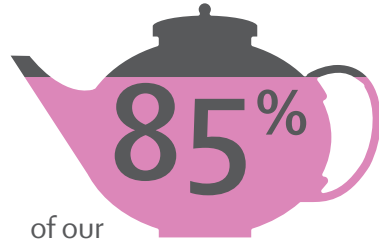




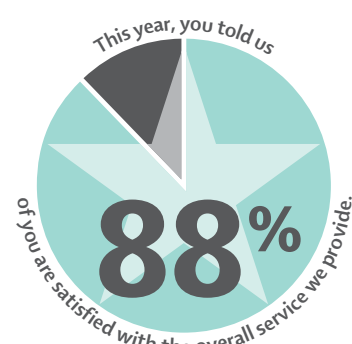
of our homes have a valid Gas Safety Certificate, meaning their home is a safe place to live.



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



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



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

Calico Homes is part of The Calico Group, made up of several innovative charities and businesses working together to improve people's lives, and deliver a range of high quality services to our customers.

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

If you'd like to provide any feedback, we'd love to hear from you.

As these are challenging economic times, you can also see how we're ensuring we deliver value for money by reading our Value for Money Self Assessment at calico.org.uk

Helen Thompson
Director of Customer Services



Visit our social media sites

[facebook.com/thecalicogroup](https://www.facebook.com/thecalicogroup)
twitter.com/calico_group



PEOPLE

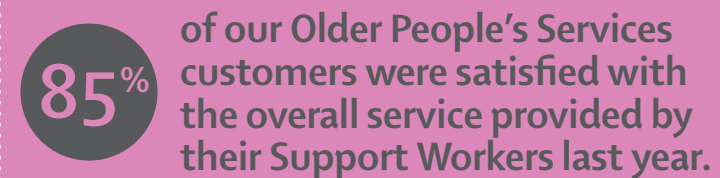
HEALTH AND WELLBEING

OLDER PEOPLE'S SERVICES

Our Older People's Services provide support to help you stay independent.

Residents at our **Viking Place** sheltered scheme celebrated this year following the opening of their recently refurbished lounge area by the **Mayor of Burnley**.

Residents were also treated to a Christmas shopping trip at Boundary Mill, followed by fish and chips at Banny's Restaurant, to reduce social isolation over the festive period.



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

Feeling Safe
Keeping In Touch
Staying As Well As You Can. **100%**



100% of referrals to our sheltered accommodation were completed within five days.

floating support

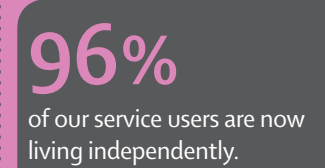
Our Floating Support service provides free support to anyone who needs help to live independently.



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



of people who were identified as needing to maximise their income did so.



of our service users are now living independently.



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

elizabeth street project

Elizabeth Street Project provides emergency accommodation for people who are either homeless or at risk of homelessness.

We have recently unveiled plans for a new, state of the art wellbeing project in Burnley that will provide much more modern and improved accommodation.

The custom-built facility, which would be built on Mitre Street, will be specifically designed to ensure services improve people's health and wellbeing.



Whitworth Care SINCE 1976

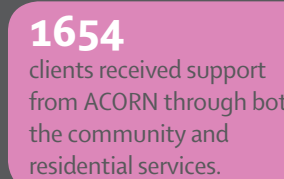
Whitworth Care Trust operates Sunnyside Rest Home and Sunnyside Day Centre, providing services for older people, including day services, luncheon clubs and meals on wheels.

Work has begun on the construction of our new 28-bed, state of the art facility, which will provide residential and dementia care, and will replace the existing care home on Market Street in Whitworth.

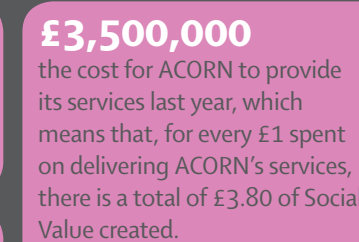


ACORN RECOVERY PROJECTS

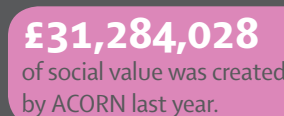
ACORN Recovery Projects provide a range of innovative drug and alcohol rehabilitation services across the North West.



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



the cost for ACORN to provide its services last year, which means that, for every £1 spent on delivering ACORN's services, there is a total of £3.80 of Social Value created.



of social value was created by ACORN last year.

money wise

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

For Debt Awareness Week 2016, our Money Wise team spoke to 120 customers throughout Burnley to offer helpful tips to prevent them falling into debt, as well as providing advice via their Facebook page.



