



How you helped shape our services

And what we are offering for 2012 - 2013



Annual Report 2011 - 2012



Informacja w języku polskim pod numerem 0800169 2407

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

ماگنے پڑنا نسلیشن دستیاب ہے۔ مفت ٹیلیفون نمبر: 0800 169 2407

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This publication is available in Large Print and Easy Read

Introduction from Customers

This is our report of Calico's year. We've put this together to let you know about:

- The services
- The results
- If Calico are meeting their promises
- Significant achievements
- How you can be involved

We have also put together a series of offers which will help improve the services Calico offer to you. You can find these listed throughout the report.

We hope this report meets with your approval. This is what we've achieved because of your input. Think how much more we could do if you were involved too.....

How we scored the activities

At a special session, customers looked back at a number of events we held last year and scored them using the following ratings system:

How it works:

3 coins = high level of value for money

3 thumbs up = high impact rating



Value for money rating



Impact rating

Remember, you can always keep up to date with the latest Calico news and updates in a number of ways:

- Bolt, Calico's customer magazine
- Website, www.calico.org.uk
- Facebook, www.facebook.com/calicohomesandenterprise
- Twitter, www.twitter.com/calico_homes

RAISE

RAISE are a Customer Scrutiny Panel who select areas of the business to complete service reviews. For more information, call **0800 169 2407** or **01282 686300**. This year, they have reviewed our Reception and Older People's Service teams, and are currently scrutinising our Repairs service.

Following these reviews, RAISE have made a series of recommendations, which you can find on our website: **www.calico.org.uk**. If you don't have access to a computer, you can request a copy by calling **0800 169 2407** or **01282 686 300**.



**REALISTIC ACTION TO IMPROVE
STANDARDS AND EXCELLENCE**



Events you were a part of this year!



Your Neighbourhoods

From our social housing to our recently-launched student properties, we aim to create clean, safe and vibrant communities in which people are proud to live.

How you shaped the service

Tenants joined a steering group to learn about Neighbourhood Services and help improve them.

Our **Successful Neighbourhoods Steering Group** took part in a consultation on anti-social behaviour and helped approve our new service standards. They were also involved in a tenancy workshop, and provided feedback on our Financial Inclusion Strategy.



We created teams to help make clean, safe and vibrant places where people are proud to live.

Our **Neighbourhood Action Teams** - teams of staff who work with residents to help maintain your communities - work hard to bring communities together. This year, they've completed several monthly estate inspections and Tidy Ups, and arranged many involvement activities.



Offering more for 2012-13

✓ This year, we want to:

Ensure Neighbourhood Action Teams and the Neighbourhood Services Team work to address the priorities set by customers in each of our neighbourhoods. We'll keep you informed of progress through Neighbourhood News.

✓ We also we want to:

Make sure 70% of customers who report anti-social behaviour agree our interventions improved the quality of their life and made them feel safer.

We want you to enjoy your home and live in peace. That's why we take anti-social behaviour seriously.

Calico and Residents Associations

Brunshaw Action Group

- Engaged with over 600 people
- Organised two community clean-ups
- Delivered junior football sessions through partnership work.

Palace House and Woodbine Tenants and Residents Association

- Worked with over 200 residents
- Arranged weekly drop-in sessions with the Credit Union
- Raised funds to develop an art project

Lower Bank Community Action Group

- Transformed two unsafe areas into secure environments
- Held a "Farewell to Old Fire Station" evening to thank local residents and partners who supported our work

Thursby Garden Community Action Group

- Had 8000 visitors
- Developed adult learning opportunities
- Maintained the community garden, winning first prize in Burnley in Bloom

Central Briercliffe Road Action Group

- Held regular meetings for residents to discuss local issues
- Organised a Christmas party and quiz

Stonemoor Bottom Residents Association

- Held an annual Play and Sports awards ceremony
- Organised a Christmas party for local children
- Organised clean up days

For scores, see back of report.

