

calico



ANNUAL REPORT 2013

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Welcome

The previous year was a big one for us, one which saw continued growth and the introduction of some really important new services.

There are also some big new changes ahead, with the introduction of welfare reform, the tough economic times, and continued unemployment for many.

Over the past year, we have developed our services to rise to the challenges that we face, especially in the North West, and to provide the best opportunities for you to improve your lives.

This Annual Report not only looks back at all the work that we've done throughout the past year, but also explains how you can access our services in the year ahead.

We would like to say a big 'thank you' to all customers who have been involved, both with putting this document together and throughout the year – none of this could have happened without your help.

Things always change when we listen to our customers.

Want to know more?

Get in touch – call **0800 169 2407** or **01282 686300**.



Your Home

With Calico, you should expect to move into a clean house where things work as they should.



High-Quality Housing

We are now providing affordable, high-quality housing across the region, with a range of options for people, including new homes for sale, rent, shared ownership schemes, and student accommodation.

This year, we've worked on a range of developments in new areas in East Lancashire, always working to meet local housing needs.

These include our Cobden Mill development in Sabden, Acre Mill in Bacup, and Facit Mill in Whitworth.

Homeswapper

If you have been affected by recent changes to welfare and benefits, you might be considering moving home.

We've teamed up with Homeswapper to provide a quick and easy way for you to find other residents to swap homes with, either locally or nationally.

For more information, visit

www.calico.org.uk/homeswapper

636

people moved into a Calico Home last year.

84%

of our customers are satisfied with our overall service.

86%

are satisfied with the quality of their home.

83%

say their rent provides value for money.

85%

of people in student accommodation scored our service as good or higher.



To see how you've influenced these services, turn to page 30



At Calico, we also strive to ensure that your home is well maintained and provides warm and safe accommodation for you and your family.

As well carrying out repairs when you need them, we also undertake planned improvement programmes to ensure that all of our homes meet high standards.

Last year, working with our new company Ring Stones, we completed planned improvement work on Belvedere, Eastern and Stoops estates.

This year's programme of works includes external wall insulation, fencing, external works, boiler upgrades, and windows and doors. This will improve the energy efficiency of your home, save you money, and make your property safer.

The 2013/14 programme will see various works completed across Abingdon and Whitegate, Slade Lane, Brunshaw, Hargher Clough, Briercliffe, Eastern and Barden estates.

Between now and 2016, we will continue to replace existing front wooden fencing across our properties with new metal fencing.

Reporting a repair couldn't be easier. Simply:

- Visit www.calico.org.uk/repairs
- Call 0800 169 2407 or 01282 686300
- Visit our offices: Centenary Court, Croft Street, Burnley.

Services for All – Reporting repairs face-to-face

We have recently refurbished our ground floor offices and reception, which provides more room for customers who would like to report repairs face-to-face, such as deaf or elderly people.

In developing the service, staff:

- Wrote things down for the customer
- Lip read and translated when needed
- Used a pictogram for repairs issues
- Trialled a new repairs appointment card.

aintenance

100%

of our homes have a valid Gas Safety Certificate (for the second year running).

99.87%

of emergency repair jobs were completed within 24 hours.

91.6%

of repair jobs were 'done as promised', our local offer for repairs.

139

disabled adaptations were completed.

409

Property MOTs were completed.



To see how you've influenced these services, turn to page 30



We aim to create clean, safe and vibrant communities in which people are proud to live.

If you ever have issues in your neighbourhood, we have services in place to help you.

Our Neighbourhood Action Teams are committed to working with you to help maintain sustainable communities. Each team carries out a monthly inspection of your area to keep them looking tidy, and to address your concerns.

91.7%
of people who reported
anti-social behaviour to us
said we'd helped improve
their quality of life.

88%
of our customers said they
are satisfied with their
neighbourhood.

community



Neighbourhood Action Teams

Last year, the Neighbourhood Action Teams were involved in organising a number of community activities, including:

- A number of community Planting Days
- Jubilee celebrations on Brunshaw estate
- Pop-Up Garden sessions in our sheltered schemes
- Weekly Coffee Mornings for Padiham residents
- A number of Big Tidy Ups and skip days.

Embracing Culture

We're dedicated to promoting and celebrating the positive effect that diversity has in our communities. Last year, we held a special Embracing Culture event, providing staff and customers with a chance to learn more about different cultures.

Easy as ABC

From ABC – apply for extra funding for your community events from our ABC Fund – to ASB – our Neighbourhoods team is dedicated to dealing with anti-social behaviour – we provide a number of services to help improve your neighbourhood. For more information, visit www.calico.org.uk or call 0800 169 2407 or 01282 686300.

Get Online!

In February 2013, we relaunched our website, making it much easier to access the information and services that you need. Customers were heavily involved in the process, with several attending an event to share their views on our old website, and what content should appear on the new site.



To see how you've influenced these services, turn to page 31



Money Wise

We're now seeing a number of significant changes that will affect your income and the amount of benefits you receive.

With so many of you affected, we've launched our Money Wise service.



Under Occupation

Among the changes introduced in 2013 is a reduction for 'Under Occupation' (also known as 'Bedroom Tax'), which will see residents below Pension Credit age with unused spare bedrooms no longer receiving full Housing Benefit from the Government and having to 'top up' their rent payments as a result.

