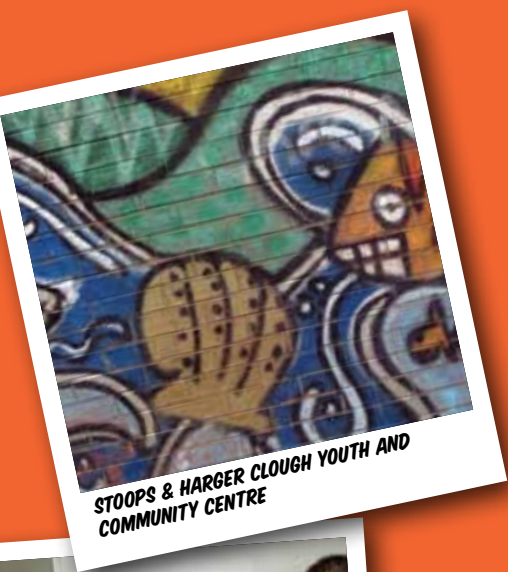


# calico



## ANNUAL REPORT 2010-11 AND CUSTOMER CALENDAR





# WELCOME

ANNUAL REPORT 2010-2011 AND CUSTOMER CALENDAR

Image: Casterton/Lanehead/Kibble Bank



## ***CALICO'S AIM IS TO "PROVIDE QUALITY SERVICES THAT MAKE A DIFFERENCE TO PEOPLE'S LIVES." BUT HOW MUCH OF A DIFFERENCE DO THEY MAKE?***

This calendar is the first of our Customer Annual Reports to you. Here you can read about the services Calico provides and whether they are living up to their promises.

So that it's even more useful, and you can take your time reading it, we've decided to make it a calendar for you to hang on your wall.

We are proud to say this report has been compiled by customers for customers. Our customer group, with members of all ages, (including members of RAISE and a tenant Board Member) has agreed:

- the content,
- the format,
- the pictures,
- and the level of detail that Calico should include\*.

If you want to know more about anything in this report our contact details are on each page and there is also a reply slip enclosed for you to return.

***WE HOPE YOU LIKE IT.***



REALISTIC ACTION TO IMPROVE  
STANDARDS AND EXCELLENCE

Calico has endeavored to include as many dates of TRA meetings as possible. These could be subject to change and you are best advised to contact Calico or the TRA at the time of any meeting to double check that the meeting is going ahead.



ABOUT THIS ANNUAL REPORT

From 2010, housing providers need to meet National Standards, set by the Tenant Services Authority and set out local offers to residents covering the areas below. These standards are designed to help improve services for people who live in social housing.

Calico's local offers	
October	Home –Repairs and maintenance <b>QUALITY AND CHOICE</b>
November	Home – Quality of accommodation <b>WARMTH AND SECURITY</b>
January	Tenancy – Rents <b>MONEY WORRIES AND A WAY OUT</b>
February	Involvement and empowerment <b>CONFIDENCE AND SKILLS</b>
March	Involvement and empowerment – Customer service, choice and complaints <b>TALKING AND LISTENING</b>
April	Tenancy – Allocations and tenure <b>MOVING IN AND MOVING ON</b>
May	Neighbourhood and community – Neighbourhood management <b>CLEAN AND SAFE</b>
June	Neighbourhood and community –Local area co-operation and ASB <b>PRIDE AND RESPECT</b>

Find out more at [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)

FACT FILE

Calico Homes and Calico Enterprise are companies based in Burnley, which operate across Pennine Lancashire, Cumbria and Bury to provide affordable housing, training schemes and support. Calico Homes is a housing association. Calico Enterprise is the registered charity arm of Calico Homes.

Calico Homes is run by a Board of twelve, including tenants, local authority nominees, and volunteers. Calico Enterprise is run by a Board of seven volunteers.

Calico has approximately 4,400 homes, mostly in the Burnley and Padiham areas. Roughly one third of these are sheltered accommodation – homes specifically for older people. Burnley has some of the most deprived neighbourhoods in the country, with high rates of unemployment and low rates of income. One in ten Burnley residents is from a non-white ethnic background.

Calico is proud of its work in Burnley and across Lancashire. They are committed to providing quality services and to making a difference.

\* Unless stated otherwise, performance information given is taken from Calico's end of year Performance report (April 2009 to March 2010), and rounded to the next whole number for consistency. Costs of service given exclude shared overheads. More detailed performance statistics are available at [www.calico.org.uk/performance](http://www.calico.org.uk/performance).

Image: Turf Moor





## QUALITY AND CHOICE

Providing cost effective repairs and maintenance to Calico homes, offering choice, high quality and reassurance.



### Achievements

Between 2009-10, Calico completed more than 18,000 repairs to its homes.

When surveyed, 95.48% of customers said they were satisfied with the work done.

2009-10 service standards	Actual performance
emergency repairs completed in 24 hours	99%
urgent repairs completed in 5 days	99%
routine repairs completed in 21 days	100%
appointments kept	94%

Listening to feedback and looking to improve this service, Calico's top three areas to focus on are:

1. missed/delayed appointments
2. issues relating to damp or condensation
3. follow on work

The Calico Choice project (funded by the Tenant Services Authority), consulted more than 650 customers who said the following should be repairs priorities:

- turning up when they say they will
- being clear about the type of repair to be completed and the number of visits it should take
- Calico has called this "completing the job as promised".

**CALICO CAN CHALLENGE ITSELF TO IMPROVE THE REPAIRS SERVICE FURTHER – WITH NEW TARGETS FOR THE COMPLETION OF REPAIRS, AND A WIDER RANGE OF APPOINTMENTS OFFERED TO CUSTOMERS (INCLUDING EVENINGS.)**

### Taking action

Calico has proposed new service standards, including the following, as its local offers to customers and will consult further about each one before April 2011:

- a measure of "Jobs Done as Promised" to ensure customers are satisfied with the service they receive and the number of visits needed
- a 6-month warranty on repairs to provide reassurance of quality
- an annual repairs statement so customers can see what works have been done in total and hold Calico to account
- appointments extended to 6.00 pm (Monday to Friday).





