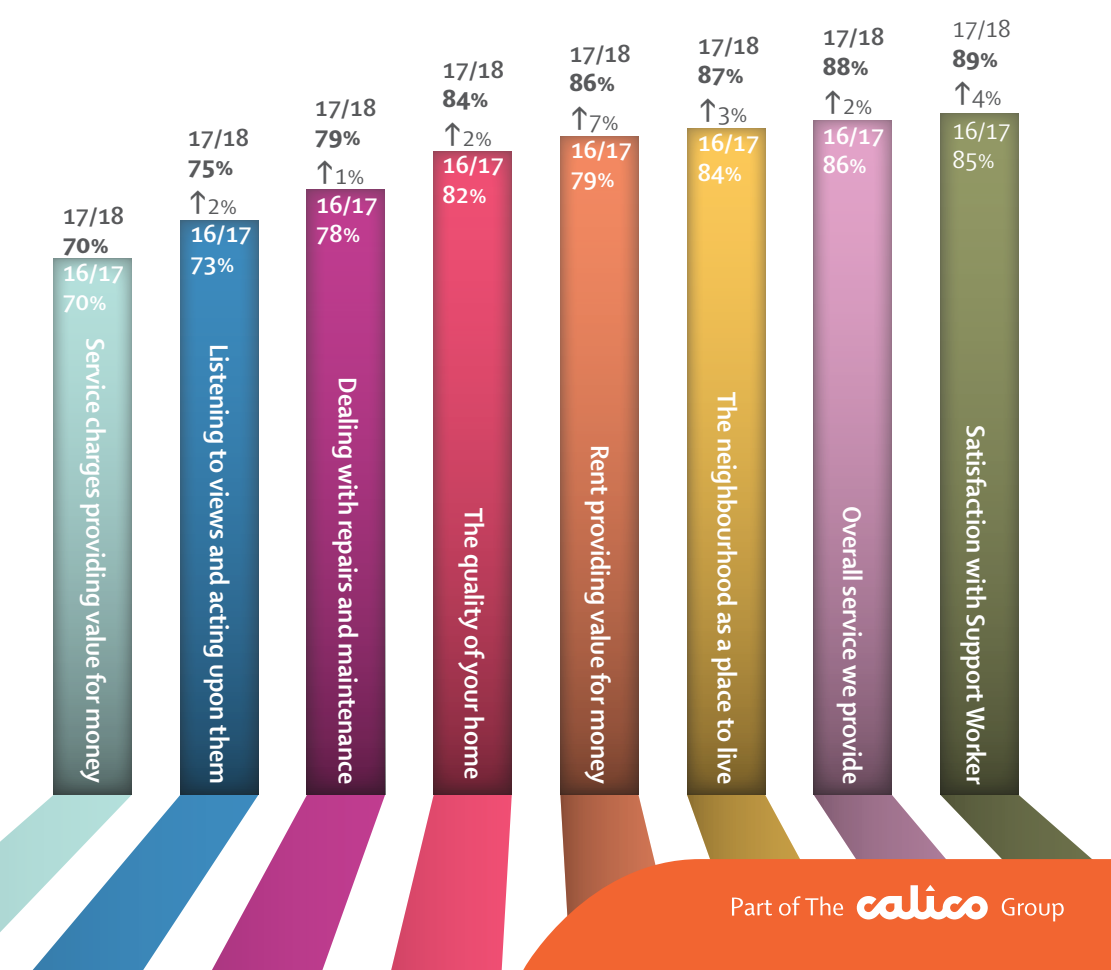


Thank you to everyone who took part in this year's Views for Vouchers satisfaction survey. More customers took part this year to tell us what we are doing well and what we can do better. We really appreciate your feedback and are using it to help us to shape our services.

VIEWS FOR VOUCHERS survey results 2017/18



Part of The **calico** Group

Welcome to the 2018 Calico Homes Annual Report.

The report tells you about all of the important work we have been doing this year in investing in our communities and neighbourhoods, and delivering services to our customers.

We're really proud that, alongside spending £2.5 million on our existing properties, we have also built new, high-quality homes which provide more choice for people living locally. We know how difficult it is to get onto the housing ladder these days, so we're also looking next year at building some homes for shared-ownership and sale. If you are interested, let us know.

One of our focuses for the year has been around supporting customers with the changes to the benefit system. Universal Credit is still rolling out and we know it isn't always easy to work out the new system. Don't worry - we have a great team at hand who can help you with this and any other financial queries you may have.