The team can help you with any money concerns you may have as a result of welfare reform.

Our New Service

Last year, we launched our Money Wise service with a series of Neighbourhood Roadshows.

Throughout the Roadshows, which were attended by over 1,500 of you, we were able to:

- Gather information from 514 of you, which will help us communicate with those affected by the changes more directly
- Consult with 387 of you about possible changes to rent payments following the introduction of Universal Credit in 2014.

Our Money Wise Team can help you manage your money and deal with your debt. For more information, visit www.calico.org.uk/moneywise or call 0800 169 2407 or 01282 686300.



Services for All – Welfare Reform

Through information from our customer surveys, we captured details of our Older People's Service customers who will be affected by welfare reform. This ensures we're providing the most up-to-date information so you can make more informed choices.

We visited those of you most affected to help complete questionnaires about the impact they may have. This information will be passed on to our Money Wise team, who will help prevent you becoming financially at risk.

£1,314.98
is the amount that
families are saving
annually, on average,
following support from
our Money Wise team.

To see how you've influenced this service,
turn to page 32



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 across the region.

Last year, Calico Enterprise, reached its fifth anniversary. Calico Enterprise provides support for vulnerable people, developing skills and employment opportunities for individuals, and is making a difference to thousands of people's lives.

Since launch, we have:

- Provided help to more than 4,000 people across the region, and have received over 7,000 referrals to our Floating Support service
- Provided support to 45,000 people through Help Direct
- Helped 1,000 people through the National Careers Service
- Provided 367 young people with work experience, helping 315 young people into work, and 103 into training.

Read on to find out more about each of the services we provide.

Services

Services for All – Large Print

It's important that you are kept informed of the work we do, so you are better equipped to get involved with us. As such, we can provide information in a format that meets your needs.

Our IT team have added large print letters for all automatic processes, such as your rent statements. This ensures that all of you will receive the right format for your needs.

If you would like to receive any of our documents in an alternate format, including large print, call us on 0800 169 2407 or 01282 686300.

Calico Enterprise provides support for vulnerable people, developing skills and employment opportunities for individuals



To see how you've influenced these services, turn to page 32



Our Floating Support service is available to people across East Lancashire who need help securing or sustaining a tenancy.

Floating Support offers support and advice to people who need assistance to gain skills to live independently. For more information, visit www.calico.org.uk/floatingssupport or call 0800 169 2407 or 01282 686300.

Our support can help you:

- find the right home
- maintain your tenancy
- set up and manage your home
- deal with money
- apply for the right benefits
- access education, training and employment
- get involved with your community

1,000+

people from across East Lancashire have received help from Floating Support.

96.5%

of our service users are now living independently.

93%

have maximised their income through our support.

94%

who required help to establish contact with friends/family have successfully done so.

ppport

Services for All – Floating Support

Last year, the team adapted their work to enable service users on the Autism Spectrum to access this and other support in the community. Customers are now finding ways of coping better with day-to-day living, and staff have gained essential knowledge about Autism.

The support the team provides includes:

- Structured appointments, with communication via text and email
- Encouraging them to attend an Autism group, helping them find a safe and quiet bus route
- Being aware of language and producing an EasyRead support plan
- Helping produce plans for day-to-day living
- Providing support mechanisms for customers to live independently
- Holding drop-ins at the local Autism Spectrum Disorder centre.

Our Floating Support Step-Up Committee, which consists of a team of former service users, continues to help us make improvements to services in a number of ways including:

- holding focus groups to discuss issues, such as our sickness policies and our 'Fair Exit' plan
- holding an IT workshop to help services users with their IT problems
- setting up a fundraising group and raising over £900 for local charities.

We've also seen the long-lasting benefit of our support with one former service user now joining the team as a full-time employee.





Older People's Ser

Our Older People's Services offer support to help you keep your independence, and to enjoy easy access to services when you need it.

Last year, residents in our sheltered schemes came together for a series of community Coffee Mornings, which helped reduce social isolation amongst residents, kept customers up-to-date with important information, and provided a relaxed environment to share feedback.



What ever your circumstances, we offer a range of services that can provide as much or as little support as you may need to ensure complete peace of mind for you and your family.

To find out more, visit www.calico.org.uk/ops or call 0800 169 2407 or 01282 686300.

Services

Services for All – EasyRead

We have translated many of our key documents into EasyRead, a combination of simple pictures and text to make complicated information easier for people with learning disabilities to understand.

Tenancy agreements can be complicated. Our Supported Housing team put together an EasyRead tenancy guide, which will ensure people with complex needs are able to actively participate in their tenancy.

Our Older People's Service also created an Easy Read leaflet for the Calico Assure community alarm, detailing how the service works.

If you'd like to receive any of our documents in an alternate format, including EasyRead, call us on 0800 169 2407 or 01282 686300.

97.6%

of our customers rated our service as 'Excellent' or 'Good'.

% of customers who achieved the following outcomes through their support plans:

98% - Economic Wellbeing.

90% - Enjoy and Achieve.

86% - Be Healthy.

