INSIDE THIS ISSUE: REAL STORIES... WHAT’S ON... MONEY ADVICE...

The calico Community Magazine
Featuring Help Direct
Winter 2011

CUSTOMER CALENDAR 2012
Read about the difference you made

Constructing The Future LANCASHIRE
SUCCESS AT APPRENTICESHIP AWARDS

SAVING YOU MONEY
Find out how, p.22

This publication is available in large print

Covering: East Lancashire and Bury
Welcome to your new format Bolt!
You said we should try a more compact size, as it would be more cost effective to produce. This will make our Large Print edition smaller and much easier to handle.

Let us know what you think via the following:

Calico have joined the online revolution!
You can now get up to the minute news and information about our services to you via social networking! Follow us on Twitter at www.twitter.com/Calico_Homes, or like our Facebook page at www.facebook.com/calicohomesandenterprise.

Kind Neighbours
Louisa Graham

Since I moved into my new home at the end of February this year, not a week has passed in which my neighbours – Carol and Colin – have not put themselves out in some way to help myself and my children settle into our new home.

Thanks to Carol and Colin’s thoughtful, generous and kind nature, we have been able to see our new house as a home and a place where we can live happily for many years.

Carol and Colin have gone above and beyond just being good neighbours and have become valued friends, for whom one day I hope to be able to return all their kindness. In the meantime, I feel a mention in the Bolt magazine would show Carol and Colin how much we appreciate everything they have done.

Julian Whitley – Editor
Bolt Magazine, Calico, Centenary Court, Croft Street, Burnley, BB11 2ED
bolt@calico.org.uk
A league of budding bowlers, organised for people with learning disabilities from across East Lancashire, have been bowled over as their new tournament got underway.

The league consisted of eight teams from across the region.

It was put together with the support of the Local Area Co-ordinators (LACs), a new service delivered by Calico Enterprise in partnership with Help Direct, and funded by Lancashire County Council, that provides day & evening opportunities for all adults with a learning disability living in East Lancashire.

Craig Hopkins, of the Super Clarets, said:

“I think the day has been superb. It’s brilliant coming here! There should be more events like this – I would like them to set up a wrestling group!”

One of the more successful teams of the tournament, Super Clarets, was submitted by support providers Alternative Futures, and consisted mostly of tenants from Calico’s supported housing service.

Sarah Harker, Supported Living Officer for Calico, who helped form the Super Clarets, said:

“It’s been great to see everyone’s competitive spirit, all joining in regardless of ability and having fun. This has been a real opportunity for everyone to get together, socialise and meet new friends.

“Lots of new activities have been suggested by individuals and I’m sure the Local Area Co-ordinators will be keen to take these forward.”

The bowling league is just one of several ways the LACs are helping to create fun social environments for people with learning disabilities.

Other recent exciting activities include a walking group, a dining club, and a quiz league.

For more information about these and other events, please contact Help Direct on 0303 333 1111 (low cost rate).
The Constructing the Future Lancashire Celebration Event concluded with a special surprise for groundwork apprentice Jonty Schofield – an offer of a permanent position with his employers, Barnfield Construction.

Jonty, 18, from Accrington, had completed his technical qualifications at Accrington and Rossendale College, but needed to work for an employer in order to complete his apprenticeship.

After struggling to find employment, he received an appointment through his college to meet with Constructing the Future Lancashire, and was soon hired by Barnfield.

Jonty was extremely pleased with the announcement. He said:

“I’m so proud that I have achieved a full time position with Barnfield. It’s more than I could ever have imagined, especially when I left school with no qualifications in Year 10. "The apprenticeship has provided me with so much experience, particularly onsite. Thank you to CtFL for giving me the chance to progress in life – I now have a positive future.”

With support from local construction companies, over 54 placements have been created, helping the apprentices successfully complete their training.

Many, like Jonty, are now being employed directly with the contractors they have been working with.

The Constructing the Future Lancashire Celebration Event recognised the fantastic achievements of over 30 construction apprentices.

Turf Moor was witness to an exciting new signing during a recent awards ceremony celebrating local construction apprentices.

Constructing the Future Lancashire is an initiative developed in partnership with Lancashire Housing Partnership, CITB Construction Skills and Regenerate Pennine Lancashire and supported by funding from the Skills Funding Agency, which helps young, unemployed construction apprentices complete their apprenticeships by placing them with local companies.