## What others have said

- Calico were the first in the country to receive the Housing Quality Network's "DLO Accredited" for their maintenance service; recognising high standards in health and safety, and staff training schemes, July 2010
- "strengths outweigh weaknesses in most areas" and prospects for improvement are "excellent" - Audit Commission inspection March 2009.

## Services for all

- increased appointment slots offer greater choice to suit different people's needs
- customer profiling means Calico know how best to get in touch and any special requirements you may have when completing repairs
- calling cards are in large print and on yellow card for ease of reading.

## Value for money

- In 2009/10 Calico completed an average of 4 repairs per property. This is above average in comparison to other housing providers and Calico is looking at ways to improve its efficiency
- planned works are done by neighbourhood to increase efficiency
- £150000 savings from budget have been reallocated and spent on items such as roof repairs and damp treatment
- more flexible working hours and appointment reminders, result in less time wasted and more jobs done right first time
- the average spend on delivering repairs is £11.70 per household per week.

## CALLING IN THE SPECIALISTS

*HAVE YOU GOT THE RIGHT TOOLS FOR THE JOB? CALICO WANTS ANY CUSTOMERS WHO'D LIKE TO BE INVOLVED IN REPAIRS TO JOIN THEIR REPAIRS STEERING GROUP, OR BECOME TENANT INSPECTORS.*

*CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED) TO GET ON BOARD.*

## OCTOBER 2010

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 Calico Future Jobs Fund launched in 2009; Residents of Stoops Estate Meeting, 13:30	2	3
4 Calico Interiors launched in Preston this week in 2009; Thursby Gardens Community Action Group Meeting, 19:00	5 <b>TURNING DOWN YOUR THERMOSTAT BY 1 DEGREE COULD CUT YOUR BILLS BY 10% A YEAR!</b>	6	7 Central Briercliffe Road Action Group Meeting, 19:00	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28 Palace House & Woodbine TRA Meeting, 13:00	29	30	31 Halloween; BST ends

Calico Homes Limited.

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repairs choice from **calico** homes

## WARMTH AND SECURITY

Ensuring homes meet the government's Decent Homes Standards by 31st December 2010 and maintaining high levels of housing quality and efficiency.



### Achievements

Calico has spent £2 million on home improvements during 2009-10, and brought every home (except those that where customers asked to be excluded) up the Decent Homes Standard:

- customer satisfaction with planned improvement works - 96%
- customer satisfaction with aids and adaptations - 97%
- customer satisfaction with gas servicing works and repairs - 98%
- homes with a valid gas safety certificate - 99% (reaching 100% in September 2010).

Listening to feedback and looking to improve this service, Calico's top three areas to focus on are:

1. gas works
2. contractors
3. appointments

At Calico's 2010 neighbourhood parties, 1700 customers were surveyed. They said Calico should continue to:

- invest more in its homes to maintain a level that exceeds the Decent Homes Standard (90%)
- provide an in-house aids and adaptations service (92%)

- employ its own occupational therapist (88%)
- 98% of customers also said they are happy with Calico's timescales for completing their gas repairs.

### Taking action

Calico's £10 million project with British Gas is set to bring about fuel efficiency and insulation improvements to 1000 homes across South West Burnley, saving families hundreds of pounds in fuel costs.

Proposed new service standards, to be consulted on before April 2011, also include:

- achieving a minimum of 95% customer satisfaction across all areas of investment work
- maintaining homes to the "Decent Homes Plus" Standard
- providing an annual budget to complete aids and adaptations to customers' homes
- the completion of adaptations to homes as part of planned improvement programmes, where appropriate
- to complete gas-related repairs within the following timescales:  
Emergencies - 24 hours; Urgent repairs - 3 working days; Routine repairs - 15 working days.



## What others have said

- gas servicing “strengths considerably outweigh weaknesses” and prospects for improvement are “excellent” - *the Audit Commission, February 2010.*

## Services for all

- extended hours for gas servicing – up to 6pm - improving customer choice
- elderly and vulnerable customers who completed a Customer Census have been provided with large button Carbon Monoxide detectors where required
- level access showers are being installed in ground floor older people’s accommodation and lever taps fitted as standard.

## Value for money

- buying services together with other landlords and getting competitive quotes always secure Calico the best value for money on investment works
- gas servicing checks are now completed on an area-by-area basis to reduce costs and increase accessibility
- these savings are being used to fund extra works such as guttering, and roofing improvements
- waiting times for adaptations for disabled people are reduced by employing an occupational therapist
- the average spend on delivering investment programmes, gas servicing and adaptations is £20.87 per household per week.

## GOT ANY HOT TIPS?

**CALICO WANTS ANY CUSTOMERS WHO'D LIKE TO BE INVOLVED IN GAS OR INVESTMENT PROGRAMMES TO JOIN THEIR NEW INVESTMENT AND GAS STEERING GROUPS, OR BECOME ENERGY CHAMPIONS. WARMING UP TO THE IDEA? CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED).**

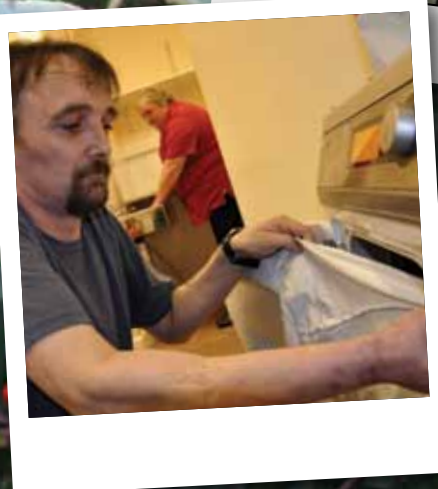
## NOVEMBER 2010

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Thursby Gardens Community Action Group Meeting, 19:00	2	3	4 Central Briercliffe Road Action Group Meeting, 19:00	5 Guy Fawkes Day; Diwali; Residents of Stoops Estate Meeting, 13:30	6	7
8	9	10	11 Armistice Day	12	13	14 Remembrance Sunday
15	16	17 Eid-UI-Adha	18	19	20	21 <b>MAKE YOUR MONEY GO FURTHER - DON'T SHOP WHEN YOU ARE HUNGRY</b>
22	23	24	25 Palace House & Woodbine TRA Meeting, 13:00	26	27	28
29	30 St Andrew's Day					



# REBUILDING AND SUCCEEDING

Accommodation for the homeless, supporting them to find new homes, engage with the community and live independently.