98% - Stay Safe.

99% - Positive Contribution.

1,349

of our customers now receive our community alarm service.



100%

of referrals to our sheltered accommodation were completed within two days.

Welcoming the Whitworth Care Trust

We have also begun working closely with Whitworth Care Trust, a local charity which provides care home and day centre services.

In recent years, the continuation of the Trust's services has become increasingly at risk.

By working closely with us, the Trust aims to ensure that a long term future can be secured so customers will continue to receive excellent services. The Trust will join the Calico Group this year.



SafeNet

We provide an essential support service across Lancashire for victims of domestic violence and abuse.

Last year, East Lancashire Women's Refuge Association changed its name to SafeNet.

Only the name has changed – we will continue to provide the same vital support services across Lancashire.

SafeNet delivers life changing services in a safe environment to women and children who were previously living in violent homes.

For more information about the services SafeNet can provide, call in confidence on 07866 510 728 or visit www.calico.org.uk/safenet

413

referrals were made to the SafeNet service last year, of which 95 were ethnic minorities and 237 were single women.

251

children were referred to the service last year, of which 75 were admitted.

114

women were admitted to the SafeNet service last year.



SafeNet

Empowering you to live free from domestic abuse



1,300
clients have been
supported by Calico
Volunteers.

33
of our volunteers have
since move on to paid
employment.

Volunteers

Recruiting volunteers from across Pendle to support young people and their families for Pendle Borough Council, meeting the Every Child Matters framework.



Last year was Calico Volunteers' first anniversary. Coming from a wide variety of backgrounds and ages, our volunteers spend a few hours each week, providing low-level support to families, children and young people across Pendle who are most vulnerable and at risk.

In return, they receive a wide variety of training and development opportunities.

If you're interested in volunteering, visit www.calico.org.uk/volunteers or call Help Direct on 0303 333 1111 (low cost rate).



13,000
people received support
from Help Direct last year.

99.7%
said Help Direct had
improved their quality
of life.

Help Direct

Provided on behalf on
Lancashire County Council,
Help Direct offers free and local
support in Burnley, Pendle,
Rossendale, Hyndburn and
Ribbles Valley.



We aim to be your first port of call to get the practical support, guidance and or information you need to get the most out of life.

Our Outreach Workers are now available to support citizens in each of our districts.

Following the recent refurbishment of Calico's ground floor and reception area, for the first time, we can now provide drop-in sessions at the Centenary Court offices.

To find out more, visit www.calico.org.uk/helpdirect or call 0303 333 1111.



Elizabeth Street Project

Elizabeth Street Project provides a place to stay for people who are either homeless or at risk of homelessness.

The Elizabeth Street Project is not just about putting a roof over your head – we can provide you with vital skills to become independent. We offer a flexible service with access to a full programme of training opportunities, and to basic first aid, cooking and cleaning, and health & safety courses.

Last year, residents took part in over 40 activities and sessions to help improve their prospects and build their confidence, including Money Management training, Welfare Reform sessions, and Sexual Health Awareness.

For more information, visit www.calico.org.uk/elizabethstreet or call 0800 169 2407 or 01282 686300.



83 Elizabeth Street residents are now living independently.

94% have since moved on as planned.



We are committed to improving the lives of our customers. We have developed a number of successful initiatives to help you improve your chances of securing high quality employment.

Over the past five years, over 500 people have accessed these, and many have successfully found work through the support we offer.



2012 also saw the launch Calico Creative, an exciting new project aimed at providing people with better access to work in the creative and digital sector. Calico Creative has engaged over 250 people across a number of activities.

Last year, in partnership with Forrest, we launched Ring Stones Maintenance and Construction. Ring Stones is delivering an estimated £88 million of house building and refurbishment works. The company has already secured a number of contracts, including:

- 69 potential new build properties in Pennine Lancashire during 2013/14
- A 5-year improvement programme for our 4,600 properties (whole house refurbishments, heating upgrades and external repairs)
- The refurbishment of our head offices in Burnley.

aining

Our National Careers Service provides support to help you make decisions on learning, training and work opportunities. For more information, visit www.calico.org.uk/ncs or call 0800 169 2407 or 01282 686300.

Visit www.calico.org.uk/jobsandtraining to find our latest jobs and training opportunities.



81%
of people our Skills and Enterprise team have supported have since moved into work or further education.

50
employment opportunities have been provided across Calico Interiors and Constructing the Future Lancashire.

400+
people attended our Ring Stones recruitment event at Turf Moor.

804
applied for jobs at Calico last year.

To see how you've influenced these services, turn to page 34



Involvement

Last but by no means least, none of these achievements would have been possible without your involvement...

It's important that you have access to opportunities to improve your quality of life. We have a dedicated team who can help you achieve this.

Last year, many of you completed training programmes designed to help improve your potential. These achievements were recognised at a special ceremony.

Over 30 customers were celebrated at the 'Realising People's Potential' Awards for their achievements across a range of activities, including:

- Chartered Institute Housing Level 2 qualification
- Passport to Housing
- Calico Academy
- Volunteering with our Floating Support service
- Internship programmes completed by two Thomas Whitham Sixth Form students.