Measuring up

We promised to inspect your neighbourhood at least once a month. We completed 100% of inspections against our target of 99%.

See how we performed against our full list of Local Offers at the back of this report.



calico Here to help

We have a team of caretakers that keep your neighbourhood in good condition. Most services are part of planned, ongoing maintenance. However, in some cases, you may need extra help.

To make a request for caretaking, call 0800 169 2407 or 01282 686300. If you get support from a Home Support Officer, you can make a request through them.



Quality of Homes

We've done a lot to ensure your properties are of a high quality. This section will discuss the services we offer, how you've helped to shape them, and how we'll take this further this year.

How you shaped the service

We held drop-in sessions for customers of Phase 3 of the external insulation programme.

We held a series of **open days** for you to approve our energy efficiency scheme, which involves several energy saving improvements, including external wall and loft insulation.



We held an annual Customer Conference focused around the Caretaking and Repairs Services.

We arranged '**Your Services, Your Say 2011**'. Following your feedback, we've introduced a quality checking system for communal cleaning areas, and added a service charge.



Offering more for 2012-13

✓ This year, we want to:

Deliver the annual Fencing Programme (to be completed by 2015).

We plan to replace wooden fencing at the front of your properties with new metal fencing by 2015.

✓ We also we want to:

Achieve 95% of repairs “jobs done as promised” by focusing on doing it when we say we will, within the timeframe we have agreed, and ensuring you’re satisfied with our service.

This is part of our commitment to delivering a high quality repairs service.

✓ We are aiming to:

Agree, and continue to maintain, a standard with customers for their homes which is higher than the Decent Homes Standard, and have a programme in place to meet it.

Measuring up

We pledged to achieve 90% of “Jobs Done As Promised” for repairs. We achieved 92.7%, just over our target.

We also promised to maintain your homes to the “Decent Homes Plus” standard, which 100% of our properties have met.

See how we performed against our full list of Local Offers at the back of this report.



Providing Services For All

Repairs

An elderly tenant reported a faulty fluorescent light. Due to poor eyesight and mobility, she couldn't replace it.

We agreed it should be replaced. If you're assessed as elderly or disabled, are unable to reach, and have no-one to help, Calico will replace lights for free.

Smoke alarms

One of our sheltered tenants was deaf. Audible smoke alarms were unsuitable so, through consultation with the Deaf Society, we provided flashing/vibrating alarms.

calico Here to help

To make sure you get the best service, we deal with your repairs as follows:

Emergencies – within 24 hours.

Urgent – within three working days.

Routine – within 15 working days

(unless it's major or part of a long-term programme of planned works).

You can also report emergency repairs during Bank Holidays.

To report a repair, call 0800 169 2407
or 01282 686 300,
or visit www.calico.org.uk



Money and Life Skills

We know that times are definitely tough. We've worked hard this year to help ease your money worries, and we have several initiatives planned for the year ahead to help you manage your income and sustain your tenancy.

Offering more for 2012-13

✓ This year, we want to:

Offer a Passport to Housing training course for new and existing customers who are struggling to learn how to manage a tenancy.

Providing Services For All

Childcare

An Elizabeth Street Project resident wanted to complete Passport to Housing, but felt exempt as we wouldn't source childcare.

We established that childcare will come under the Accredited Training scheme, and funding will be provided for people undergoing Calico training. The customer was informed and reserved her place on the programme.

✓ We also want to:

Work with the local Credit Union, so they will have a base in our office for customers to access their services with ease.

Consultation exercises took place with customers, staff and partners. The feedback shaped our Financial Inclusion strategy, which sets out a series of initiatives to help you take control of your finances. The programme will launch this year.

Easy Read documents

A Floating Support Officer noticed that a service user was struggling with Dyslexia.

The Officer hand drew images around a budgeting plan which, when combined with words, helped them connect the two. The officer developed these images using Clip Art. Calico is now providing EasyRead versions of all its major publications.



How you shaped the service

Elizabeth Street Residents took part in regular involvement activities.