For more information, please contact Stuart Graham on ctfl@calico.org.uk.
Calico’s joblessness schemes have provided essential work experience for three young men.

Allan Leonard, 21, and Luke Moorhouse, 22, had been unemployed and struggling to find work for several months, before being put forward for Calico Enterprise’s Future Jobs Fund scheme and hired by Hyndburn Homes. Allan was made redundant from his job as a security guard in September 2009.

Luke had been unemployed for over 6 months, after a temporary contract during the Christmas period came to an end.

The pair started their Future Jobs Fund placements in January, both as grounds maintenance trainees.

They quickly became an integral part of the team, and have since been offered permanent employment.

Another young man, Michael Bona, has also managed to secure an apprenticeship with Bluebell Developments through the Building Foundations programme.

Building Foundations is a pre-apprenticeship programme and its aim is to progress its trainees to a level where they are eligible for an apprenticeship course.

For more information about this and similar Calico programmes, please call 0800 169 2407 or visit www.calicoenterprise.org.uk.
In the last Bolt Issue we introduced the Step Up Committee, the new Floating Support steering group. Here is an update of their progress.

In May, two members of the Step Up Committee, Andy McNicoll and Sheherbano Shafaat, were out promoting the Floating Support service. They set up an information stand at St. Peter’s Medical Centre, Burnley, to hand out information and chat to members of the public.

**Andy said:**
“I’m really keen to put something back into the community and the Step Up group is a really good way to do this.

“After 7½ years in the Royal Navy, and 8 years with the South West Fishing Fleet, I found life back in ‘Civvy Street’ very difficult. Increasing alcohol consumption became a problem to the point where it was necessary to ask for some extra help.

“I signed up for rehab and got the help I needed, but was worried about how things would fare when I got out.

“Floating Support Officer Pete Sumner came to visit me at rehab and assessed me for support. He was a real star. After some initial crisis work he handed me over to Mandy Morgan who did a fantastic job helping me get a flat and set up my tenancy.

“She helped me with all sorts of stuff like my housing, my finances, my health and getting into voluntary work to get me back on my feet. I was so impressed I really wanted to put something back into the community and promote the good work Floating Support actually does.

“The fact that Floating Support actually helped me get a house with a different housing association speaks volumes. The service provides so much more than that though, and that’s why we are out promoting it in the heart of the community. We want to get the word out into the community right throughout East Lancashire.”
Sheherbano said:
“It’s important we get out there and reach people of all ages and different backgrounds. People need to be aware of what Floating Support actually does. It’s a really comprehensive service that covers issues from A to Z and we want others to be able to access that help.

“I found it particularly useful as a new person to the area being provided with local knowledge and being introduced to some great projects.”

Andy is keen to stress the importance of the Floating Support service:
“I’m sure that most people reading this will know someone in the community that is struggling and would benefit from Floating Support. Hopefully this will prompt them to make contact and check it out”

Lyndsey Blades, Customer Involvement Officer, is really appreciative of Andy and Sheherbano’s efforts.

She said:
“It takes a lot of confidence to approach members of the public and promote a service. The Step Up committee meets once a month at different venues to discuss and exchange views on various aspects of the service.

“It was the members themselves who decided they wanted to go out into the community to promote the service. Over the next few months different committee members will be attending promotional events across East Lancashire.”

Floating Support provides Housing-related support to help people live independently, who for whatever reason may find themselves in housing difficulties.

To find out more, please contact Lyndsey by calling Freephone 0800 169 2407 or e-mailing floatingsupport@calico.org.uk.
Lancashire Housing Partnership backs Community Schemes in Burnley area

The Lancashire Housing Partnership has donated over £40,000 to community projects in the East Lancashire area.

The not-for-profit regeneration company, limited by guarantee, is a partnership between social housing providers with stock in Lancashire, including Calico.

By working together, we can support each other, improve local communities, regenerate businesses and invest in the future skills of the local workforce.

In the first round of grants, the LHP presented grants to the Fraser Street youth group, Thursby Community Garden, and St John’s residents group, Padiham.

Careers, cash and Calico at Springfield School visit

Budding professionals from a Burnley primary school were provided with future careers advice during a recent visit from our staff.

50 pupils, from Springfield Community Primary School, invited members of our Neighbourhood Action Teams to talk about who we are, what we do, and the potential career options available with us.

The staff also presented the school with a cheque for £250, which was raised last year by both Burnley Wood and Rosehill Neighbourhood Action Teams through community activities.