## Achievements

The Elizabeth Street Project provides accommodation for homeless people in an environment of trust and community spirit. Working closely with Burnley Borough Council and other local authorities, Calico develops support plans for residents which give structure to the rebuilding of their lives. When surveyed, residents say:

- they are satisfied with the service that Elizabeth Street provides (95%).

2009-10 service standards	Actual performance
residents to have support plans in place within three days of moving in	(93%)

Customer input into how the service should be run is invaluable. Monthly meetings between staff and residents allow policies and procedures to be reviewed and activities to be arranged such as:

- cooking classes
- basic First Aid
- sexual health awareness
- Princes Trust activities (e.g. football coaching at Burnley Football Club, and go-cart building)
- business admin training at Blackburn College
- level 1 numeracy and literacy course (delivered in-house).

## Taking action

Calico is looking to continue improving and expanding the services at Elizabeth Street by:

- widening the range of accommodation to include supported living
- improving access to housing for the homeless, working alongside Calico Homes
- working closer with existing partners to widen referral opportunities
- expanding our approach to partnership working to improve people's life skills and increase their opportunities to live independently.



## What others have said

- the Lancashire Supporting People team assessed this service as a "level C" against their quality assessment framework, November 2009. Further self-assessments and improvement plans show that this will have improved to a "level B" by September 2010.

## Services for all

- the project treats everyone as individuals, and looks at the whole spectrum of support needs. Residents' action plans are drawn up with partner agencies to ensure all their needs are met
- where needs are identified which are too specialist in nature for project staff to work on the staff will bring in community agencies to provide more appropriate services.

## Value for money

- revised staff rotas offer more choices for residents to work with staff
- training is delivered in-house where possible to provide value for money
- by helping people achieve independence, Calico not only helps those individuals but saves money for other service providers.



## DECEMBER 2010

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2 Hanukkah; Central Briercliffe Road Action Group Meeting, 19:00	3 Residents of Stoops Estate Meeting, 13:30	4	5
6 Thursby Gardens Community Action Group Meeting, 19:00	7 Al-Hijira (Islamic New Year)	8	9 <b>MAXIMISE YOUR INCOME - RING MARK ALLEN, CALICO'S INCOME ADVISOR ON 0800 169 24 07</b>	10	11	12
13	14	15	16 Ashura	17	18	19
20 Rent Free Week commences	21	22	23	24 Christmas Eve	25 Christmas Day; Calico closes	26 Boxing Day
27 Rent Free Week commences	28	29	30 Palace House & Woodbine TRA Meeting, 13:00	31 New Year's Eve		



## MONEY WORRIES AND A WAY OUT

Providing clear information to tenants about rent and service charges, how these are set and providing support where customers are in arrears, financially excluded or could be at risk of losing their homes.



### Achievements

Calico is tackling financial exclusion for the local community and pioneering work to prevent problems caused by:

- changes to the benefit system that might affect your income
- loan sharks targeting the poorest neighbourhoods
- limited access to services such as bank accounts or affordable insurance.

There were fewer evictions for rent arrears in 2009-10 than ever before, and high levels of rent collection:

- 100% of rent available was collected for 2009-10

At Calico's neighbourhood parties, 1700 customers were surveyed. They said:

- they were happy with quarterly rent statements (92%)
- nearly half would like help and advice when claiming benefits and a breakdown of rent and service charges every year.

**DID YOU KNOW? CALICO'S INCOME MANAGEMENT TEAM NOW HELPS GAIN ACCESS TO HOMES WHERE GAS SAFETY CHECKS NEED TO BE CARRIED OUT BY LAW. AS A RESULT, NO CUSTOMERS HAVE FACED LEGAL PROCEEDINGS THIS YEAR AND AT PRESENT 100% OF CALICO'S HOMES HAVE VALID GAS SAFETY CERTIFICATES.**

### Taking action

Calico is looking to improve levels of customer involvement in this service. In the future, customers will be able to join in regular discussions on specific rent topics. Proposed new service standards, to be consulted on before April 2011, include:

- an appointment within the first week of every new tenancy to provide advice and explain how rent payments work
- available payment methods: Allpay card; Direct Debit; Standing Order; Cheque; Debit card (over the phone or online 24 hours a day)
- contact within 7-14 days when your account falls into arrears, providing advice and discussing options for managing the account
- a rent statement posted to you every 3 months, with additional statements provided free on request and alternate formats available within 2 working days
- an annual breakdown of service charges
- four weeks notice of any rent or service charge changes.



## What others have said

- in September 2009 a Housing Quality Network assessment awarded this service 2 and a half stars, and "excellent prospects for improvement".

## Services for all

- longer contact hours (up to 7pm) for help with money and rent arrears advice allows Calico to help more customers
- Calico's money matters self-help pack is available in a variety of formats. This allows customers to manage their money themselves.

## Value for money

- Calico's Income Recovery team now collect all company debts, providing a value for money service for the business
- regular features in Calico's Bolt magazine gives customers regular updates on important money advice
- rent statements, designed with customers, have reduced the number of easily-solved rent enquiries
- working in areas with other neighbourhood staff increases access to the service and reduces travel costs
- the average cost of delivering the income management service is £1.04 per household per week (this remains unchanged from last year).

## PENNY FOR YOUR THOUGHTS

**ARE YOU ON THE MONEY? IF YOU'D LIKE TO BE INVOLVED IN SHAPING THE WAY CALICO DEALS WITH RENT OR ARREARS COLLECTION, AND FEEL YOU CAN HIT THE JACKPOT, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED)**

## JANUARY 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1 New Year's Day	2 <i>IT'S NOT A BARGAIN IF YOU DON'T NEED IT!</i>
3 Thursby Gardens Community Action Group Meeting, 19:00	4 Calico re-opens	5	6 Central Briercliffe Road Action Group Meeting, 19:00	7 Residents of Stoops Estate Meeting, 13:30	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Burns Night	26	27 Holocaust Memorial Day; Palace House & Woodbine TRA Meeting, 13:00	28	29	30
31						

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rent from **calico** homes





## CONFIDENCE AND SKILLS

Offering a wide range of opportunities for all tenants to be involved in the management of Calico services, and scrutinising performance. Providing information and support to tenants so they can be more effectively involved.