Some of you also called the shots at our annual consultation event, asking key questions and setting new targets.

The 'Moving Targets' event saw service managers answering tough questions about their performance. Customers then voted on new targets.

To find out more about our involvement opportunities, visit www.calico.org.uk/getinvolved or call 0800 169 2407 or 01282 686300.

865
opportunities for involvement
were provided to customers
last year.

102
training sessions were provided
to customers last year.

85%
of our customers are satisfied
with the way we keep them
informed.

72%
said they were satisfied with
the way we listen to and act
on their views.

To see how you've influenced this service,
turn to page 34

Performance Last Year

Last year, Calico proposed a series of Local Offers, based on targets set by customers. These were the 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*
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 have been working to address customers' priorities within Neighbourhoods using Neighbourhood Plans and we will continue to do this and report on progress, through such means as the Neighbourhood Newsletters.	✓	The average cost of delivering our Neighbourhood Management service is £2.94 per household per week.
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 have exceeded the target for ensuring customers feel our interventions to tackle ASB have improved their quality of life and made them feel safer. The actual measure achieved is 91.7%.	✓	Up 21p from 2011/12.
Work with the local Credit Union, so they will have a base in our office for customers to access their services with ease.	We have worked with the Credit Union, which is now based in our offices. We will continue to build relationships with this and other partners around financial inclusion and welfare reform.	✓	The average cost of delivering our Income Management service is £1.44 per household per week. Up 30p from 2011/12.
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.	The Fencing Programme has been delivered throughout the year, with works completed on Stoops and currently underway in Padiham, Lowerhouse and Hapton. The 2013/14 programme will see works completed across Hargher Clough, Padiham, Briercliffe, Eastern and Barden estates.	✓	The average cost for those who receive our Caretaking and Estate Management service is £1.89 per household per week. Down 4p from 2011/12.
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.	All properties where we have been granted access to carry out work achieved the Decent Homes Standard.	✓	The average cost of delivering our Gas Servicing and Repairs service is £2.72 per household per week.
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 achieved 91.6%. Whilst we did not achieve the increased target this year, we continuously strive to achieve high performance and complete repairs to a high standard in reasonable timescales. The main reason we did not achieve performance target was due to weaker performance in Planned Repairs. However, we have new policies and procedures in place to address this. Performance was still relatively high – we achieved 94.33% customer satisfaction and 97.49% responsive repairs completed within target timescales. Over 99% of Emergency and Urgent repairs were completed within timescales.	✗	Up 21p from 2011/12. The average cost of delivering our Responsive Repairs service is £7.88 per home per week. Down 12p from 2011/12.

*We have refined the cost calculations used in this year's annual report. We have revised last year's calculations to produce meaningful comparisons. These do not include costs of central services and overheads, which may affect the cost of the service delivered.

We said we would:	We have:		Cost *
Set aside an annual budget to allow us to complete Aids and Adaptations to our customers' homes in a timely and cost effective manner.	<p>Work has been undertaken to over 165 properties. This includes installing level-access showers, ramp and stairlifts, and completing minor adaptations. Our in-house Occupational Therapist has also carried out over 140 customer assessments.</p> <p>All works have been completed within 6 months of receipt of the assessment as per our key performance target.</p> <p>A budget of almost £180,000 has been allocated for works in 2013/14.</p>	✓	<p>On average, we spent £2,437.65 for each major disabled adaptation.</p> <p>Down £44.74 from 2011/12.</p>
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 need.	<p>100% of customers in our older people's properties have been visited annually as a minimum.</p> <p>Key achievements in 2012/13 included:</p> <ul style="list-style-type: none"> • Delivery of action plan from RAISE, our customer scrutiny panel • Review of customer literature to make them more relevant and user friendly • Personalising support plans • Telecare Services Association Accreditation • Quality Assessment Framework level A • Health and Wellbeing Programme at communal schemes • Customer involvement – including Get Digital and Pop-Up Gardens 	✓	<p>The average cost of delivering our Older People services is £14.05 per household per week.</p> <p>Down 59p from 2011/12.</p>
Offer a Passport to Housing training course for new and existing customers who are struggling to learn how to manage a tenancy.	20 customers completed the Passport to Housing training course across two programmes. The course has helped customers to secure employment and to bid on properties via B-with-us.	✓	
Support the creation of volunteering opportunities each year.	<p>Through Calico Volunteers, we have recruited more than 200 volunteers.</p> <p>So far, 88 have completed the full training programme, 51 have accessed National Careers Service advice sessions, and 21 have successfully gained permanent employment.</p>	✓	

**We have refined the cost calculations used in this year's annual report. We have revised last year's calculations to produce meaningful comparisons. These do not include costs of central services and overheads, which may affect the cost of the service delivered.*

We said we would:	We have:		Cost*
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.	Yes, we successfully achieved this target. Last year, we created our new company, Ring Stones Maintenance and Construction, which is helping us achieve this target.	✓	
Work with partners to create 80 training/apprenticeship opportunities each year.	Through our range of initiatives, over 100 training and apprenticeship opportunities have been created for local people.	✓	
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.	We successfully delivered two Calico Academy courses this year, providing 17 customers across a range of ages with knowledge and skills to improve their prospects.	✓	The average cost of delivering our Community Involvement activities is 63p per household per week. Up 6p from 2011/12.
Carry out a customer scrutiny review of at least one service each year.	RAISE, our customer scrutiny group, successfully completed a review of our Repairs service. For more details, visit www.calico.org.uk	✓	The average cost of delivering our Customer Services is £1.36 per household per week. Up 10p from 2011/12.