This year, we have done our first Views for Vouchers survey. Customers told us what they think of the place that they live in, and gave us lots of ideas for how we can improve things. We are always open to feedback about how we can make our services better. We will be doing the survey again this year, so please do fill it in. You never know - you might even win some vouchers!

I hope you enjoy the report.



Helen Thompson
Executive Director of Calico Homes and Ring Stones

Visit our social media sites

facebook.com/thecalicogroup
 twitter.com/calico_group



PEOPLE

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.

NEIGHBOURHOOD REPS

NEIGHBOURHOOD REPRESENTATIVES ARE PASSIONATE ABOUT THE PLACES IN WHICH THEY LIVE AND THE PEOPLE IN THEIR COMMUNITIES, AND ARE ACTIVELY INVOLVED IN SHAPING SERVICE DELIVERY.

Neighbourhood Representatives get together regularly in an informal setting - including during the weekends - to discuss ways to help break down the barriers between landlord and community, and to engage hard-to-reach customers at a grass-roots level. They also scrutinise the results from our Views for Vouchers customer survey.



Young people gained paid work experience with WRK. XP, our new work experience programme.



We launched a pilot project to breathe new life into empty properties across Burnley.



This year, we were pleased to welcome some new faces to the Calico Homes Board.



Work is almost complete on Gateway, our new, state of the art wellbeing project in Burnley that will provide support and training to homeless and vulnerable people.

VIEWS FOR VOUCHERS

88%
Overall Service



Satisfaction with the overall service we provide has increased on last year. However, there are areas that we can improve on. We have been working with your Neighbourhood Reps to identify the issues that are causing dissatisfaction and how we can address these. The Neighbourhood Reps felt they would like to specifically focus on Service Charges Providing Value for Money and Dealing with Repairs & Maintenance. Further details can be found later in the report.

86%
Rent Value for Money



Satisfaction with Rent providing Value for Money showed the biggest increase when compared to last year. You have received a further 1% rent reduction this year.

75%
Listening to Views



We take an informal approach to customer engagement, and consult with customers in a number of unique ways, from our lantern making workshops and dog chipping events, to our Brilliant Burnley's Fantastical Festival. Our dedicated Neighbourhood Reps also help improve the services we deliver.

89%
Satisfaction with Support Worker



89% of you have said you are satisfied with the service you receive from your Support Worker.



We have once again earned the **highest rating for governance and financial viability** by the Regulator of Social Housing.



Top three areas and reasons for dissatisfaction for 2017/18:

No. dissatisfied	Department	Themes
59	Property Services	Changes made to customer appointments. Customers unhappy with external elements of their properties, e.g. windows and doors
41	Gas Services	Changes made to customer appointments.
17	Ring Stones	Time taken to resolve outstanding repairs and damage caused whilst works were being carried out.



PROPERTY

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

PROPERTY SERVICES

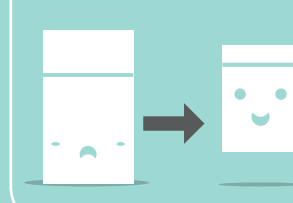
WE HAVE SPENT £2.5 MILLION ON EXTERNAL IMPROVEMENTS OF OUR PROPERTIES, IMPROVING THE APPEARANCE OF PROPERTIES MOST IN NEED OF RENOVATION.

£1 million

spent on external works on the Brunshaw estate, transforming the appearance of the area.

£410,000

spent on boiler upgrades, ensuring the safety of our residents.



£417,000

spent on damp works, making significant improvements to our properties.



£40,000

spent on aids and adaptations, helping residents who need additional facilities in their home because of their health.



£132,000

spent on roofing to make our homes safer and more comfortable for our customers to live in.



100%

of customers were satisfied with planned refurbishment work in the last 12 months.



The first customers have moved into our new

£3.7 million

development on Melrose Avenue, Hargher Clough, providing much needed affordable high quality housing in the area.

VIEWS FOR VOUCHERS

79%
Repairs



This is one of the areas that your Neighbourhood Reps chose to look at in more depth. Much of the dissatisfaction was around the way we communicate with you. We are in the process of redesigning our appointments processes and investing in a new piece of software, which will allow us to offer a responsive appointment at the first point of contact. We are also looking at moving to more digital services to allow you to book your own repairs and view progress. Both of these will make the process more streamlined and efficient. We also continue to monitor the amount of repairs we get 'right first time'. This currently stands at 88%.

84%
Quality of Home



Satisfaction with the quality of your home has increased on last year. We have completed external works to a further 187 properties in the Brunshaw area. We recognise that satisfaction has improved overall and we are continuously evaluating the quality of our homes to inform how we invest in them in the future.



Work is now well under way on our new 56-property housing development on Perseverance Mill, Padiham, delivering a range of accommodation.