### Achievements

The Calico Academy - has provided training for 20 customers since 2009, developing their confidence and skills so they are more able to hold Calico to account.

RAISE – is a new independent customer group inspecting services and reporting directly to Calico's Board.

Other involvement activities: the Calico choice repairs project, local community groups; focus groups; service reviews; estate inspections and more. When surveyed, customers say:

- they are satisfied with involvement opportunities (95%)
- and that Calico takes their views into account (92%).

Calico's 2010 "World Cup" themed event identified the following customer priorities:

- 65% said they would get involved because of the difference they believe they can make
- 64% said developing their knowledge and skills was the best way to help them get involved

At Calico's 2010 neighbourhood parties, 1700 customers were surveyed. They said:

- 86% of customers prefer to receive regular performance information and then contact Calico when they wish to be involved.

### Taking action

Proposed new service standards, to be consulted on before April 2011, include:

- developing and supporting the independent RAISE panel to carry out three service reviews per year, and acting upon their findings
- developing and supporting involvement activities for services where you express an interest
- providing clear information about: activities you are involved in; what Calico is aiming to achieve; and how your feedback is used
- support to become involved, including: assistance with transport or care/childcare costs; ensuring activities are accessible; use of interpreters or translations, hearing loops where required; and information always presented in plain English, or other languages when requested
- access to training opportunities to help you become fully involved.



## What others have said

- the Calico Academy is recognised as an excellent customer training programme - the Homes and Communities Agency's "Place-making" scheme
- Calico is in the top 25% of organisations who compare customer satisfaction with involvement.

## Services for all

- customer profiling enables under-represented groups to have their voices heard
- focus groups with homeless people, and sheltered housing residents help improve support services and ensure vulnerable people have a voice.

## Value for money

- the value for money of involvement activities is reviewed annually.

Calico's Community Impact Report is available from [www.calico.org.uk/impact](http://www.calico.org.uk/impact) or by calling 0800 169 2407

- community groups are able to work within a funding level that best suits them, improving their effectiveness and efficiency
- the Calico Academy provides cost-effective training for new tenant Board Members
- the average cost of delivering community involvement team activities is 88 pence per household per week (this remains unchanged from last year).

## UP TO THE CHALLENGE?

**REALISE YOUR POTENTIAL, AND MAKE A DIFFERENCE - CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK](http://WWW.CALICO.ORG.UK) TO ENROL ON THE ACADEMY OR SEE WHICH ACTIVITIES INTEREST YOU THE MOST.**

## FEBRUARY 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3 Chinese New Year; Central Briercliffe Road Action Group Meeting, 19:00	4 Residents of Stoops Estate Meeting, 13:30	5	6
7 Thursby Gardens Community Action Group Meeting, 19:00	8	9	10	11	12	13
14 St Valentine's Day	15	16 <i>DID YOU KNOW YOU CAN GET PAID TO FILL IN QUESTIONNAIRES ON SURVEY SITES ON-LINE?</i>	17	18	19	20 Eid Milad un Nabi
21	22	23	24 Palace House & Woodbine TRA Meeting, 13:00	25	26	27
28						



# TALKING AND LISTENING

Providing services that are appropriate to the diverse needs of tenants. Treating all customers with fairness, respect and understanding. Dealing with complaints promptly, politely and fairly, and with a straightforward approach.



## Achievements

To help everyone, Calico provides customer service by telephone, e-mail, fax and in person.

2009-10 service standards	Actual performance
helpful and courteous service at all times	customers say they are 95% satisfied with the service Calico provides
no-one will be treated less favourably	customers from minority ethnic backgrounds were no less satisfied (96%)
answer the telephone within six rings and ask if there "is anything else I can help you with"	call centre performance - an average waiting time of 26 seconds and service level of 85%
acknowledge letters or e-mails within 3 days and respond to them within 10 days	Calico acknowledges all contacts within 3 days and responds to 90% within 10 days

At Calico's 2010 "World Cup" themed event customers said they:

- will wait up to 10 minutes when visiting Calico (73%)
- will wait up to 30 seconds for an answer when calling Calico (65%)
- prefer to read performance updates in Calico's Bolt magazine (77%).

At Calico's 2010 neighbourhood parties, 1700 customers were surveyed. They said:

- customers who can't call freephone numbers for free from their mobiles would like a local call alternative (73%).



## Taking action

Proposed new service standards, to be consulted on before April 2011, include:

- office opening hours of 9am to 5pm Monday to Friday, with a 24-hour emergency freephone number
- answering calls within 30 seconds (previously six rings)
- providing a customer service that is always friendly, polite and accessible
- ensuring staff visit you on time (or contact you when they are running late)
- ensuring staff listen to you and confirm what they will do
- promoting 01282 686 300 as a number for customers whose mobiles can't call Calico's freephone line
- maintaining service standards for acknowledging and responding to letters and e-mails.

## Services for all

- Calico regularly updates customer information to help tailor services. 75% of households have completed an up-to-date profile, which can also be used to identify neighbourhood priorities
- Calico offers publications in Large Print, audio, Braille, and alternate languages as standard
- customers preferred contact methods and alternate language/format requirements are then used to ensure they receive information in the right format
- home visits are made to customers wherever possible to provide a better service face-to-face
- calling cards are available in large print and on yellow paper to help people with eyesight difficulties
- same sex and private interview facilities can be available, as are translation services and hearing loops
- Calico provides an out-of-hours emergency service.

## Value for money

- the average cost of delivering frontline customer service is £1.12 per household per week (efficiencies have reduced this from £1.68 last year).

## What Others Have Said

- For access, diversity and customer care the Audit Commission (March 2009) said that "strengths outweigh weaknesses" with "excellent" prospects for improvement.