Residents and staff at **Elizabeth Street Project** arranged several activities to help develop life skills. The Project also introduced Passport to Housing.



Elizabeth Street Project

The Elizabeth Street Project is a direct access hostel in Burnley town centre, accepting referrals made by the Council 24 hours a day, 365 days a year. By providing the highest quality hostel accommodation, the Project represents a major change in the experience of homelessness.

Measuring up

We aimed to arrange for an Income Management Officer to meet you within the first week of you moving in, to provide rent and benefits advice. We achieved 94.22% of all appointments (623 in total), just short of our target of 100%.

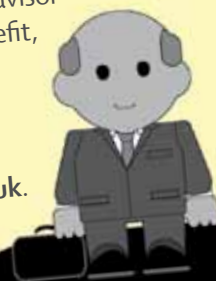
See how we performed against our full list of Local Offers at the back of this report.



calico Here to help

People can get behind with their rent. We'll try to help you prevent this. Our Income Advisor can provide you with vital income, benefit, and debt advice.

For more information,
call 0800 169 2407
or email incomeadvisor@calico.org.uk.



Support

At Calico, we want you to get the most out of life and to always feel involved. This year alone, we've provided support for thousands of customers. This section discusses the services we offer to help you live independently, how you shaped these services, and how we're moving these forward this year.

How you shaped the service

We worked with the Disability Forum to shape service provision to ensure our services are accessible by all.

Our **Disability Forum** has approved our new audio publications, helped design our new Reception area and increased accountability to customers. They also helped provide increased awareness of Help Direct.



Offering more for 2012-13

✓ This year, we want to:

Set aside an annual budget to allow us to complete Aids and Adaptations to our customers' homes in a timely and cost effective manner.

If you're experiencing difficulties in your property due to impairment, we can complete a series of adaptations to help you. For more information, call us on **0800 169 2407** or **01282 686300**.

✓ We also want to:

Ensure that, if you live in one of our older people's properties, your Housing Support Officer will visit you at least once a year to see how things are going.

The visits are usually more regular, depending on your needs.

Providing Services For All

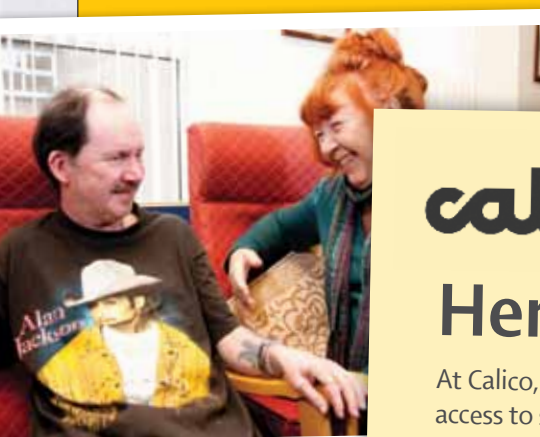
Staff training

Our Vulnerability Strategy helps our services meet your needs. We held training sessions to help employees identify signs of vulnerability and where to report concerns. All new employees also undertake Equality and Diversity training.

Measuring up

We promised to visit you within the first week of moving in, if you are in an older people's property. We achieved 97% in the first quarter of the year, and then 100% for the remaining three quarters.

See how we performed against our full list of Local Offers at the back of this report.



calico

Here to help

At Calico, we'll support you to keep your independence, and to enjoy easy access to services and involvement. We offer a range of facilities to help you do this, from Sheltered Accommodation to First Alert alarm systems.

To find out more, call **0800 169 2407** or **01282 686300**.

Help Direct is a signposting service for all adults across Lancashire. The aim of the service is to be the first port of call for all adults across the region to get the practical support, guidance and information they need to get the most out of life.

For more information, call **0303 333 1111**.

Our **Floating Support** service offers support and advice to people who need assistance to gain skills to live independently, from finding a home that meets your needs to helping you deal with money.

For more information, call **0800 169 2407** or **01282 686300**.