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 HELP MAKE OUR SERVICES BETTER
- MAKE A DIFFERENCE WHERE YOU LIVE
- DEVELOP YOUR SKILLS AND KNOWLEDGE.

YOUR COMMUNITY

RESIDENTS CELEBRATED THE SECOND BIRTHDAY OF VALLEY STREET COMMUNITY CENTRE – AND ITS RECENT SPECTACULAR RENOVATION – WITH A SPECIAL COMMUNITY GET TOGETHER. THE EVENT WAS AN OPPORTUNITY TO RECOGNISE THE IMPACT THE CENTRE HAS HAD ON THE SOUTH WEST BURNLEY COMMUNITY.

We have been encouraging residents to have fun, enjoy delicious food, and learn more about healthy lifestyles with our free Living Well Events, held at our Burnley offices.



INVOLVEMENT

WE HELD ANOTHER SUCCESSFUL ANNUAL COMMUNITY LANTERN FESTIVAL WHERE LOCAL CHILDREN PARADED THROUGH THE NEIGHBOURHOOD WITH HANDMADE LANTERNS THAT WERE CREATED AT A VARIETY OF WORKSHOPS HELD ACROSS TOWN THROUGHOUT THE YEAR. THE WORKSHOPS PROVIDED AN OPPORTUNITY FOR LOCAL PEOPLE TO GET TOGETHER WITH OTHERS AND TELL US ABOUT THE THINGS THAT MATTER TO THEM.

We have a wide range of regular activities available at Valley Street Community Centre. These provide opportunities for members of the community to meet people, learn new skills, take part in wellbeing activities, or access support and advice. They are also one of the ways we listen to what customers are saying about our services.



VIEWS FOR VOUCHERS

70% Service Charges Value for Money



Your Neighbourhood Reps have chosen this area as one they would like to focus on. They will review the information sent out to customers on what service charges cover to make sure it is clear and relevant. They have also asked us to investigate whether the amount you pay for your service charges covers the actual costs of the services provided. We will do this later this year and will feed back the results. Service charges pay for the work carried out around your neighbourhood that helps make it a nice place to live. Service charges cover different things depending on where you live and the type of accommodation you live in.

87% Neighbourhood as a Place to Live



We have broken down the results to look at each neighbourhood individually to identify the issues that are causing dissatisfaction. We will be holding focus groups with customers in the neighbourhoods showing the lowest levels of satisfaction to discuss these issues.