**We have refined the cost calculations used in this year's annual report. We have revised last year's calculations to produce meaningful comparisons. These do not include costs of central services and overheads, which may affect the cost of the service delivered.*

Customer Scores

At a special session, customers looked back at a number of events we held last year. Customers observed a presentation detailing the involvement events and activities we have held over the past 12 months.

They were then asked to score each event in terms of value for money and the impact to customers and their communities.

Their scores can be found in the following table.

If you have any questions about these results, contact us on **0800 169 2407** or **01282 686300**.

Key *(The percentage of customers who chose the most popular option is given with each score.)*

👍👍👍👍 Good value for money

👍👍👍 Moderate value for money

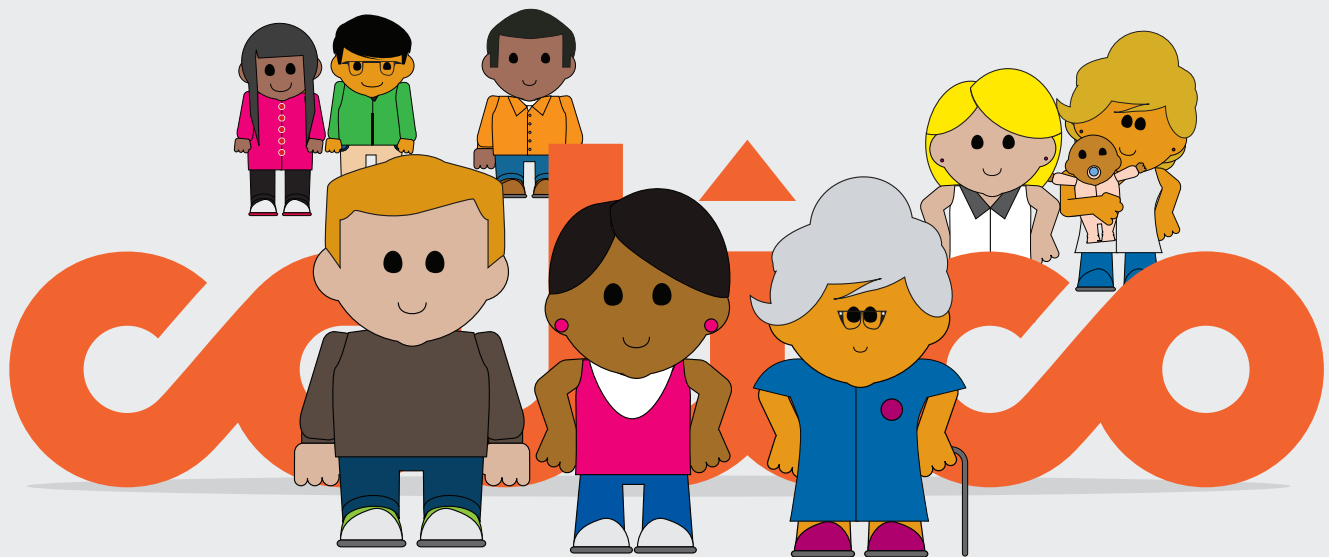
👍👍 Poor value for money

👍👍👍 Good customer impact

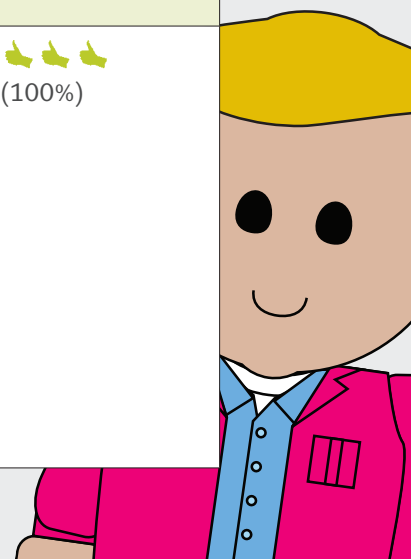
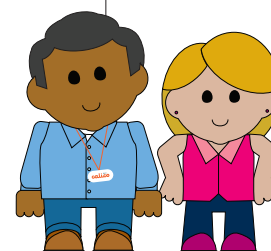
👍👍 Moderate customer impact









👍 Poor customer impact

Costs do not include staff time.













