> <p>Utilise land-banked sites to ensure they will deliver a minimum of 30 new homes</p> <p>Include at least one initiative or project based on local community needs / wants in the development of land-banked sites</p>

3. Live proud in action

What we have done

A fresh approach to anti-social behaviour (ASB)

In Live Greatwell, we set out to improve people's perceptions of safety and pride among local communities. To do this, we made some important changes to improve customers' satisfaction with how we respond to incidents of anti-social behaviour.

Working with the Customer Assembly, we first switched to opening cases using a triage process. This meant we could prioritise our responses more objectively and in line with the severity of the complaint. We also changed our approach to case closure, adding in a step to check customers



were fully satisfied at the end of the process. This has enabled us to pick up any unresolved issues before the case is closed.

The changes had an immediate effect, with customer satisfaction increasing to 100% in the first quarter of 2024/25, compared to 70% the year before.



“ASB can have a damaging effect on our customers’ lives. It’s important that Greatwell Homes ensures that customers are listened to, kept informed and get their problems resolved as soon as possible.

“The Customer Assembly will continue to monitor the performance of ASB to make sure this is happening.

“It has been proven time after time that collaboration between Greatwell Homes and customers helps to improve customers’ lives and communities.”

Peter Allington, Chair of Customer Assembly

What we intend to do

Repurposing underused garage sites

Blocks of garages – often some distance away from the homes they were built to serve – are a relic of the past. Today, the garages are often too small for modern vehicles, and these sites are vulnerable to break-ins and vandalism. Left as they are garage sites can become a problem and an eyesore in neighbourhoods rather than an asset.

Working with residents, we've begun a programme to identify the best use and future options for 34 sites, across the neighbourhoods we manage. This land will be used for additional parking.

“On some of our busiest estates, suitable parking has been an issue in the past. This project has taken derelict and unused garages and turned them into extra parking spaces which has been very much welcomed by customers and local residents in the area.”

Jason Farr, Project Officer, Greatwell Homes



Before



After



To find out more about our
Live proud strategy
and how you can support it,
please get in touch:



greatwellhomes.org.uk



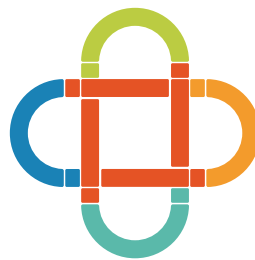
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