Local Offers for 2017-18

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, 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">• The roll out of Universal Credit Full Service began 17th May 2017. To date, there are 555 customers currently claiming on the full service – this equates to 11 new claims per week.• Tenancy Sustainment Officers (TSOs) have managed 292 cases between November 2017 and April 2018.• TSOs have completed 616 pre tenancy visits.• The Complex Case team have managed 173 cases.• TSOs have completed 489 New Tenancy Visits.
Independent Living support plans/visits for older people and customers with long term support needs.	<ul style="list-style-type: none">• 100% of Independent Living customers have support plans in place and tailored visits based on their individual needs, helping them to remain living at home independently.• Customers under the typical age limit for support but with long term support needs are being helped via bespoke packages of support from the team.
Supported Living options for people with additional needs.	<p>In 2017/2018, we helped secure suitable accommodation for people with varying support needs as follows :</p> <ul style="list-style-type: none">• Four customers were provided with temporary accommodation as part of our Pennine Reconnect project, which aims to provide quality accommodation and support to enable individuals with offending behaviour linked to substance misuse to make positive life changes.• Five customers secured level access, self-contained supported accommodation with on-site support and assistive technology to enable them to live independently.• Two customers secured shared supported living accommodation with on-site care and support.• 15 families were provided with accommodation as part of the Home Office's Syrian Refugee Resettlement Programme. Families were also allocated an integrated support worker whose role is to support the family to integrate in to the community and develop independent living skills. <p>In March 2018, we also established a new service with Positive Action In The Community to support women and their children fleeing domestic violence by providing six 'safe house' units of accommodation.</p>
To work with our partners and contractors to create local jobs and training opportunities through our investment and house building programmes.	<p>Constructing the Future's Shared Apprentice Service has worked with Ring Stones to create apprenticeship opportunities for seven young people across our development programme.</p> <p>We have worked with Calico Interiors to create nine apprenticeships.</p> <p>We have also diversified the programme to include non-construction apprenticeships, and are supporting another three apprentices throughout the Calico Group.</p>
PROPERTY	
To continue to deliver a programme of external works to improve the energy efficiency and look of our properties.	<p>This year, we carried out £2.5 million external improvement works to 187 properties across Burnley. The works required are property specific and have been highlighted from the surveys and may include:</p> <ul style="list-style-type: none">• Roofing repairs (if applicable)• Replacement of fascias, soffits and bargeboards• Replacement of rain water goods• Replace timber front and rear doors (if applicable)• Brickwork/render repairs (if applicable)• External painting. <p>We are currently working in Brunshaw and over 100 properties will have been completed by the end of the year. We are also carrying out works to renovate the empty Brunshaw shops and the maisonettes above them.</p>
To develop a 'Right First Time' approach to repairs jobs which will ensure we deliver a high quality repairs service.	<p>Our Right First Time measure was introduced during 2017/18 and we achieved 88% of repairs completed on the first visit. Our team are multi-skilled and, where possible, will complete all repairs during their initial visit.</p> <p>There are two ways in which are looking to improve performance:</p> <ul style="list-style-type: none">• Improved diagnosis of repairs at the point of call to ensure we allocate the correct amount of time to complete the repair.• Delivery of materials directly to site from our supplier so we can complete the repair if additional parts are required. <p>Repairs that we are unable to complete right first time tend to be where we need to complete an inspection first and where, on attendance of a repair, a specialist product is required to complete the work, which would need to be ordered.</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>Following a review of our PV solar panels programme, 86% of customers advised us that they are happy with the PV panels installed as they have made significant savings. The remaining customers, who are not as satisfied have not seen a difference to their energy bills. This is mostly because customers are on a pre-payment meter and are not able to monitor usage.</p> <p>Of those that have identified savings have been made:</p> <p>55% have made 10% savings from their last bill.</p> <p>22% have made 20% savings from their last bill.</p> <p>23% have made 30% savings from their last bill.</p> <p>We are considering opportunities to install PV panels on more properties in the future and further details will follow.</p>
	<p>Boiler upgrades</p> <p>We are replacing boilers and heating controls where the estimated remaining life on the boiler is one year or less. We carried out boiler replacements to 250 properties. This work is ongoing, and we aim to replace approx. 300 boilers this year.</p> <p>Cost of the programme = £409,850</p> <p>Damp programme</p> <p>We have carried out remedial work to 166 properties with damp issues. This work includes:</p> <ul style="list-style-type: none">• Internal damp proof course• External work• Removal of defective cavity wall insulation. <p>Cost of the programme = £416,715.91</p> <p>Roofing programme</p> <p>This year, we carried out roofing works to properties. The works required through our roofing programme are property specific and have been highlighted through surveys. Work may include:</p> <ul style="list-style-type: none">• Roofing repairs• Full re-roof• Chimney repairs• Demolition of chimney stack. <p>Cost of the programme = £132,475</p> <p>Catch-up kitchen programme</p> <p>This work involves the replacement of full kitchens where they do not meet decent homes standards/have not been renewed over the last 25 years. We carried out this work to five properties.</p> <p>Cost of the programme = £14,140.56</p> <p>Asbestos programme</p> <p>This year, we carried out asbestos surveys to 359 of our properties. We also removed asbestos-containing materials from 184 properties.</p> <p>Cost of the survey = £32,625.75</p> <p>Cost of removal = £45,484.96</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>Our Neighbourhood Reps continue to meet on a regular basis and, over this year, have discussed the following:</p> <ul style="list-style-type: none">• Neighbourhood priorities and how to allocate our ABC funding pot• The design and questions for the Views for Vouchers survey, and how customers access the survey• How Calico delivers services• What Calico should be considering in their plans for developments in neighbourhoods• How anti-social behaviour is defined and how we can deal with low-level issues. <p>The Neighbourhood Reps have scrutinised the results of the Views for Vouchers survey, and have tasked staff with looking into satisfaction results relating to service charges offering value for money, as well as how we deal with repairs and maintenance. They want to know how we are going to use customer comments to improve the service we offer.</p> <p>We once again delivered a range of ways to get involved at a community level through lantern making sessions and our festive Lantern Festival, mince pie making, hanging basket creation, and our Brilliant Burnley's Fantastical Festival. All these things give us the chance to have a conversation with customers, pick up individual concerns, and signpost where appropriate.</p>
To make sure 70% of customers who report anti-social behaviour agree that our interventions improved the quality of their life.	<p>55% of customers agree that our interventions improved their quality of life. This score comes from a lower response rate than we would prefer, and we are exploring ways of improving the way we ask customers who have experienced anti-social behaviour for feedback about this service.</p> <p>We are also reviewing our anti-social behaviour policy and procedure so that it reflects current best practice.</p>