

22
NEW HOMES BUILT

99%
of customers are satisfied with planned refurbishment works.

Annual Report 2017

Welcome to the 2017 Calico Homes Annual Report, giving you the opportunity to see how our services have performed over the past year.

Although these are challenging economic times, as part of The Calico Group, we remain dedicated to providing quality services that make a difference to people's lives.

This year's Annual Report gives you just a flavour of the many ways we are working to have a positive impact in your communities, as well as how we are improving the services we provide to you.

As always, we would love to hear your views – if you have any feedback, please get in touch!

Helen Thompson
Director of Customer Services



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98%
of customers said our work to tackle anti-social behaviour has improved their quality of life.

82%
of customers are satisfied with the quality of their home.

254
properties have had Solar PV Panels installed.

calico homes



CALICO HOMES IS PART OF THE CALICO GROUP. OUR PURPOSE IS TO MAKE A REAL DIFFERENCE TO PEOPLE'S LIVES.

We want to help individuals of all ages and backgrounds, and their families, live peacefully and prosperously in warm, secure homes and safe, friendly neighbourhoods. We have a passion for making our customers' lives better.

The support we provide impacts upon the wellbeing of the local community which, in turn, benefits the ongoing regeneration of Burnley and the North West.



This year, staff from across The Calico Group attended Blackpool Pride. Despite terrible weather, everyone kept their spirits up and had a fantastic time.



To help ensure that tenants do not have any major issues when applying for Universal Credit, Calico Homes is providing a range of support to help them through the process in any way they can.



We were pleased to appoint John Inglesfield as the new Chair of the Calico Homes Board.



Delphi Medical, a leading independent provider of drug and alcohol treatment services, is now officially part of The Calico Group.



In 2016, ACORN Recovery Projects opened the doors to its newest addiction facility, the first residential abstinence based treatment centre in Burnley.



Supported Living and Pennine Re-Connect

This year saw customers, staff and partner agencies come together to celebrate the achievements of those who have successfully engaged with the Pennine Re-connect programme, a partnership initiative of Calico Enterprise and Calico Homes, with funding from Burnley Borough Council and Clive Grunshaw, Lancashire's Police and Crime Commissioner.

In 2016/2017 we helped secure suitable accommodation for 33 individuals/ families in order to meet their needs.

Whitworth Care
SINCE 1976

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

Work has now begun on the development of our brand new care home facility, Barley View.

ACORN
RECOVERY PROJECTS

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

1,553
No. of Service Users

925
Completed a Recovery Project

57%
self-confidence

57%
self-esteem

71%
motivation

Through Acorn Recovery Projects, we provide a range of training to support and develop young people.

Elizabeth Street Project

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

This year, we started work on Gateway, our new flagship wellbeing centre that will provide support to the homeless and vulnerable.

Living Independent

Our Independent Living service provides support to help you stay independent.

100%
of customers with support needs have personalised support plans in place

93%
of customers had a personalised support plan in place within two weeks of moving into their new home.

Skills & Enterprise

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

Apprentices from across The Calico Group came together to celebrate National Apprenticeship Week 2017, taking part in a week of inter-generational engagement activities and befriending, at our Sheltered Schemes.

Apprenticeships created this year:

6
in construction

12
in painting and decorating

4
office-based

1
in caretaking



WE ALWAYS WORK HARD TO ENSURE YOUR HOME IS WELL MAINTAINED, AND PROVIDES WARM AND SAFE ACCOMMODATION FOR YOU AND YOUR FAMILY.

PROPERTY SERVICES

WE HAVE COMPLETED OVER £1 MILLION OF EXTERNAL WORKS ON THE BRUNSHAW ESTATE, TRANSFORMING THE APPEARANCE OF THE AREA.

696
properties improved on our ECO programme.

£4.7 million
spent in total on ECO works.

£130 saved
off energy bills on average through Solar PV Panels.

£500,000 spent on boiler upgrades.

£439,000 spent on damp works.

99.2%
of appointments met.

78%
of customers are very or fairly satisfied with the way we deal with repairs and maintenance.

82%
of customers are satisfied with the quality of their home.

254
properties have had Solar PV Panels installed.

20
level access showers installed.

280
boiler upgrades.

99%
of customers are satisfied with planned refurbishment works.



DEVELOPMENT

This year, we have commenced groundworks on a much-needed high-quality housing development on Perseverance Mill in Padiham.

We have also received planning approval for a new housing development on Melrose Avenue, Hargher Clough, with 31 potential new homes for local residents.

The first tenants have officially received the keys for their new homes on our new development on Pomfret Street and Bannell Street, Burnley.

22
NEW HOMES BUILT

145
NEW HOMES STARTED.

Top three areas and reasons for customer dissatisfaction

Number dissatisfied	Department	Actions to improve
206	Gas and responsive repairs	Improved approach to scheduling appointments with greater involvement of the Customer Services team
58	Neighbourhood management	Clearer communication about what customers can expect when they access our ASB or B-with-us services
38	Open spaces	Additional grass cutting visits arranged and resolution of staffing issues by provider



SafeNet
Empowering you to live free from domestic abuse

We have recently opened SafeNet's new Recovery Refuge – **Jane's Place** – which offers safe and secure temporary accommodation for women and children at risk of domestic abuse, who have additional complex needs.