### CALICO'S CHIEF EXEC

**TO JOIN ANY OF THE CUSTOMER GROUPS WHO ARE INVOLVED WITH COMMUNICATIONS, DISABILITY OR OLDER PEOPLE'S ISSUES, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED). ALTERNATIVELY, GIVE THEM A CALL TO GIVE YOUR FEEDBACK WHENEVER YOU LIKE. REMEMBER, CUSTOMER SUGGESTIONS ADDRESSED TO "MAIL MIKE" MAY EVEN WIN AN AWARD FROM CALICO CHIEF EXEC MICHAEL BIRKETT**

## MARCH 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1 St David's Day	2	3 Mahashivratri; Central Briercliffe Road Action Group Meeting, 19:00	4 Residents of Stoops Estate Meeting, 13:30	5	6
7 Thursby Gardens Community Action Group Meeting, 19:00	8 <b>Happy Birthday Calico!</b> Shrove Tuesday (Pancake Day)	9 Ash Wednesday	10	11	12	13
14	15	16	17 St Patrick's Day	18	19 Holi	20 Purim
21	22	23	24	25	26	27 BST starts
28	29 <b>WHEN YOU'RE SHOPPING, EYE-LEVEL PRODUCTS ARE THE PROFITABLE ONES FOR THE SHOP - LOOK HIGH AND LOW!</b>	30	31 Palace House & Woodbine TRA Meeting, 13:00			

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communities and **calico** homes



## MOVING IN AND MOVING ON

Providing homes that meet the needs and aspirations of current and potential tenants, in a fair, transparent and efficient way. Making best use of available housing, and contributing to the sustainability of the community.



### Achievements

**EMPTY HOMES LOSE MONEY, AND CAN BECOME A PROBLEM FOR THE COMMUNITY. MAKING SURE HOMES ARE RE-LET QUICKLY AND CUSTOMERS CAN EASILY APPLY FOR HOUSING IS SOMETHING CALICO IS CONSTANTLY FOCUSING ON.**

Total homes vacant - 46 out of 4,400 (1%) at March 2010.

Rent lost due to homes being unoccupied - £1.73 out of every potential £100 (down from £2.64 in 2009).

At Calico's 2010 neighbourhood parties, 1700 customers were surveyed. They said:

- 87% want Calico to keep in regular contact when they are on a waiting list
- 32% would like help filling in the application form.

**Feedback has also indicated areas where Calico can improve, such as:**

- making sure homes are clean when customers move in
- investigating why people leave
- improving repair timescales to help new customers move in more quickly.

### Taking action

To improve access to housing, Calico has joined a scheme called "B-with-us", giving greater choice from a range of properties across the region. In addition to this, proposed new service standards, to be consulted on before April 2011, include:

- applications and bids for housing can be made in the office, over the telephone, online or through another person on your behalf
- clear information on the lettings process available in different formats within 5 days of request
- information on likely waiting times for properties in each neighbourhood
- an update every six months for applicants who are waiting for housing
- when you have been shortlisted for a property you will be contacted by telephone within 5 days
- properties will all meet Calico's agreed standard prior to moving in
- your neighbourhood officer will visit you in your home within six weeks of moving in to complete a "Welcome to your home" visit
- introduction of more "local lettings plans".



## What others have said

- Calico's Hirst Gardens bungalows have been awarded the Building for Life Silver Standard, a top housing design award
- strengths outweigh weaknesses in voids & lettings with excellent prospects for improvement" - Audit Commission (March 2009).

## Services for all

- support assessments when applying for properties allow Calico to make sure you have the right level of help for your needs when you move in.

## Value for money

- with 62 fewer empty homes since 2009, on average Calico has saved up to £10,750 per month in lost rent
- savings from fewer customers leaving has helped to pay for 11 empty homes to be renovated and brought back into use – providing further income and improving those neighbourhoods
- by completing viewings at the same time as inspections and transfer visits at the same time as sheltered assessments, staff are able to cut down on time spent and travel costs
- Calico's development partnership with Great Places and membership of a procurement club brings down the cost of building and refurbishing homes .

## OPEN NEW DOORS

**THERE ARE PLENTY OF WAYS YOU CAN BE INVOLVED IF YOU'RE A NEW CUSTOMER. TO FIND OUT MORE, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED).**

## APRIL 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 April Fool's Day; Building Foundations launched in Lancashire 2008; Residents of Stoops Estate Meeting, 13:30	2	3 Mother's Day
4 Rent Free Week commences; Thursby Gardens Community Action Group Meeting, 19:00	5	6 <i>TASTE WITH YOUR MOUTH, NOT WITH YOUR EYES - EXPENSIVE DOESN'T MEAN BETTER!</i>	7 Central Briercliffe Road Action Group Meeting, 19:00	8	9	10
11	12	13 Vaisakhi	14	15	16	17 Palm Sunday
18	19 Passover begins	20	21 Maundy Thursday	22 Good Friday	23 St George's Day	24 Easter Sunday
25 Easter Monday (Bank Holiday)	26 Final day of Passover	27	28 Palace House & Woodbine TRA Meeting, 13:00	29	30	

Calico Homes Limited.

Centenary Court, Croft Street, Burnley, Lancashire, BB11 2ED

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communities and **calico** homes



# CLEAN AND SAFE

Making sure neighbourhoods and communal areas are always clean, safe & vibrant places where people are proud to live.



## Achievements

2009-10 service standards	Actual performance
estate caretaking jobs completed in 28 days	100%
monthly estate inspections completed by Calico Neighbourhood Action Teams	97%

Listening to feedback and looking to improve this service, Calico’s top three areas to focus on are:

1. grounds maintenance
2. gardens/grass cutting
3. quality of caretaking

At Calico’s 2010 neighbourhood parties, 1700 customers were surveyed. They said they:

- expect their neighbourhoods to be inspected monthly, and want to know what happens as a result (70%)

- would like to see Calico staff in their neighbourhood at least once a week (62%)
- expect action to be taken against those causing damage or creating a mess (70%).

Having listened to satisfaction surveys, caretakers are spending more time than ever in each neighbourhood:

- targeting grot spots
- speaking to residents
- giving free advice on garden maintenance
- removing graffiti.