Event	Value for money rating	Impact rating
Your Home		
<p>Passport to Housing – This course helps people in housing need help to gain and maintain a tenancy. Successful learners will gain an accredited qualification.</p> <p>Last year, we delivered two programmes to 20 customers. Customers who completed the course have secured employment and have had their B-with-us applications accepted.</p> <p><i>“Our tutor taught us everything we needed to know about how to keep a tenancy. If it hadn’t been for them, I wouldn’t have my own flat” – Passport to Housing customer</i></p>	<p>👍👍👍👍 (100%) Cost = £0</p>	<p>👍👍👍 (100%)</p>
Home Maintenance		
<p>Repairs Steering Group – This group provides helps to shape our repair teams, ensuring that it meets our customers’ needs.</p> <p>Last year, we held four meetings, with an average of seven residents attending. The group has given customers a chance to share their experiences with staff, and has increased customers’ understanding of how the service works.</p> <p><i>“The Steering Group is a good way to get to know the head of different departments. They are not just a voice on the phone or someone you will only see when things go wrong.” – Barbara Williamson, Repairs Steering Group</i></p>	<p>👍👍👍👍 (87.5%) Cost = £18.30 per meeting</p>	<p>👍👍👍 (71.4%)</p>
<p>Customer Service Steering Group – This group influences the way our services are delivered, making sure they’re user-friendly and easy to access.</p> <p>Last year, we held four meetings, with an average of four residents attending. The group has approved our new Customer Service Strategy, and has given customers a chance to share their experience with staff.</p> <p><i>“I enjoy being part of the Customer Service Steering Group. I want to make a difference and this is one way of helping to improve and maintain a quality service.” – Bill Swift, Customer Service Steering Group</i></p>	<p>👍👍👍👍 (100%) Cost = £3.62 per meeting</p>	<p>👍👍👍 (75%)</p>
<p>Investment Steering Group – This group gives customers a chance to discuss and improve our Gas services, and the improvements we make to your homes.</p> <p>Last year, we held four meetings, with an average of seven residents attending. The group approved our disabled adaptation work, and provided customers with an opportunity to share their experiences with staff.</p> <p><i>“I go to the group because I’m interested in how Calico spend our rent money and the projects that are coming up.” – Pauline Hawke, Investment Steering Group</i></p>	<p>👍👍👍👍 (100%) Cost = £16.37 per meeting</p>	<p>👍👍👍 (100%)</p>

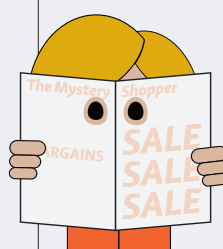


















Event	Value for money rating	Impact rating
Your Community		
<p>Website Consultation – 18 customers took part in an event to share their views on our old website, and what content should appear on our new website, which launched in February 2013.</p> <p>The new site has seen an increase of web traffic – 2000 visits per week, 25% from mobile phones. The new website provides access to new support services, such as Money Wise, and will lead to long term savings through print reductions.</p>	<p> (100%) Cost = £7 (transport)</p>	<p> (100%)</p>
<p>Successful Neighbourhoods Steering Group – This group provides regular opportunities for customers to meet with staff, and to help improve and challenge the services we provide.</p> <p>Last year, we held four meetings, with an average of eight residents attending. Customers have provided feedback on and contributed to a number of topics, including our Neighbourhood Plans, rent arrears, and communal cleaning.</p>	<p> (100%) Cost = £13.87 per meeting</p>	<p> (100%)</p>
<p>Neighbourhood Action Teams – Neighbourhood Action Teams are groups of staff who take part in monthly neighbourhood walkabouts and inspections, and help organise community activities.</p> <p>Neighbourhood Action Teams have brought staff and customers together to help make significant improvements to the local environment. Results from our Star Survey show 88% of customers are satisfied with their neighbourhood – a 7% increase since 2008.</p>	<p> (100%) Cost = £3,500 in total</p>	<p> (100%)</p>
<p>Resident Inspection Team – Resident Inspection Teams quality check the inspections carried out by our Neighbourhood Action Teams.</p> <p>Last year, an average of three customers inspected six neighbourhoods. As a result, our estates are cleaner and safer, and inspections are now scored from a customer perspective. Residents are now more aware of the inspection process.</p>	<p> (100%) Cost = £80 approx. (transport and end-of-year lunch)</p>	<p> (100%)</p> 
<p>SPACE Bus Partnership – The SPACE Bus travels across the Borough to provide support, advice, and fun activities, such as arts and crafts, sports, and gaming.</p> <p>The SPACE Bus has made 2335 to our neighbourhoods. Young people who have visited the Bus have signed up to activities with the Prince's Trust. The service has also helped raise awareness of essential support services and agencies.</p>	<p> (100%) Cost = £6.23 per visit</p>	<p> (100%)</p>
<p>ABC Fund – Our ABC Fund provides grants of up to £300 for local community activities.</p> <p>Last year, we supported 16 applications, including a Christmas Day meal, an Easter trip, and the funding of a local youth team's football strip. Over 1000 people have benefitted from the ABC Fund, which has improved community cohesion and increased the range of activities available in your areas.</p>	<p> (100%) Cost = £4.58 per person who has benefitted from funding</p>	<p> (100%)</p>

