

Welcome to this year's Annual Report, looking back at all the work that we've done throughout the past year.

Along with all the charities in The Calico Group, the goal of Calico Homes is to make social profit, rather than financial profit. That means making positive difference to people's lives, in every neighbourhood where we work.

In this Annual Report, you'll find out more about the different ways we are working to make a positive impact on our customers' lives, and where we are doing things to make our services even better.

You'll also see the results from our STAR Survey, where nearly 800 customers told us what they think of the services we deliver.

If you'd like to know more about anything you read in the Report, why not visit our website www.calico.org.uk, or give us a call on 0800 169 2407 or 01282 686300.

Helen Thompson
Director of Customer Services

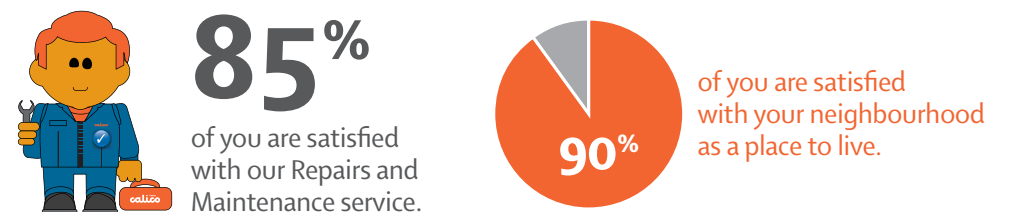


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Registered Office: Centenary Court, Croft Street, Burnley, Lancashire, BB11 2ED
Freephone 0800 169 2407 | Local Number 01282 686 300 | www.calico.org.uk | contact@calico.org.uk

calico homes Annual Report 2015



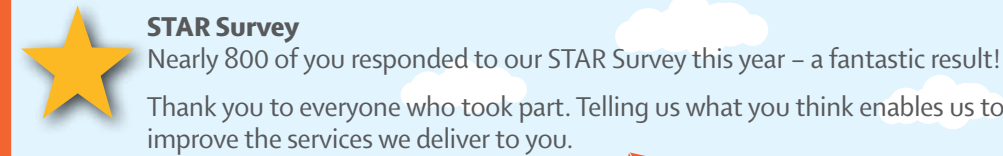
New Homes

WE'RE COMMITTED TO PROVIDING AFFORDABLE, HIGH-QUALITY HOUSING ACROSS EAST LANCASHIRE.

This year, we announced plans to build **52 affordable new homes** across Burnley by 2018, in partnership with Burnley Borough Council.

We also handed over the keys to customers for the first properties on our **new £6m Primrose Mill development - 60 homes for sale and rent.**

Last year, our Neighbourhoods team **helped 653 of you find a home.**



Your Community

WE AIM TO CREATE CLEAN, SAFE AND VIBRANT COMMUNITIES IN WHICH PEOPLE ARE PROUD TO LIVE.

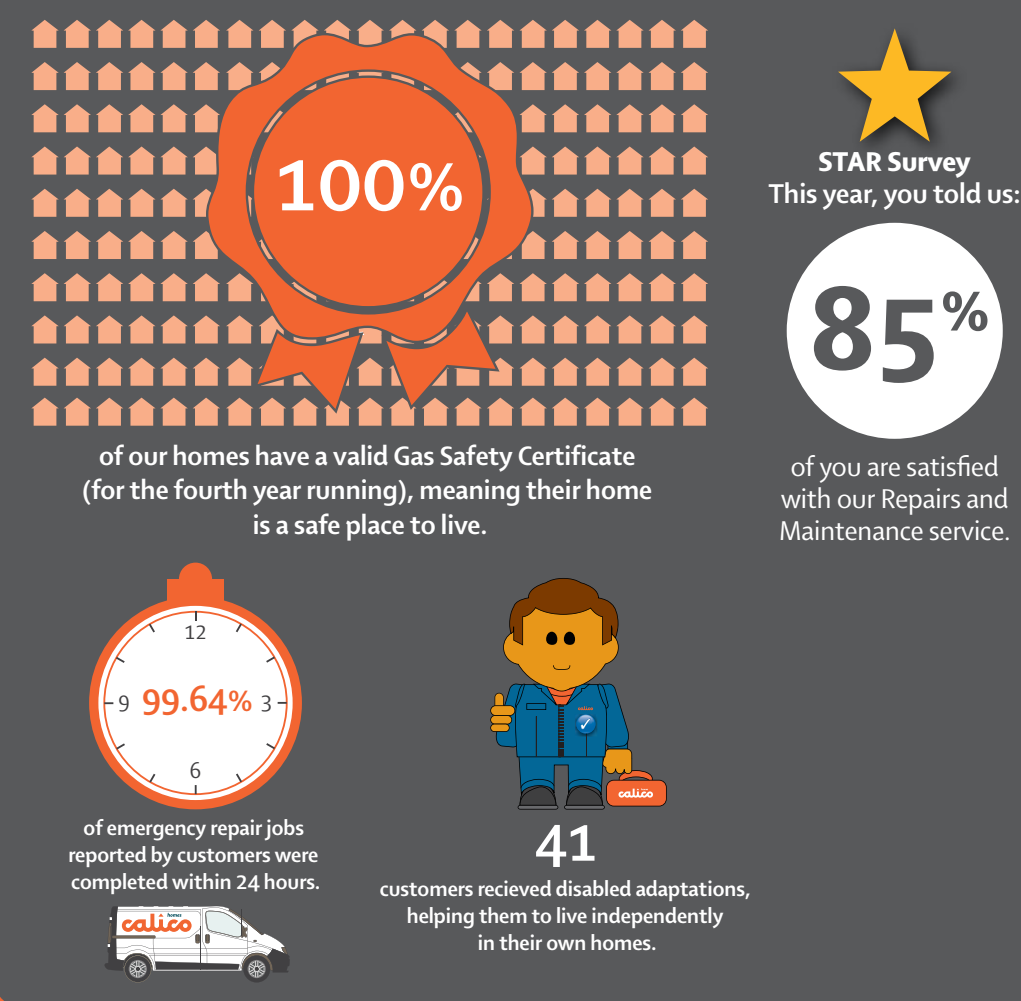
Our Neighbourhood Action Teams continue to bring our communities together with a host of fun and engaging activities, from summer fun days to bulb planting events.