## Taking action

Customers have been involved in writing Calico’s new “Successful Neighbourhoods Strategy”, setting out a local approach to neighbourhood management and explaining what residents can expect. Proposed new service standards (and related service charges) to be consulted on before April 2011, include:

- monthly neighbourhood inspections, with dates advertised beforehand and an invitation to tenants to take part
- top three priorities for each area agreed with customers and reviewed every two years
- being made aware of: who your neighbourhood officers are, how they can be contacted, and any changes that occur
- weekly caretaker visits to your neighbourhood to remove litter, lasting a minimum of one hour
- removing fly-tipped rubbish within 3 working days of being reported
- removing racist or offensive graffiti within one working day of being reported
- cutting communal grassed areas every three weeks between March and October (weather permitting)
- assessing all trees on communal ground every three years, and completing any work identified within 21 days.



## What others have said

- Calico has compared the service on Housemark to evaluate the Value for money of the service. This is currently showing that the service costs more than the average, so they are reviewing how this can be reduced and comparing what is provided within that cost.

## Services for all

- neighbourhood parties were held in each area to improve accessibility for all. Transport was arranged for those with mobility issues and neighbourhood officers also visited other residents at home.

## Value for money

- Calico has obtained extra funding to help with community signage, notice boards and activities
- caretakers now work in teams to better tackle grot-spots, reduce fuel costs, and share local knowledge
- the average spend on grounds maintenance is under £3 per household per week (where customers are charged for the service). The average service charge is just 75 pence. Customers have indicated that they prefer to keep the service charge costs at current levels. Calico's challenge is to maintain high standards of service within these limits.

## NEIGHBOURHOOD ACTION

NEIGHBOURHOOD ACTION TEAMS HELP MONITOR LOCAL AREAS AND DELIVER PROJECTS FOR THE COMMUNITY. TO TAKE PART, OR HELP MONITOR THAT ESTATES MEET STANDARDS, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED).

## MAY 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 May Day (Bank Holiday); Thursby Gardens Community Action Group Meeting, 19:00	3	4	5 Central Briercliffe Road Action Group Meeting, 19:00	6 Residents of Stoops Estate Meeting, 13:30	7	8
9	10	11	12	13	14	15
16	17 Wesak	18 Elizabeth Street Project opened this day in 2004	19	20	21	22
23	24 <b>LOOK FOR 2 FOR 1 DEALS IN RESTAURANTS VOUCHERS ON-LINE!</b>	25	26 Palace House & Woodbine TRA Meeting, 13:00	27	28	29
30 Spring Bank Holiday	31					

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communities and **calico** homes



# PRIDE AND RESPECT

Promoting social, environmental and economic wellbeing in partnership with other agencies, and tackling Anti-Social Behaviour.



## Achievements

2009-10 service standards	Actual performance
respond to Category A (the most serious) ASB complaints within 24 hours	98% were contacted within the timescales promised
respond to customers who make a race/hate-crime complaint within 24 hours	90% stated they were satisfied with the way their complaint was handled 84% said they were satisfied with the outcome of the complaint
interview customers who make any other ASB complaint within 5 days	
keep customers advised, at least once every fortnight, during the investigation of a complaint	

Listening to feedback and looking to improve this service, Calico's top three areas to focus on are:

1. communication
2. misuse of communal areas
3. handling of ASB complaints

**BY LISTENING TO WHAT IS ACTUALLY HAPPENING, AND THEN DEALING WITH THE ISSUES, CALICO HOPES TO MAKE NEIGHBOURHOODS PLACES WHERE PEOPLE FEEL SAFE AND SECURE.**

## Taking action

Calico has proposed new service standards, including the following, as its local offers to customers and will consult further about each one, and how they can be applied to individual neighbourhoods, before April 2011:

- ASB complaints will be listened to, and treated seriously. Calico will clearly explain what actions it can take and what you can do to help resolve the situation
- Calico will ensure complaints remain confidential, but in cases where your complaint needs to be disclosed, you will be asked for permission to do so beforehand
- while your case is open, Calico will contact you at least fortnightly to check how you are doing
- where it is needed, Calico will provide sound equipment or CCTV to record ASB.



## Working with...

- Police and local Councils - promoting community safety and tackling neighbourhood nuisance
- Fire and Rescue - promoting fire safety and free Home Fire Safety Checks
- Burnley Football Club - keeping young and old, healthy and active
- community groups –improving the environment and community spirit
- SPACE Bus – funding activities and counselling for young people.

## Services for all

- a “neighbourhood” approach keeps staff out and about to better engage residents
- neighbourhood officers carry out regular customer record checks to keep information up-to-date and help tailor services

- working closely with other services, such as Floating Support, and the Family Intervention Project, helps identify and meet support needs.

## Value for money

- £40,000 of funding, secured from the Government helps provide intervention work for families who are at risk
- by identifying customer support needs and bringing those services in, Calico reduces the likelihood of customers becoming unhappy or looking to move home
- Calico regularly works with partners to keep staff training costs down
- the average cost of delivering the neighbourhood management service is £1.25 per household per week (efficiencies have reduced this from £2 last year).

## COMMUNITY SPIRITED?

PLAY A PART IN YOUR NEIGHBOURHOOD.

CALL 0800 169 2407 OR LOG ONTO

WWW.CALICO.ORG.UK/GETINVOLVED TO FIND OUT ABOUT LOCAL GROUPS AND CALICO'S NEIGHBOURHOODS STEERING GROUP.

## JUNE 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1  <i>CHECK OUT YOUR HB ENTITLEMENT - USE AN ON LINE BENEFIT CALCULATOR</i>	2  Central Briercliffe Road Action Group Meeting, 19:00	3  Constructing the Future Project launched in 2010; Residents of Stoops Estate Meeting, 13:30	4	5
6  Thursby Gardens Community Action Group Meeting, 19:00	7	8  Shavuot	9	10	11	12  Pentecost
13	14	15  Building Foundations launched in Cumbria 2008	16	17	18	19  Father's Day
20	21	22	23	24	25	26
27	28	29	30  Palace House & Woodbine TRA Meeting, 13:00			



# INDEPENDENCE AND SUPPORT

Providing housing and related services to help older people and those with vulnerabilities to live independently and be active members of their communities.



## Achievements

Calico’s Home Support is funded through Lancashire County Council’s Supporting People programme and provides housing support to help older and vulnerable people.