East Lancashire Women's Refuge Association provides services across Lancashire for victims of domestic violence and abuse.

For more information, please call **07866 510 728**.



Jobs and Training

We deliver a range of projects across the North to help people back into work. From Building Foundations to Calico Interiors, we are dedicated to tackling this issue and creating employment opportunities throughout the region, and we have even more planned for the year ahead!

VCBS

The Pendle based Volunteer Capacity Building Service (VCBS) is delivered by Calico Enterprise, in partnership with Help Direct. Since launch, VCBS has had lots of interest, with over 120 people becoming involved from across Pendle, and a bank of 19 actively volunteering.

Offering more for 2012-13

✓ This year, we want to:

Support the creation of volunteering opportunities each year.



Construction and Development



This year, we are working on several new developments across East Lancashire, including Bacup and Sabden. These developments, and our Calico Enterprise training programmes, are helping to create opportunities across the region.

Offering more for 2012-13

✓ This year, we want to:

Generate local jobs by ensuring that a minimum of two job opportunities are created for every £1 million we invest in improving our current homes or building new ones.

Work with partners to create 80 training/apprenticeship opportunities each year.

Several employment opportunities have been created as a result of our development work in Sabden, with up to six apprenticeship and trainee positions made available for local people.

calico Here to help

Calico Enterprise is focused on giving opportunities and support to disadvantaged individuals in the local community.

We provide a series of training programmes to help young people find their first step on the employment ladder, including:

- **Building Foundations** – a 20 to 26 week intensive course designed to provide training in a range of construction skills. The programme aims to help people secure a long-term future in the industry.
- **Calico Interiors** – a programme that provides apprenticeship opportunities to people who require skills development, helping access to training and personal development.
- **Constructing The Future Lancashire** – an initiative which helps apprentices complete their full apprenticeship. Working with regional contractors, Constructing the Future Lancashire employs and secures industry placements to enable the apprentice to work and build their experience and industry skills.

For more information, please call 0800 169 2407 or 01282 686300, or visit www.calicoenterprise.org.uk



Involvement

We want to help you build your capacity. This section discusses the involvement activities you've been involved with, as well as those that have helped improve our services to you. Read on to find ways to get involved in 2012-13!

How you shaped the service

We provided the **Calico Academy** programme.

This year, nearly 20 students graduated. Many have accessed further training, joined Calico groups, and found work. Four tenants also achieved the Chartered Institute of Housing award, enabling them to demonstrate an understanding of the housing sector.



RAISE agreed to select and review Calico services annually.

RAISE have completed a scrutiny of our Call Centre and Reception, and sent a report to the Board. They have also reviewed our Older People's Service, and are currently looking at Repairs. Through their work, **RAISE** have developed many transferable skills.



Offering more for 2012-13

✓ This year, we want to:

Hold two Calico Academy training courses each year, teaching residents about the wide range of services we provide, and encouraging them to improve their prospects and become further involved in their communities.

If you'd like to join, call **0800 169 2407** or **01282 686300**.

✓ We also want to:

Carry out a customer scrutiny review of at least one service each year.

RAISE are a Customer Scrutiny Panel who select areas of the business to complete service reviews. For more information, call **0800 169 2407** or **01282 686300**.

Providing Services For All

New formats

We reduced the size of Bolt, and introduced Large Print rent statements and EasyRead versions of key documents. This ensures you always get the information you need, and are more able to influence our services, regardless of your background.

Measuring up

We aimed to run two Calico Academy training courses each year. We successfully achieved this.

See how we performed against our full list of Local Offers at the back of this report.

calico

Here to help - are you?

If you want to help improve our services and your community, but don't have much time, we can fit around your commitments.

Many options are available:

Quick & Easy – Join our mailing list, attend drop-in sessions, or visit your local community group.

A Little More Time – Join a steering group, making improvements based on customer feedback.

More Involved – Join an estate inspection team, carry out mystery shopping, join RAISE or become a Tenant Board Member.