Your Home

YOUR HOME SHOULD BE WELL MAINTAINED, AND PROVIDE WARM AND SAFE ACCOMMODATION FOR YOU AND YOUR FAMILY.

We have recently commenced energy efficiency works with Ring Stones, in partnership with British Gas, to 448 homes on our Turf Moor, Belvedere, Burnley Wood and Brunshaw estates.



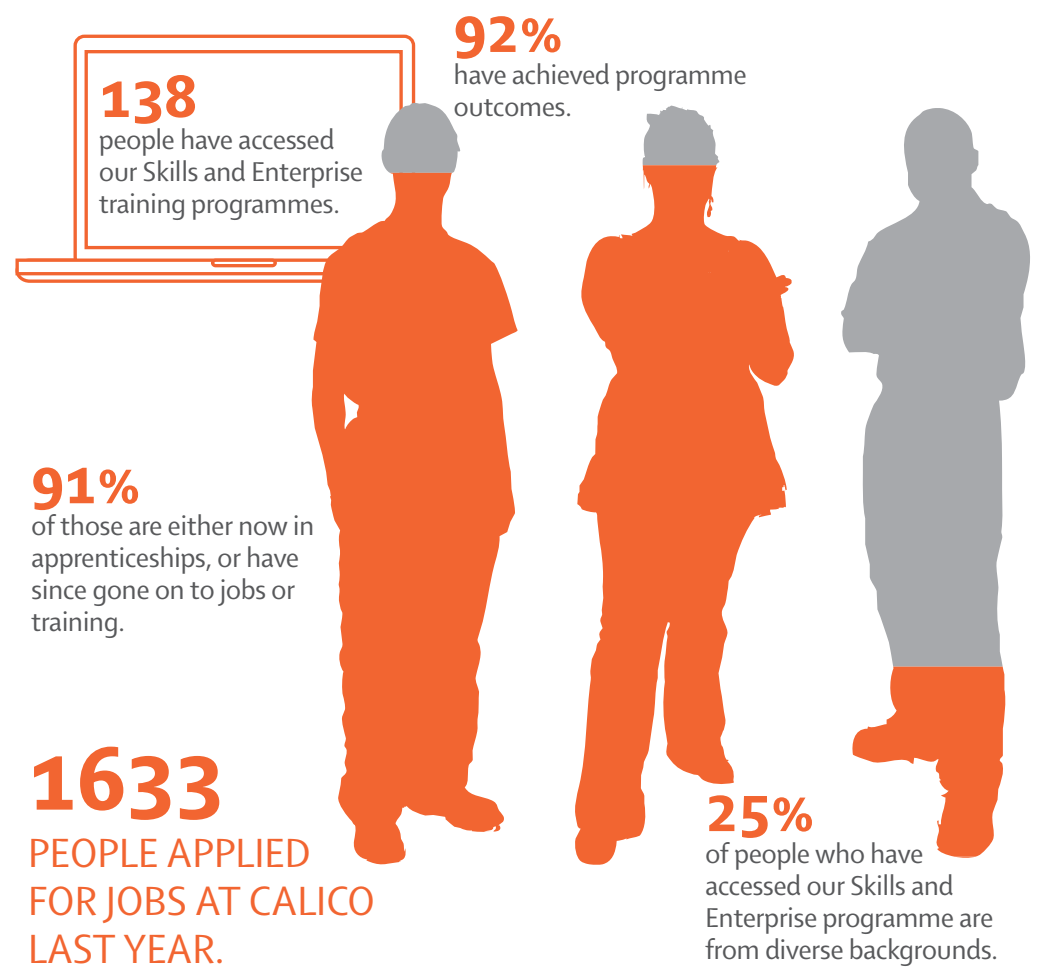
calico Skills & Enterprise

DID YOU KNOW WE HAVE SERVICES TO HELP YOU IMPROVE YOUR CHANCES OF SECURING LONG-TERM EMPLOYMENT?

This year, our pioneering shared apprenticeship scheme, Constructing the Future, appointed its **100th apprentice!**

Lee Kirkham, 17, from Blackpool, joined developer Lovell on Blackpool Council's £22m Queens Park housing development.

Calico Creative launched a free programme this year – **Early Words Together** – aimed at promoting learning and literacy skills among preschool children in Burnley.



Older People's Services

OUR OLDER PEOPLE'S SERVICES PROVIDE SUPPORT TO HELP YOU STAY INDEPENDENT.

This year, we secured new funding to protect services for older people which would have otherwise been affected by Supporting People funding cuts.

We aim to ensure that everybody affected continues to receive the support they need after the funding ends.

93% of our Older People's Services customers were satisfied with the overall service provided by their Support Workers last year.



calico money wise

Our Money Wise team offer practical advice and guidance with money and debt issues.

To help people get ready for the introduction of Universal Credit, we held a Get Online Week.

Customers came in and learnt how to get to grips with the internet.

Calico Homes Limited
#528 56864 23568 AR2654

account payee	The amount our Money Wise team have helped customers save in total.

65 - 43 - 21

£205,598

The Money Wise team

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elizabeth street project

ELIZABETH STREET PROJECT PROVIDES EMERGENCY ACCOMMODATION FOR PEOPLE WHO ARE EITHER HOMELESS OR AT RISK OF HOMELESSNESS.

Residents are also given the opportunity to develop key life skills – this year, residents completed a six-week course to learn more about cooking nutritious meals on a budget and prepping food.



of residents who stayed at Elizabeth Street this year are now living independently

Whitworth Care Trust



GOOD

Whitworth Care Trust operates Sunnyside Rest Home and Sunnybank Day Centre, providing services for older people, including day services, luncheon clubs and meals on wheels.