Jane's Place



IT'S IMPORTANT TO US THAT YOU'RE HAPPY WHERE YOU LIVE AND THAT YOU HAVE ACCESS TO OPPORTUNITIES TO IMPROVE YOUR QUALITY OF LIFE.

We're passionate about providing opportunities for you to:

TELL US WHAT YOU THINK AND HELPING MAKE OUR SERVICES BETTER

MAKE A DIFFERENCE WHERE YOU LIVE

DEVELOP YOUR SKILLS AND KNOWLEDGE.

YOUR COMMUNITY

Hundreds of residents from across Burnley came out this summer to celebrate their community at **Brilliant Burnley's Fantastical Festival**.

This year, **Bean Good Coffee Shop** teamed up with Burnley Leisure Trust to work together to provide six luncheon clubs across Burnley and to generate new volunteering and training opportunities for the community.



98%
of customers said our work to tackle anti-social behaviour has improved their quality of life.

99.9%
of rent available collected in the last 12 months.

84%
of customers are very or fairly satisfied with their neighbourhood as a place to live.

79%
of customers are satisfied that their rent provides value for money.

70%
of customers are satisfied that their service charges provide value for money.

73%
of customers are satisfied that we are listening to their views.

INVOLVEMENT

Our **Neighbourhood Reps** met to further scrutinise the reasons behind a fall in satisfaction levels with neighbourhood as a place to live. They gave us insight into what influences this satisfaction score, talked about how satisfied they are with their own neighbourhoods, and discussed the ways we are working to improve.

Last year, we held our second **Lantern Festival** in South West Burnley. We had over 300 lanterns at the event following a series of lantern making sessions held in various locations across the borough.

We regularly hold a wide range of activities on offer at **Valley Street Community Centre**. Regularly attending any sessions at Valley Street allows us to offer customers one-to-one support when they need it, get their views and build trust leading to sustainable tenancies.

We have carried out a piece of work to consult people who could be our future customers. We wanted to know what the current middle-aged generation thought in terms of living arrangements for when they retire.

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.

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	<ul style="list-style-type: none">Customers who received support from our Money Wise team saw their annual income increase by £658.Over 18 pre-tenancy assessments are carried out each month to ensure our customers are supported before they become a customer.
Independent Living support plans/visits for older people and customers with long term support needs	<ul style="list-style-type: none">100% of customers have visits based on their level of need to support independence through ageing.100% of customers with support needs have personalised support plans in place93% of customers had a personalised support plan in place within two weeks of moving into their new home.Independent Living has diversified its services to provide much needed support to people with complex long term support needs to meet the gaps in local services.We provided volunteering opportunities for people wanting to help customers enjoy a vibrant selection of activities.
Supported Living options for people with additional needs.	<p>The Supported Living service works with customers and partners to identify and provide suitable accommodation for vulnerable adults with a range of needs, including learning disabilities, mental health, those with a history of offending behaviour and individuals/families forced to leave their country in order to escape war or persecution .</p> <p>In 2016 /17, we helped secure suitable accommodation for 33 individuals/families in order to meet their needs:</p> <ul style="list-style-type: none">10 customers were provided with temporary accommodation as part of our Pennine Reconnect Project. The aim of the project is to provide quality accommodation and support to enable individuals with offending behaviour linked to substance misuse make positive life changes.Nine customers secured level access self-contained supported accommodation with on-site support.One customer secured self-contained accommodation linked to background support.Three customers secured shared supported living accommodation.Ten families were provided with accommodation as part of the Home Offices Syrian Refugee Resettlement Programme. <p>Throughout the year, we held a number of customer involvement events to gain feedback to improve our services, increase customer confidence, and make a difference to the neighbourhoods we serve.</p>
To work with our partners and contractors to create local jobs and training opportunities through our investment and house building programmes.	<p>Over 2016/2017:</p> <p>Work experience</p> <ul style="list-style-type: none">15-year-old in care completed eight weeks of work experience on our Pomfret site in early 2017. <p>Ring Stones</p> <ul style="list-style-type: none">Six construction apprenticeships created.Two office-based and completing their BA apprenticeship in July and being employed full-time by Ring StonesOne vacancy for a Business Admin Finance focussed Apprentice. <p>Interiors</p> <ul style="list-style-type: none">12 Apprentices – three completed, two further apprentices to complete imminently (one of whom is a Calico resident)Two vacancies currently live to start September 2017. <p>Caretakers</p> <ul style="list-style-type: none">One opportunity as a Horticulture Apprentice – A Calico resident previously housed in Elizabeth Street and linked with Floating Support. <p>Development</p> <ul style="list-style-type: none">One imminent vacancy for a Business Admin Regen/Development-focussed Apprentice, start date tbc.
PROPERTY	
To continue to deliver a programme of external works to improve the energy efficiency and look of our properties.	<p>Eco Programme</p> <p>Phase 1 of the Eco Programme was in last year's annual report.</p> <p>Phase 2 of the Eco Programme consisted of 447 properties on Turf Moor Estate.</p> <p>Phase 3 of the Eco Programme consisted of 249 properties in Clifton Farm, New Palace House/Woodbine and Kibble Bank.</p> <p>The programme consisted of external wall Insulation being installed to help the thermal comfort and energy efficiency of our properties resulting in significant savings on fuel bills for our customers and will have a positive effect on the aesthetics of the estate as a whole.</p> <p>Funding via ECO has been obtained from British Gas to assist with completing the work, alongside partnership with Ring Stones.</p> <p>The work completed includes:</p> <ul style="list-style-type: none">External wall insulationReplacement fascias, soffits & bargeboards (where required)Replacement rain water goods <p>Cost of the programme, phase 2 = £2,824,525.69</p> <p>Cost of the programme, phase 3 = £1,923,610.59</p>
To develop a 'Right First Time' approach to repairs jobs which will ensure we deliver a high quality repairs service.	<p>Our aim is to complete repairs on the first visit. The performance measure is due to be rolled out over the coming weeks to enable us to monitor this going forward. Our Operatives work in designated areas and we aim to complete as many jobs in one visit as possible utilising our team's multi-skills.</p>