Development Opportunities – Develop your skills through the Calico Academy.

If you want to find out more, call 0800 169 2407 or visit www.calico.org.uk.



Performance Last Year

Last year, Calico proposed a series of Local Offers; these were their promises to help improve the services they provide. This year, we can report on the work that has been done, how much it costs, and the impact it has had on you. The following results show how Calico has performed against these Local Offers over the past 12 months.

We said we would:	We have:		Cost* (out of an average rent of £68.65 per week):
The Tenancy Standard			
Contact you every 12 months if you are waiting for a new home, to check you want to remain on the list.	Contacted all applicants on the B-With-Us register within the last 12 months; in total helping 559 applicants and their families find a new home with Calico which will best meet their needs.	✓	The average cost of delivering our Neighbourhood Management service is £2.92 per household per week.
Visit you in your home within six weeks of moving in to complete a "Welcome to your home" visit.	Visited 63% of our new customers within six weeks, and identified wherever extra support was needed – including 69 referrals to our Floating Support team – helping more families live independently.	✗	
Visit you at least once every two years, to see how things are going and to check we have your correct details.	Visited 48% of customers to complete a tenancy audit in the last 12 months, just under our target of 50% customers each year. Keeping up-to-date with your needs helps us deliver tailored services, such as Large Print letters, whenever you need them.	✓	
Visit you within the first week of moving in, if you are in an older people's property.	Of our 150 new older customers this year, we visited 97% in the first quarter of the year, and 100% for the rest of the year. These visits welcome customers into the service, introduce their Home Support Officer and complete a personal Support Plan.	✓	The average cost of delivering our Older People services is £11.89 per household per week.
Visit you at least once a year to see how things are going (in addition to your regular visits), if you are in an older people's property.	Achieved 100% throughout the year, visiting every one of our 1157 older people's properties to review Support Plans so everybody receives the correct support, and lives independently for longer.	✓	
Arrange for an Income Management Officer to meet you within the first week of you moving in, to provide rent and benefits advice.	Achieved 94.22% of all appointments (623 in total), just short of our target of 100%. Helping you make the most of your money means that you are less likely to struggle financially.	✗	The average cost of delivering our Income Management service is £1.14 per household per week.
Contact you within two working days of a request for income advice.	Contacted 90% of the 230 customers requesting income advice within two working days, and we continue to monitor customer satisfaction with the service.	✗	

If you have any questions about these results, contact us on **0800 169 2407** or **01282 686 300**.

The Neighbourhoods and Community Standard			
Inspect your neighbourhood at least once a month.	Completed 100% of our Neighbourhood Action Team inspections, helping improve environmental quality and create successful neighbourhoods.	✓	The average cost of delivering our Caretaking and Estate Management service is £1.68 per household per week.
Arrange for a caretaker to visit your neighbourhood at least once a week.	Ensured that our caretakers visit each area on a weekly basis, as per the planned timetable.	✓	
Cut communal grassed areas at least once every three weeks between March and October (weather permitting).	Cut every communal grassed area to schedule, ensuring our neighbourhoods are well maintained.	✓	
Clean internal communal areas for a minimum of 30 minutes every 12 weeks.	Not only met this offer, but have also improved on it. We are now cleaning these areas every nine weeks.	✓	
The Home Standard			
Maintain your homes to the “Decent Homes Plus” standard.	100% of our homes meet the “Decent Homes Plus” standard. We improved 600 homes as part of our programme with British Gas, with an average of £9600 spent on each. This investment not only saves between £250-300 on household fuel bills per year, it’s also reducing the number of people who look to move out, as they are much happier with their refurbished homes.	✓	
Repaint the internal areas of communal blocks every seven years.		✓	
Replace the floor covering in communal blocks every 20 years		✓	
Achieve a minimum of 95% customer satisfaction for all Investment and Gas work.	Carried out 5638 gas safety inspections, achieving 99.62% customer satisfaction for all investment and gas work and keeping our homes 100% Gas Safe.	✓	The average cost of delivering our gas servicing and repairs is £3.13 per household per week.
Complete gas repairs to the following timescales: (a) emergency - 24 hours (b) urgent - within five calendar days and (c) routine - within 21 working days.	Completed 99.62% of emergency gas repairs, 99.6% of urgent, and 99.8% of routine, within the required time scales, beating our targets.	✓	
Set aside an annual budget for aids and adaptations your homes.	Completed the following adaptations last year to help customers live more comfortably in their homes: Walk-in showers – 60 Wheelchair ramps – 4 Stairlifts – 8	✓	On average, we spent £2800 for each major adaptation.