The amount our Money Wise team have helped customers save.

Skills & Enterprise

Did you know we have services to help you improve your chances of securing long-term employment?

To celebrate National Apprenticeship Week 2016, fifteen apprentices from across The Calico Group accepted the challenge to refurbish a Calico Homes property in a week ready for a tenant to move in.

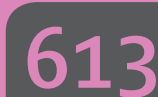
The project was a great opportunity for apprentices to see how other trades work, while increasing their confidence and skills.



people applied for jobs at Calico last year.



of those are either now in apprenticeships, or have since gone on to jobs or training.



people have accessed our Skills and Enterprise training programmes.



have achieved programme outcomes.

PROPERTY

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

YOUR HOME

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

This year, properties across the Belvedere and Burnley Wood areas of Burnley have seen a significant improvement in appearance and energy efficiency thanks to a programme of works carried out in partnership with British Gas to provide external wall insulation, and replacement fascias, soffit, bargeboards and rain water goods.

We also announced a programme of work to install solar PV panels to approximately 200 of our properties, saving you between 20% and 25% on your electricity use.



of our homes have a valid Gas Safety Certificate (for the fifth year running), meaning their home is a safe place to live.



of emergency repair jobs reported by customers were completed within 24 hours.



customers received disabled adaptations, helping them to live independently in their own homes.

NEW HOMES

This year, we began work on a new 22-property development on Pomfret Street and Blannel Street in Burnley.



We also completed work on our Primrose Mill development, consisting of including 48 two and three bedroom houses and bungalows, and 12 apartments. The site was opened by Calico resident and dedicated volunteer Winn McGeorge MBE at a special ceremony.



Last year, our Neighbourhoods team helped 596 of you find a home.

STAR SURVEY

NEARLY 700 OF YOU RESPONDED TO OUR STAR SURVEY THIS YEAR – A FANTASTIC RESULT!

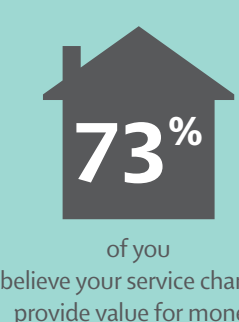
Thank you to everyone who took part. Telling us what you think enables us to improve the services we deliver to you.



of you are happy with the quality of your home.



of you believe your rent provides value for money.



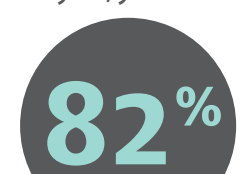
of you believe your service charges provide value for money.



"saving you between 20% and 25% on your electricity use."



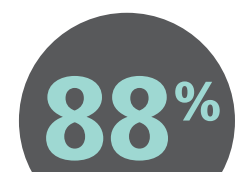
STAR Survey
This year, you told us:



of you are satisfied with our Repairs and Maintenance service.



STAR Survey
This year, you told us:



of you are satisfied with the overall service we provide.

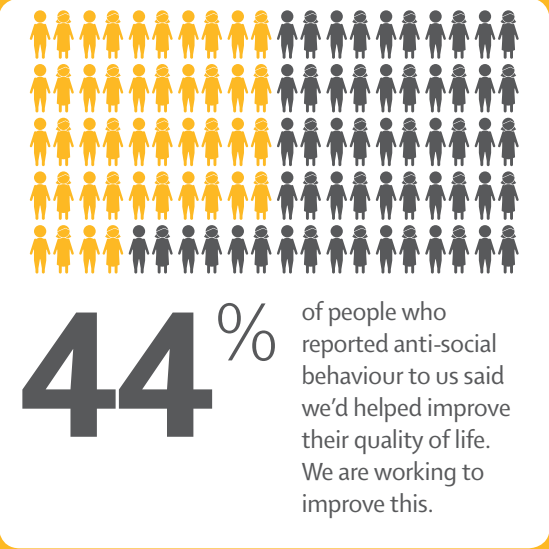


WE AIM TO CREATE CLEAN, SAFE AND VIBRANT COMMUNITIES IN WHICH PEOPLE ARE PROUD TO LIVE.

YOUR COMMUNITY

This year, residents in South West Burnley were eased of summer holiday stress thanks to the **SW Burnley Holiday Club**, where children could play with other children, go on outings, and enjoy meals together.

This year also saw residents don their winter woollies for our first ever **Lantern Festival**.



INVOLVEMENT

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

Some of our older customers are earning their digital stripes thanks to our **'Bee Online'** initiative, aimed at helping them learn more about the online world.



The project has seen **15 volunteers** from Older People's Service recruited as Digital Bees, who have completed training to help them support other older customers get on the net.