### Getting customers involved:

- the Senior Forum was re-launched in February 2010
- coffee mornings where service improvements can be discussed
- activities at schemes: aerobics with Burnley Football Club, painting, dancing, quiz nights, bingo and more.

### Actions from activities are recorded on the “you said, we did” log. Improvements include:

- clarifying the Home Support service and how it is monitored

- establishing a new safeguarding policy to protect the most vulnerable residents
- installing blinds in communal areas of sheltered schemes
- meeting with the Fire and Rescue Service to raise safety awareness.

2009-10 service standards	Actual performance
Home Support customers to have support plans in place within one week of moving in	86%
Extra Care customers to have support plans in place within one week of moving in	100%
alarm calls answered within 90 seconds	98% were answered in 60 seconds or less

## Taking action

Calico is looking to continue improving and expanding the range of services to older customers through:

- a review of the services by SITRA (an organisation specialising in all aspects of supported housing), with the aim of further improving the service
- increased staff training – so Calico staff provide services with greater effectiveness and confidence
- more activities for sheltered residents putting their schemes right into the heart of the community
- developing some new service standards, following customer consultation.



## Services for all

- Home Support is flexible, providing extra support when needed, and also available for people who don't live in sheltered housing
- Calico's vulnerability strategy helps staff identify those most in need or at risk and put support in place
- a safeguarding policy is in place for the most vulnerable customers
- Calico offers publications in Large Print, audio, and Braille, as standard.

## What others have said

- the Lancashire Supporting People team assessed this service as a "level B" against their quality assessment framework (the highest level is an "A"), August 2009
- one partner said "Calico is the 'hub' of the town really, with all its organisational links and properties; they do a good and important job." – Lancashire Supporting People Assessment August 2009.

## Value for money

- an external assessment has identified that the cost of delivering the older people's service (£13.08 per unit) is competitive, but the hourly rate could be improved
- the number of unoccupied older people's properties fell by 26 as a result of the decision to close Booth Court in 2009. This produced an average saving of more than £7,500 per month
- using sheltered schemes as bases in each neighbourhood keeps fuel costs down and maximises customer contact.

## SILVER SERVICE

IF YOU THINK YOU CAN MAKE A DIFFERENCE ON THE SENIOR FORUM, OR THE DISABILITY FORUM, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK/GETINVOLVED](http://WWW.CALICO.ORG.UK/GETINVOLVED) TO FIND OUT MORE.

## JULY 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 Calico Interiors launched this week in 2007; Residents of Stoops Estate Meeting, 13:30	2	3
4 Rent Free Week commences  Thursby Gardens Community Action Group Meeting, 19:00	5	6	7 Central Briercliffe Road Action Group Meeting, 19:00	8	9	10
11 Rent Free Week commences	12	13	14 Emmeline Pankhurst Day	15 Dharma Day	16	17
18 <b>END OF JULY IS THE DEADLINE FOR TAX CREDIT RENEWAL FORMS!</b>	19	20	21	22	23	24
25	26	27	28 Palace House & Woodbine TRA Meeting, 13:00	29	30	31

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home support from **calico** homes



# AUGUST 2011

ANNUAL REPORT 2010-2011 AND CUSTOMER CALENDAR  
Image: Burnley Campus



## TRAINING AND APPRENTICESHIPS

Schemes to help local people gain access to employment by raising aspirations and providing real work experience.

### Making a difference

Young people who are struggling to find employment within the construction industry are given an opportunity to improve their prospects and make a better future for themselves, thanks to the Building Foundations programme and Calico Interiors.

- Building Foundations is a joint initiative run by Calico Enterprise with funding from the Lancashire Housing Partnership and the Cumbria Housing Partnership. The 20 to 26 week pre-apprenticeship course provides training in a range of construction skills; aiming to help people secure a long-term future in the industry
- Calico Interiors provides painting and decorating apprenticeship opportunities to individuals who require skills development, helping access to training and personal development. Since 2009 the scheme has been expanded to cover Preston on behalf of Community Gateway.

Calico's training programmes are focused on the 'hard to reach' trainees, and ensuring that the benefits of their hard work are felt within their local neighbourhoods.

### Services for all

- Building Foundations and Calico Interiors support people to feel comfortable with learning and development where they may have had no previous learning or work experience
- the programmes are flexible and can be adapted as required: such as providing opportunities for more mature, unemployed trainees, or to generating interest from other organisations to help meet their social responsibilities and generate local jobs with them.



## Value for money

- trainees benefit from a mentoring service tailored to their individual needs by Veda Services. It ensures they are given the support they require to build up to a full time apprenticeship with building contractors
- with widespread support from local firms, every effort is made to place each trainee with a contractor to see them through their 2 or 3 year apprenticeship

## CLIMBING THE LADDER?

FOR MORE INFORMATION ABOUT THESE PROJECTS, OR TO DISCUSS HOW CALICO MAY BE ABLE TO HELP YOUR CAREER, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK](http://WWW.CALICO.ORG.UK).

## AUGUST 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Ramadan; Thursby Gardens Community Action Group Meeting, 19:00	2	3	4 Central Briercliffe Road Action Group Meeting, 19:00	5 Residents of Stoops Estate Meeting, 13:30	6	7 <i>AROUND 15, IN EVERY £1 SPENT ON FOOD GOES IN THE BIN. PLAN MEALS, USE A SHOPPING LIST AND DO A WEEKLY SHOP, YOU'LL SAVE A FORTUNE!</i>
8	9 Tisha B'av	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 Palace House & Woodbine TRA Meeting, 13:00	26	27	28
29 Summer Bank Holiday	30 Eid-UI-Fitr	31				

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building foundations with **calico** enterprise



## AMBITION AND EMPLOYMENT

Working in partnership to provide work placements for the unemployed and apprentices across Lancashire.

### Making a difference

During 2009 and 2010 Calico launched two brand new Calico projects aimed at tackling local unemployment:

- the Future Jobs Fund - giving young people access to employment or education they wouldn't have had otherwise. More than 150 people gained employment through the DWP-funded scheme which was designed to support them into real paid work
- Constructing the Future: Lancashire - a new company operated by Calico Enterprise on behalf of the Lancashire Housing Partnership which aims to provide apprentices in Pennine Lancashire with the work placements and experience they need. The £350,000 project will support 62 people over the next year.

