



Annual Report 2022

We want to build strong,
collaborative and caring
relationships between customers,
colleagues and our diverse
communities; through this we will
invest in local homes and services,
improve our environment,
and create
brighter futures for everyone

Bill Lacey

Chair of the Board



As chair of the board Calico Homes, I am pleased to have the opportunity to make some opening remarks for this year's annual report.

The role of the Board is to ensure that Calico Homes remains in a position of financial strength, so that our resources can be focused on investment into both the current and long-term maintenance of our properties, as it is paramount that the quality and safety of your home is looked after.

Our aim as an organisation is to make a real difference to people's lives and the Board take a close interest in how we can support our communities, making certain that we work closely in partnership with other agencies, using our skills and strengths to create a long-lasting impact and legacy.

Our people are our greatest asset, and we recognise the importance of developing staff to maximise their potential and enable them to deliver the services that you expect and require.

Customer information is used by the Board as an influence on our decisions and we will always encourage tenants to share views and to have a voice about the way in which we perform. We have launched our customer portal which will increase digital interaction with customers but we are mindful of the need to continue to have

access to your preferred way of engaging with our staff.

We know that there are significant challenges immediately ahead of us, with costs in items essential to our day-to-day living increasing. I can assure you that Calico's Board will facilitate and support our staff in constantly looking at ways in which Calico Homes can support our tenants individually and support initiatives and projects which help to sustain and regenerate our wider communities.

Mark Beach

Managing Director



Following on from the impacts and interruptions of the pandemic, Calico Homes would like to provide an update on how we performed during the financial year to the end of March 2022. During this period, we focused on improving our services, providing investment into our homes and continuing to deliver support services for our customers.

An area of focus for us this year has been our repairs service and how we can gather feedback from our customers on the quality of service we provide. We know that the quality and safety of our homes is the number one priority of our customers. Over the year, we invested £4 million on improving existing homes with work being carried out by our group partner Ring Stones. We also carried out an in-depth review and invested resources into improving our approach to the health and safety of our homes.

During the year, we have continued to provide investment and support to Burnley Together which continues to support thousands of residents across the town. Also, at our Valley Street Community Centre, the Community Grocer has provided quality low-cost food for over 2,500 households. We understand the role we must play alongside our Burnley partners in supporting our local communities. Our investment in the Community has increased by £100,000 in 2022. We don't always get everything right but we aim to respond effectively when that happens and make sure

our customers are satisfied. This year we have continued to focus on improving our approach to complaints and carried out work to ensure we comply with the new Housing Ombudsman Complaints Handling Code. We also launched our new customer online portal to give customers the chance to contact us a times that suit them.

Our staff are paramount to delivering services that ensure customers are happy. As a significant employer in the local area, our aim is to ensure our staff are happy and have access to the right support. This year, Calico Homes exceeded our targets for apprenticeships with 48 new apprentices with 84% from the local area. After a significant rise of apprentices from 2021 to 2022, Calico Enterprise's employment programmes have supported us in exceeding our targets.

Looking ahead, we are operating in an extremely challenging environment with the cost-of-living crisis continuing to impact our communities. We are working alongside our group and external partners to provide support for our customers in these challenging times and continue improving on the quality of services we provide. As part of trying to ease the strain on our customers during the cost-of-living crisis, we are looking at way to invest in our existing homes by carrying out improvements that will improve energy performance and reduce bills. We are also looking at ways to deal with any damp and mould issues.

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Performance Report

Investment, maintenance and repairs



£4 million

Through our investment programmes, £4 million has been spent on making improvements to existing homes with work being carried out by Ring Stones throughout the year.

We have also developed 113 additional units of housing across schemes at Peseverance Mill, Tay Street, Salus Street and Monica Grove in addition to two phased empty homes schemes

£4.858m

in funding was secured from Homes England to support the delivery of new homes



This year also saw the Burnley General Hospital 93-unit extra care scheme progress to planning stages and start on site in October.

% of Jobs completed first time
96.18%



Investment, maintenance and repairs

Routine Maintenance

2021 – £2.836 million

2022 – £3.421 million



Maintenance

Planned Maintenance

2021 – £1.006 Million

2022 – £1.281 Million

Community Involvement

2021 – £405,000

2022 – £505,000



Investment, maintenance and repairs



Repairs

1847 Emergency jobs were completed of which 98.3% were completed on time

8115 Routine jobs were completed of which 83% completed on time

2100 Planned Works were completed of which 63,4% completed on time

Major repairs expenditure - 2021 - £830,000
- 2022 - £861,000

Customers

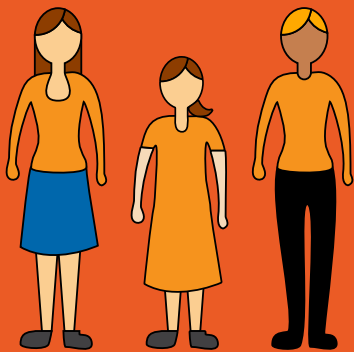
Number of complaints resolved in 10 days

74.04% - 2020/21
83.46% - 2021/22

% of tenancies sustained for at least 12 months rose from 86.70% in 2020/21 to 90.53% in 2021/2022

% customers satisfied with the repairs service

75.02% in 2020/21
77.8% in 2021/22



Rent collection performance was at 99.57% despite current financial challenges, Calico Homes remain committed to providing customers with services to help customers to maintain and support tenancies.

% customers satisfied with the repairs service

75.02% in 2020/21
77.8% in 2021/22



Customers

% of tenancies terminated within a year over the last 12 months

9%

Number of customer engagements

693

% of complaints resolved within the 10 day service standard

83.46%

% of customers satisfied with responsive repairs service

77.75%



Staff

% of Staff BAME including Group Business Service

11.1%

% Staff disabled including Group Business Service

8.8%

Number of apprenticeships supported

16 apprentices in 2020/21 to 2021/22 was 48.



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