Proposed new local offers for 2016-17

We have designed our local offers to help improve services for people who live in our homes and those which we manage. Customers review the offers every year to make sure they are always relevant and support our existing customer service standards and performance targets.

Here are our new local offers for the year ahead:

PEOPLE

- To offer a range of services, financial advice and training to help customers manage their tenancies successfully and live independently depending on their level of need, including:
 - Money Wise tenancy sustainment services
 - Independent Living support plans/visits for older people and customers with long term support needs
 - Supported Living options for people with additional needs.
- To work with our partners and contractors to create local jobs and training opportunities through our investment and house building programmes.

PROPERTY

- To continue to deliver a programme of external works to improve the energy efficiency and look of our properties.
- To develop a 'Right First Time' approach to repairs jobs which will ensure we deliver a high quality repairs service.
- To continue to invest in our properties to ensure they are well maintained, structurally sound, secure, and meet the minimum regulatory standards.
- To continue to invest in adaptations to our properties so they support and enhance people's wellbeing and independent living.
- To continue to build a range of new affordable housing which will meet the community's needs.

PLACE

- To provide a range of opportunities for people in our neighbourhoods to be actively engaged in reviewing and scrutinising our services; telling us what their priorities are, and supporting each other through a network of neighbourhood representatives.
- To make sure 70% of customers who report anti-social behaviour agree that our interventions improved the quality of their life.

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, 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?:
PEOPLE		
Offer a Passport to Housing training course for new and existing customers who are struggling to learn how to manage a tenancy.	The accredited Passport to Housing course is no longer offered. However, we now provide our own Passport to Independent Living course, which covers similar topics.	✗
Work with the local Credit Union so they will have a base in our office for customers to access their services with ease.	Pennine Community Credit Union have been based in our Centenary Court offices for over two years now	✓
Ensure that, if you live in one of our older people's properties, your Independent Living 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.	Our Older People's Service met this target – those customers only seen on a yearly basis are on disclaimers, and all of these are refreshed annually; everyone else is seen much more frequently.	✓
Support the creation of volunteering opportunities each year.	Since March 2014, we have delivered the following: <ul style="list-style-type: none">• 108 traineeships, of which we progressed 40 into work and apprenticeships broken down as below:<ul style="list-style-type: none">- 28 into work- 12 into apprenticeships.	✓
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.		✓
Hold two Calico Academy training courses each year, teaching residents about the wide range of services we provide, and encourage them to improve their prospects and become further involved in their communities.	Interest in the last few Calico Academy programmes has been quite low, so the decision has been taken to cancel it. We are currently devising a more wellbeing-focused offer that will achieve the same personal outcomes as the Academy, alongside a more focused programme that helps support tenancy-related needs.	✗
Carry out a customer scrutiny review of at least one service each year.	In agreement with our Board, we agreed to stop this process in 2015 as RAISE – our customer scrutiny panel – were unable to continue. We are now considering an alternative approach to scrutiny within our new co-regulatory framework.	✗
PROPERTY		
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 have completed metal fencing to the front of properties across all of our estates which had timber fencing except Plane Tree. On inspection, the timber fencing to 95% of properties on Plane Tree was in excellent condition, so it was decided that this was to remain to provide value for money. We will continue to maintain and repair the front fencing on this estate and will revisit to install metal fencing in the coming years, if required.	✓
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 currently no longer measure this offer. We have devised a new 'Right First Time' measure, following the development of a new report.	✗
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.	100% of our properties meet the Decent Homes Standard. We still have budgets in place to replace kitchens that were previously refused when properties become void to ensure we maintain this.	✓
Set aside an annual budget to allow us to complete Aids and Adaptations to our customers' homes in a timely and cost effective manner.	In 2015/16, we installed 28 level-access showers. We still have an annual budget of approx. £100k and aim to install 26 level-access showers this financial year.	✓
PLACE		
Ensure Neighbourhood Action Teams (NATs) 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.	NATs have carried out a wide range of activities based on customer feedback, including tidy up events and dog chipping. We no longer publish Neighbourhood News and instead use social media and face-to-face events to communicate with customers. Customer satisfaction with their neighbourhood as a place to live is currently at 88% against a target of 90%, but we do see seasonal changes.	✓
Make sure 70% of customers who report anti-social behaviour agree our interventions improved the quality of their life and made them feel safer.	Monitoring shows that 96% of customers agree that our interventions have improved their quality of life. We are confident that we have a strong anti-social behaviour service. There has also been a fall in the number of customers who are concerned about anti-social behaviour in their neighbourhood.	✓