### Value for money

- set up in direct response to the economic downturn, Constructing the Future: Lancashire is a unique training scheme which allows employers to help spread the costs of training during difficult times. Registered companies benefit from receiving the right candidate for the job without all the issues of employing them directly.

### SEE INTO THE FUTURE

TO SEE WHETHER CALICO COULD HELP YOU WITH YOUR NEXT STEP, CALL 0800 169 2407 OR LOG ONTO [WWW.CALICO.ORG.UK](http://WWW.CALICO.ORG.UK).





SEPTEMBER 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1 Central Briercliffe Road Action Group Meeting, 19:00	2 Residents of Stoops Estate Meeting, 13:30	3	4
5 Rent Free Week commences; Thursby Gardens Community Action Group Meeting, 19:00	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 Navaratri	29 Rosh Hashanah (Jewish New Year); Palace House & Woodbine TRA Meeting, 13:00	30 USE SEASONAL FOODS!		



OCTOBER 2011

ANNUAL REPORT 2010-2011 AND CUSTOMER CALENDAR

Image: Turf Moor; Child's swing in garden

# ENCOURAGEMENT AND ADVICE

Tenancy-related support covering East Lancashire and Bury for those who might not otherwise successfully sustain their household.



## Making a difference

Floating Support changes lives, helping people get back on track. Every year more than 650 people from across East Lancashire\*, and (since January 2010) Bury\*\*, Greater Manchester, receive support and advice from Calico to help them gain the skills they need to live independent lives. This can include:

- finding a home that meets their needs
- help in setting up and managing a home
- guidance in working with other agencies
- helping them deal with money
- getting the right benefits
- help to access education, training and employment
- assisting people to get involved in their community
- maintaining or rebuilding support networks.

\* funded through Lancashire County Council's Supporting People programme

\*\* funded by Bury Metropolitan Council

In addition to this, Calico Floating Support also provides:

- the Family Intervention Project – since July 2010 - intensively supporting families who have become (or are most at risk of becoming) involved in offending behaviour, and those with child poverty issues
- Integrated Offender Management – working with past offenders, alongside partners such as the Police, to reduce the risk of re-offending, whilst maintaining independent accommodation and settling into the community.

## What others have said

- the Lancashire Supporting People team assessed this service as a “level B” against their quality assessment framework (the highest level is an “A”), May 2009.

## Services for all

- all clients on the scheme receive tailor-made support plans within 28 days
- where issues arise during the waiting period, support and advice is available through partners such as Help Direct and interim crisis support may also be provided.





OCTOBER 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3 Calico Interiors launched in Preston this week in 2009;Thursby Gardens Community Action Group Meeting, 19:00	4	5	6 Central Briercliffe Road Action Group Meeting, 19:00	7 Residents of Stoops Estate Meeting, 13:30	8 Yom Kippur	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26 Diwali	27 Palace House & Woodbine TRA Meeting, 13:00	28	29	30 BST ends
31 Halloween						



# HELP DIRECT

Providing advice and access to support for adults across Lancashire. Help Direct is delivered by Calico Enterprise and funded by Lancashire County Council.



## Get the most out of life

To find out more about Help Direct in Burnley, Pendle, Rossendale, Hyndburn and Ribble Valley  
Telephone

# 0303 333 111

Calls to Help Direct are only charged at the local rate



Help Direct is funded by Lancashire County Council.

## Get the most out of life

Help Direct provides practical guidance and information for adults to help them get the most out of life.

Whatever your needs, Help Direct is in touch with community groups, landlords, health services, charities, job centres - people keen to help you to get the most out of life in the following areas:

- health and fitness
- home and garden
- feeling safe in your home and community
- learning and leisure
- managing finances
- mobility and transport
- community groups and involvement
- getting the right help and support
- relationships and families
- employment, volunteering and training

Accessible in all sorts of local places, you can see the Help Direct sign in libraries, local shops, community centres, village post offices – most places you need it to be - across Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

## HELP DIRECT

PHONE NOW ON 0303 333 1111 OR EMAIL ENQUIRIES@  
CALICO.HELPDIRECTLANCS.ORG.UK. LINES OPEN 7.30AM  
– 6PM ON WEEKDAYS AND 9AM – 1PM ON SATURDAY.  
ACCESS POINTS ARE OPEN 9AM – 5PM ON WEEKDAYS  
AND 9AM – 1PM ON SATURDAY.



# NOVEMBER 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3 Central Briercliffe Road Action Group Meeting, 19:00	4 Residents of Stoops Estate Meeting, 13:30	5 Guy Fawkes Day	6 Eid-UI-Adha
7 Thursby Gardens Community Action Group Meeting, 19:00	8	9	10	11 Armistice Day	12	13 Remembrance Sunday
14	15	16	17	18	19	20
21	22	23	24 Palace House & Woodbine TRA Meeting, 13:00	25	26 Al-Hijira (Islamic New Year)	27
28	29	30 St Andrew's Day				

# DECEMBER 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1 Central Briercliffe Road Action Group Meeting, 19:00	2 Residents of Stoops Estate Meeting, 13:30	3	4
5 Ashura; Thursby Gardens Community Action Group Meeting, 19:00	6	7	8	9	10	11
12	13	14	15	16	17	18
19 Rent Free Week commences	20	21 Hanukkah	22	23	24 Christmas Eve; Calico closes	25 Christmas Day
26 Boxing Day; Rent Free Week commences	27	28	29	30	31 New Year's Eve	



# calico



Language Line  
BURNLEY

Informacja w języku polskim pod numerem 0800169 2407

অনুরোধ সাপেক্ষে অনুবাদের ব্যবস্থা করা হয়। ফ্রী ফোন নাম্বার ০৮০০১৬৯ ২৪০৭

0800 169 2407 : مفت ٹیلیفون نمبر: مانگنے پر ٹرانسلیشن دستیاب ہے۔

0800 169 2407 : مفت فون: ستاسو په درخواست باندې به ترجمه هم فراهم کولای شی:

**Calico Homes Limited.**

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