If you have any questions about these results, contact us on 0800 169 2407 or 01282 686 300.

Achieve 90% of "Jobs Done As Promised" for repairs.	Carried out 25,494 repairs, achieving 92.7% of "Jobs Done As Promised", just over the target.	✓	The average cost of delivering our Repairs service is £12.53 per home per week.
Achieve 95% customer satisfaction with repairs work completed.	Achieved 93% customer satisfaction from 1399 survey responses, just 2% below our target.	✗	
Provide customers with an Annual Response Repairs statement.	Successfully piloted the Repairs Statement for 100 customers, and we are currently developing the final version.	—	
The Tenant Involvement and Empowerment Standard			
Answer 80% of calls within 30 seconds.	Answered calls in 38 seconds on average, with 80.34% answered within 30 seconds.	✓	The average cost of delivering our Customer Services is £1.26 per household per week.
Aim to resolve all complaints within 10 working days.	Ended the year with performance at 100%, against a target of 90%. Learning from complaints is reported to Board and included in Bolt. Satisfaction on complaint handling at end of year is 61.3%.	✓	
Run two Calico Academy training courses each year.	Successfully delivered two Calico Academy courses this year, with 17 people having completed the course, developing their knowledge, skills and prospects.	✓	The average cost of delivering our Community Involvement activities is 51p per household per week.








































































**excluding overheads*

Financial Report

Alongside this report, we have also put together a Financial Report to our regulatory body, which you can find on our website: www.calico.org.uk/reports. If you don't have access to a computer, you can request a copy by calling 0800 169 2407 or 01282 686 300.

Customer Scores

At a special session, customers looked back at a number of events we held last year and scored them as follows:

Event	Value for money rating	Impact rating
News Team	    	  
Annual Target Setting Session	    	  
Seniors Forum	    	  
Sheltered Scheme Coffee Mornings	    	 
Repairs Steering Group	    	  
Improvement Programme Steering Group	    	 
Gas Steering Group	    	  
Secondary Heating Consultation	   	 
Monthly Themed Surveys	    	  
Customer Service Steering Group	    	  
Customer Telephone Survey	    	  
Satisfaction Surveys	    	  
Youth Panel	 	
Space Bus	    	  
Business Class Partnership	    	  
Tenant and Resident Associations	    	  
Community Involvement Steering Group	    	 
Quids Involved Scheme	 	
Customer Training	    	  
Mystery Shopping Programme	    	 
Resident Inspection Teams	    	  
ABC Fund	    	  

If you have any questions about these results, contact us on 0800 169 2407 or 01282 686 300.

Let us know

We hope you think that the services are great. However, we know that we can sometimes get things wrong and, when we do, you should let us know. Last year, the topics you discussed with us the most were:

- Communication
- Appointments
- Policy
- Roofing
- Quality of work
- Staff
- Contractors
- Fences/Gates
- Damage to Property
- Damp

Whatever your views, we welcome them. You can contact us how you like:

- In person at our offices
- By phone FREE on 0800 169 2407
- Email us at: contact@calico.org.uk
- Complete our feedback form on-line

If you'd like to find out more about the complaints process, call us on **0800 169 2407** or **01282 686300**, or read our download our helpful leaflet on www.calico.org.uk

Visit our Social Media sites



facebook.com/calicohomesandenterprise



twitter.com/calico_homes

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