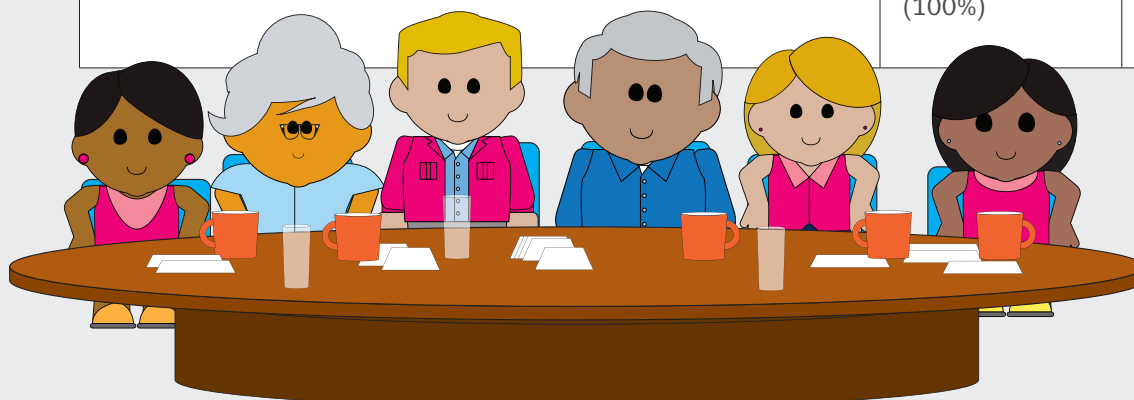
"We had a great night. The children enjoyed the entertainer very much. They also had a buffet and each child received a small gift. Father Christmas popped in, and Scooby Doo. We thank Calico for making this possible by providing the funding." – Stonemoor Bottom Residents Group

Event	Value for money rating	Impact rating
Money Wise		
<p>Money Wise Roadshows – A series of neighbourhood events designed to inform customers about Welfare Reform, promote our Money Wise service, and provide a range of fun activities.</p> <p>Throughout last summer, we delivered 16 roadshows and communicated with over 1500 customers.</p> <p>The events raised the profile of the Money Wise team significantly, increased awareness of the coming benefit changes, and improved communication with customers who gave us up-to-date information.</p>	<p>💬 ● ● ● ● (100%) Cost = £5.60 per customer</p>	<p>👍 👍 👍 (100%)</p> 
<p>Monthly Themed Surveys – A series of surveys carried out by our Money Wise team to gain feedback about the service they provide.</p> <p>639 customers have taken part in the surveys. As a result of their feedback, we have made significant changes to our arrears procedure, and our rent statements have been redesigned to include information about the different ways you can pay your rent.</p>	<p>💬 ● ● ● ● (100%) Cost = £0</p>	<p>👍 👍 👍 (100%)</p>
Support Services		
<p>Elizabeth Street Project Activities – Elizabeth Street Project, our homeless shelter, holds a range of courses and activities to improve people's skills and confidence.</p> <p>Last year, over 40 activities were held across a wide range of topics. Customers who have taken part have built independent and transferable living skills, and have an increased awareness agencies that can support them.</p>	<p>💬 ● ● ● ● (100%) Cost = £4 per session</p>	<p>👍 👍 👍 (100%)</p>
<p><i>"I have learnt that I should always pay my bills, and the consequences if I don't pay them." – Elizabeth Street Project resident</i></p>		
<p>Silver Surfer Events – Computer demonstrations held at our sheltered schemes. Two events were held last year for 23 customers.</p> <p>The events raised awareness of the computer facilities available, and five residents have been back to the schemes to use the equipment. Use of Wii Fit has improved customers' fitness and wellbeing.</p>	<p>💬 ● ● ● ● (87.5%) Cost = £0</p>	<p>👍 👍 👍 (100%)</p>
<p>Seniors' Forum – The Forum is made up of Older People's Service customers, who shape our services and discuss issues that affect them.</p> <p>Last year, we held four meetings with an average of eight residents per session. The meetings have increased awareness of services and agencies, and have reduced potential feelings of isolation.</p>	<p>💬 ● ● ● ● (100%) Cost = £31.25 per meeting</p>	<p>👍 👍 👍 (100%)</p> 
<p><i>"I enjoyed the meeting. It was good to find out information and meet new people." – Thomas Belshaw, Seniors' Forum</i></p>		

Event	Value for money rating	Impact rating
<p>Sheltered Scheme Coffee Mornings – Regular meetings for our Older People's Service customers to reduce social isolation and to keep them up-to-date with important information.</p> <p>Through the meetings, customers have been involved in other social activities, have been well informed about and shaped services that affect them, and have been able to discuss problems face-to-face with staff.</p>	 (100%) Cost = £0	 (100%)
<p>Activity Taster Day – A special activity day, held at St Peter's Centre, which provided an introduction to a range of fun, social, and fitness activities for 38 sheltered and dispersed customers.</p> <p>After the event, customers were able to make an informed choice as to which activities they would like in their local sheltered schemes. Activity sessions are now being delivered on a monthly basis, helping to reduce potential feelings of isolation.</p>	 (100%) Cost = £20.65 per customer	 (100%)
<p>Pop Up Gardens – Weekly sessions to get our residents from our sheltered schemes growing easy-to-maintain fruit and vegetables in their homes using whatever resources are available.</p> <p>Last year, we delivered 18 sessions to approximately 15 customers, who have gained increased gardening skills and knowledge, and now feel motivated to carry on planting.</p>	 (100%) Cost = £181 per customer	 (87.5%)
<p><i>"I would be sitting in my flat if I wasn't gardening." – Involved Resident</i></p>		
<p>Disability Forum – A group that works together to make sure our services are accessible for customers with disabilities. Staff also attend to discuss changes to services and ask for feedback.</p> <p>Last year, the group held seven meetings, with an average of seven customers attending. The Forum has contributed to a number of key Calico documents, including our Customer Service Strategy and the community alarm leaflet, and have contributed towards our Investors in Diversity accreditation.</p>	 (100%) Cost = £27 per meeting	 (100%)
<p><i>"The Disability Forum provides me with an insight into services provided by Calico. It provides useful information and every aspect is great." – Trevor Freeborn, Disability Forum</i></p>		
<p>Step-Up Committee – This is a group of past and current Floating Support service users who meet regularly to help improve and shape the service.</p> <p>The group has helped increase the skills and confidence of services users, some of whom have managed to gain qualifications. The group are now providing regular communication via their quarterly newsletter.</p>	 (100%) Cost = £1,000 in total	 (83.3%)