To continue to invest in our properties to ensure they are well maintained, structurally sound, secure, and meet the minimum regulatory standards.	<p>PV Solar Panels</p> <p>Calico Homes has successfully delivered a programme of installing Solar PV Panels to 254 properties across Burnley & Padiham.</p> <p>The PV panels help reduce energy costs and CO2 emissions within customer homes. Solar PV Panels are a renewable energy technology that generates electricity from both direct sunlight and haze daylight. The Solar PV Panels contribute to the supply of electricity during the day; all electricity in the evening is supplied by the National Grid.</p> <p>On average, a reduction of 20-30% is made on a household's electricity bill – this will be around £130 per year. This saving can increase depending on the amount of electricity used during the daylight hours. Please be aware that a Solar PV Panel does not store a supply of free electricity.</p> <p>Cost of the programme = £1,027,909.27</p> <p>Heating Programme</p> <p>Ring Stones completed a programme of boiler upgrades to 280 properties across Burnley and Padiham.</p> <p>The programme replaced Worcester boilers, where estimated remaining life was one year or below, and replaced them with Potterton Promax boilers.</p> <p>Cost of programme = £501,575.99</p> <p>Damp Programme</p> <p>220 properties across Burnley and Padiham had major damp works completed to their home to eliminate any issues of damp. The work was completed by various contractors including Ring Stones, and included internal damp proof courses, external works, and the removal of cavity wall insulation where required.</p> <p>Cost of the programme = £439,641.24</p>
To continue to invest in adaptations to our properties so they support and enhance people's wellbeing and independent living.	<p>Adaptations Programme</p> <p>Work completed to help customers maintain their independence includes:</p> <ul style="list-style-type: none">130 – Occupational Therapist Assessments.20 – Level Access Shower installations by our in-house plumbers.109 – Minor aid installations as recommended by the OT. <p>Cost of the programme = £96,601.40</p>
To continue to build a range of new affordable housing which will meet the community's needs.	<p>We continue to develop properties for a range of customers, including homes for sale and rent, and to provide new and refurbished buildings for Care and Supported Housing.</p> <p>We have recently completed 22 new homes on Pomfret Street and Blannel Street, and a 15 unit development for supported housing. We are progressing with 30 units for the new supported provision – Gateway. We are also on site with 31 properties on Melrose Avenue, Burnley, and our new Care Home in Whitworth.</p> <p>Our recent purchase of Perseverance Mill will provide 56 much-needed homes for rent next year, and further investments are being planned in the near future.</p>
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.	<p>Over the past year, our Neighbourhood Reps have looked at the following topics:</p> <ul style="list-style-type: none">Our local offer and the priority order in which we should deliver these.Their neighbourhood as a place to live and the varying issues which affect how people feel about where they live. This piece of work led to the introduction of the 'Off Road Rage' hotline.Repairs priorities for customers.Rechargeable repairs and the cost of missed appointments.How Reps can support Calico to deal with low level anti-social behaviour.The criteria for ABC funding. This led to the Reps designing a list of community priorities which ABC applicants had to meet one or more of to access funding/ <p>Our Reps have told us that these special days that we spend together have helped them to "learn more about what Calico does" and provide "plenty of opportunity to discuss the ins and outs of Calico teams along with sharing experiences of different aspects of life in our neighbourhoods."</p> <p>We have also delivered a range of lantern making workshops across our neighbourhoods where we can discuss informally any issues that our customers have with the service offered by Calico Homes and deal with these on an individual basis to go one step further with our customers.</p>
To make sure 70% of customers who report anti-social behaviour agree that our interventions improved the quality of their life.	<p>Monitoring shows that 98% of customers who reported anti-social behaviour to us agree that our interventions improved their quality of life. We believe our approach to tackling unacceptable behaviour in neighbourhoods is effective. The number of cases we tackled in the last year demonstrates that customers have confidence to report problems to us.</p>