Whitworth Care Trust has recently received planning permission to relocate to a new site to prevent current services for older people from closure.

'Good' – Overall rating received by Whitworth Care Trust following inspection by Care Quality Commission.

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floating support

Our Floating Support service provides free support to anyone who needs help to live independently.

We started delivering a Generic Tenancy Support Service across Blackpool this year, supporting vulnerable people at risk of homelessness so they can stay in their home and live independently.

Also this year, several Floating Support volunteers completed a qualification that supported and enhanced their volunteering experience.

- 1000+ people from across East Lancashire have received help from Floating Support.
- 96% of our service users are now living independently.
- 91% of people who were identified as needing to maximise their income did so.
- 95% of people who required help to establish contact with friends/family have successfully done so.



ACORN

RECOVERY PROJECTS

Acorn Recovery Projects provide a range of innovative drug and alcohol rehabilitation services across the North West.

1689

clients received support from Acorn, through both the community and residential services.

1485

went through the Reduction and Motivation Programme, which provides a safe environment for them to explore their addiction, and its impact on them and others.

111

went through the Dependency, Emotional, Attachment Programme, where they can explore addiction at a personal level, and deal with unresolved issues.

93

went through the 12 Step Programme, where they can develop new skills to help them recover from addiction.

Our recently-opened **Bean Good Coffee Shop** has been a big success. The home of 'Buy One, Give One Free', customers who purchase a coffee or a meal are given a token, which they can then pass on to someone else to exchange for a completely free drink or meal.

This year, two former service users also became the first Acorn clients to be recognised at Hopwood Hall College's Further Education Awards.



SafeNet

Empowering you to live free from domestic abuse

SafeNet provides life-changing support to victims of domestic violence and abuse across Lancashire.

SafeNet were recently awarded the contract to deliver essential support to victims in Preston, ensuring that these life-changing services are protected, while delivering an improved level of support.