Event	Value for money rating	Impact rating
Jobs and Training		
<p>CIH Level 2 Housing Practice Qualification – This course provides customers with a comprehensive understanding of the housing sector.</p> <p>Last year, four customers successfully completed the course, gaining an accredited qualification. Two customers have since joined RAISE, our customer scrutiny panel.</p> <p><i>“The CIH course gave me a real understanding of the housing sector and really helps me towards my role as a Tenant Board Member. I thoroughly enjoyed the course.” – Christina Yates</i></p>	<p>👍👍👍👍 (75%) Cost = £322 per customer</p>	<p>👍👍👍 (100%)</p>
Involvement		
<p>Calico Academy – 12-week course to help you learn about our services and improve your skills and confidence.</p> <p>Last year, we delivered two Academy programmes for 17 customers from a range of ages and backgrounds.</p> <p>Many customers have since gone on to join other Calico groups, complete a range of training programmes, and even find employment</p>	<p>👍👍👍👍 (75%) Cost = £18 per customer</p>	<p>👍👍👍 (85.7%)</p>
<p>Mystery Shopping Programme – Customers can go ‘undercover’ and test our services, making sure we do what we promised.</p> <p>Last year, we delivered two Mystery Shopping programmes and trained four new Shoppers. 50 Mystery Shops were completed on topics chosen by the Shoppers.</p> <p>The information that Shoppers discovered helped us shape our services. Many Shoppers feel their skills have increased. Once they completed two quarterly Shops, volunteers were rewarded with High Street vouchers.</p>	<p>👍👍👍👍 (62.5%) Cost = £5 per shop</p>	<p>👍👍👍 (62.5%)</p> 
<p>RAISE – Our customer scrutiny panel. RAISE review services that they choose to look at so they can tell us where we are getting things both right and wrong, and then make recommendations for improvements.</p> <p>To date, RAISE have scrutinised three services – Call Centre and Reception; Older People’s Service; Repairs – and have made 47 recommendations, all of which have been approved by the Calico Board.</p> <p>RAISE members have developed essential abilities, such as writing reports, chairing meetings, and presentation skills.</p>	<p>👍👍👍👍 (100%) Costs = £17,399 (since 2009)</p>	<p>👍👍👍 (100%)</p>
<p>Annual Target Setting – Our annual ‘Moving Targets’ event, where 17 customers were given the opportunity to ask key questions and set 15 new business targets.</p> <p>The event provided an awareness of the different services we provide, and gave customers a chance to really challenge us.</p>	<p>👍👍👍👍 (100%) Cost = £5.72 per customer</p>	<p>👍👍👍 (100%)</p>

Event	Value for money rating	Impact rating
<p>Becoming a Charity (Customer Consultation) – We held a survey to gather your views about whether or not we should become a charitable organisation.</p> <p>296 customers responded, and 94.8% were happy with us becoming a charity. We officially became a charity on 1st April.</p> <p>There will be no changes to how we operate or the services we provide.</p>	 (100%) Cost = 88p per response	 (100%)
Community Groups		
<p>We provide funding to a number of community groups throughout Burnley, including:</p> <ul style="list-style-type: none"> • Stoops and Hargher Clough Community Association • Dall Street Residents Association • Coal Clough Lane Community Association • Central Briercliffe Road Action Group • Palace House and Woodbine Tenants and Residents Association • Brunshaw Action Group • Thursby Gardens Community Action Group <p>Through our funding, these groups have arranged activities and trips for local residents, delivered food parcels, held neighbourhood clean-up events, and organised luncheon clubs and community meetings, among many other projects that have benefitted your communities. To find out how you can get involved with your local Community Group, contact us on 0800 169 2407 or 01282 686300.</p>	 Stoops & Hargher Clough (100%)	 Stoops & Hargher Clough (100%)
	 Dall Street (100%)	 Dall Street (100%)
	 Coal Clough Lane (80%)	 Coal Clough (100%)
	 Central Briercliffe (60%)	 Central Briercliffe (80%)
	 Palace House & Woodbine (80%)	 Palace House & Woodbine (80%)
	 Brunshaw (100%)	 Brunshaw (80%)
	 Thursby Gardens (100%)	 Thursby Gardens (100%)



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