523

referrals were made to SafeNet last year.

195

children and 160 women stayed in our Refuge accommodation last year.



Involvement

OUR INVOLVEMENT TEAM ARE DEDICATED TO PROVIDING A RANGE OF LEARNING AND INVOLVEMENT OPPORTUNITIES TO HELP IMPROVE YOUR QUALITY OF LIFE.

This year saw many more customers take advantage of our Opening Doors training programme, helping them develop their skills and knowledge by accessing training to suit their needs.

83% of our customers are satisfied with the way we keep them informed.

73% said they were satisfied with the way we listen to and act on their views.

60% of our customers are satisfied with the way their complaint was handled.



STAR Survey
This year, you told us:

73%

of you are happy with the way we listen to your views and act upon them

70%

of you are happy with the opportunities we provide for you to influence our services.

PERFORMANCE LAST YEAR

Last year, we proposed a series of Local Offers, based on targets set by customers. These were the promises to help improve the services we 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 we performed against these Local Offers over the past 12 months.

We said we would:	We have:	Have we met it?:
Aim to answer calls within 30 seconds.	81.03% of calls were answered within 30 seconds, against a target of 80%.	✓
Run two Calico Academy training courses for customers each year.	We successfully delivered two Calico Academy programmes.	✓
If you have moved into our shared supported housing properties, your Supported Living Officer will visit you at least four times every year to see how things are going.	We have visited new supported housing tenants at least four times in their first year, whether formal or informal visits. This local offer will be reviewed in the coming year.	✓
Complete repairs in the following timescales: • Emergency = 24 hours • Urgent = Within five working days • Routine = within 15 working days	Our Repairs team completed all repairs to the relevant timescales.	✓
Aim to achieve 90% of Jobs Done As Promised for repairs.	From September 2015, we are replacing this with a new measure – 'Right First Time' – which has been agreed with customers.	–
Aim to achieve 82% customer satisfaction with all repairs work completed.	We achieved 85% customer satisfaction against the new target of 82%. This target has changed since the introduction of the new STAR Survey, which provides a more accurate measure of customer satisfaction.	✓
Provide customers with an Annual Repairs Statement.	We have exceeded this target by introducing an online, self-serve system for customers to view their repairs history at any time. 25% of customers have already subscribed to this service.	✓
Provide customers with a six month promise guarantee for all repairs completed.	All our repairs are now guaranteed, and we will return where we have been unable to fix a problem to the customers' satisfaction.	✓
Continue to maintain our customers' homes to Decent Homes Plus.	100% of our properties meet the Decent Homes Plus standard.	✓
Set aside an annual budget to allow us to complete aids and adaptations to our customers' homes in a timely and cost effective manner.	A budget of £134,000 has been allocated for aids and adaptations in 2015/16. All works to date have been completed within six months of the referral date.	✓
Repaint the internal areas of communal blocks every seven years.	A programme of work was completed five years ago - no further works have been required since	✓
Replace the floor covering in the communal blocks every 20 years.	A programme of work was completed five years ago - no further works have been required since	✓
Contact all customers on the housing register every 12 months to check that they want to remain on the list.	We have contacted all customers on the housing register throughout the year to check that they want to remain on the list	✓
Your Neighbourhood Officer will visit you in your home within six weeks of your tenancy starting to complete a "Welcome to your home" visit.	79% of customers were visited in their home within the first six weeks of their tenancy. For all remaining new tenancies, visits were attempted on at least three separate occasions. We have introduced desktop tasking for all new tenancy visits to ensure we do not miss any. Our Neighbourhood services are working more closely to ensure we achieve a 100% success rate.	✓
Your Neighbourhood Officer will visit you at least once every two years to see how things are going and to ensure that the information we have about you and your household is correct.	We have recently reviewed the way that we manage Tenancy Audits. Each Neighbourhood Officer will complete at least five per week. The Audit process will become part of the Starter Tenancy procedure, which has recently been reviewed. These visits may also be carried out by other members of our Neighbourhood Services team.	–
If you move into one of our homes for older people, your Home Support Officer will visit you within the first week of you living there.	91% of our new Older People's Service customers received visits within their first week of moving in.	✓
If you live in one of our homes for older people, your Home Support Officer will visit you at least once a year to see how things are going.	Our Older People's Service ensured that 100% of customers were visited at least once a year	✓
Aim to resolve all complaints within ten working days.	83.16% of complaints were resolved within ten working days, against a target of 95%. For more complex issues that require more than ten days to deal with, we have ensured customers are kept informed throughout. This year, we are reviewing the complaints process to ensure it is suitable for customers going forward.	✗