The money will be used by the school to drive forward improvement measures for the benefit of the local children.
In the News:

**Inspiration grows from fly-tipping hotspot**

Wood from a fly-tipping hotspot has been used in a partnership project to help inspire and engage local youngsters.

The wood, salvaged from the drying areas of Burnley Wood, has been recycled and manufactured into planting containers, created by local unemployed people at Accent Group’s training centre and decorated by members of the Art Bunker.

The planters were given to Burnley Wood Children’s Centre, run by Action for Children, to teach children about nutrition by growing fruit and vegetables, with any surplus food to be distributed to local elderly residents.

**Bluebell Community Garden now in full bloom**

St John’s Residents Group has joined our staff to help transform an area of unkempt land into a blooming marvellous community garden.

The group, alongside members of the Padiham Neighbourhood Action Team, raised funds for the garden, in the St John’s area of Burnley, with grants from Lancashire Housing Partnership and Green Partnership Awards.

Calico helped the Residents Group organise a landscape gardener to complete the necessary work.

Bluebell Community Garden will provide elderly tenants with a chance to meet their neighbours in a safe social environment.

**Training sessions turn Stoops Estate green**

The residents of Stoops Estate have recently turned their fingers green, thanks to a series of free training sessions funded by us.

The sessions, delivered in partnership with local community group Residents of Stoops Estate (ROSE), provided an opportunity for the local community to get more involved in the development of Rome Avenue Community Gardens, and gave them a series of helpful tips to use in their own gardens.

The series of two hour sessions covered a range of topics, from garden design and plant care to food growing and compost making.
Doing the Double

Our commitment to training our staff to provide the best services for you has been recognised by two significant awards. Calico was among the big winners at the Burnley Business Awards.

We were named joint-winner of the prestigious Large Business of the Year award, and also received the Staff Training and Development award.

The awards recognise our dedication to our workforce, the wider community, and our commitment to helping Burnley people into training and employment.

We also recently became one of the first organisations in Burnley to receive a prestigious Gold award, following an assessment by business improvement standard Investors in People.

The award reflects that our staff’s efforts are best placed to deliver the services that are essential to you, and that our strategies, practices and culture go beyond the scope of the Investors in People standard.

On his bike!

Popular Calico caretaker Ged Fitzpatrick set the wheels in motion for the first ever night time charity bike ride from the Trafford Centre to Blackpool Tower.

Alongside his two sons, Ged rode through torrential rain, punctured tyres and hungry foxes to raise over £500 for the British Heart Foundation.

With a keen attitude and an eye on the target, the trio finished in the top 80 out of more than 730 entrants.

In total, over £165,000 was raised for the charity through sponsorship of this event.
ABOUT YOUR AREA

Stoops Estate

1. WHAT MAKES THE AREA SPECIAL?
The community spirit on Stoops is second to none, with good old fashioned hospitality. Often whilst walking around the estate, I will be offered drinks and snacks, and everyone takes time for a chat. I have excellent working relationships with most of the residents, and everyone knows they can stop and update me on estate issues and information.

2. WHAT ARE THE LOCAL HIGHLIGHTS?
The area features shops and takeaways, parks and playgrounds, a new health centre, a residents group, and excellent schools, including a newly built ‘super’ secondary school. There are major bus routes and train stations close by.

This year has seen the estate’s major energy efficiency facelift work with British Gas. Also, where we used to have long term void properties, people are now queuing up to move.

3. WHO ARE THE COMMUNITY CHAMPIONS/NOTABLE RESIDENTS?
There are many notable residents on the estate; far too many to mention them all! Wayne Williams has initiated the clean-up and adoption of land behind Como Avenue to make a football field for the estate’s kids.

Nicky and Lisa from the ROSE group are bringing together the new community garden. 12 year old Declan Eckersley grows, nurtures, and maintains his family’s fruit and veg in their garden.

All the fun of the fair!

Community spirited fairground owner Alan Cowie, working in partnership with Calico, dished out 150 free tickets for the Summer Sizzler Fair in Burnley this August.

He generously offered the free passes to tenants or families involved in Calico’s wider services, such as Floating Support.

The Murgatroyd family, who have 11 kids, were allocated 13 tickets. They were really grateful for the fantastic day out and said, with having such a large family, free days out are few and far between.

Calico tenants Natalie and Craig Hughes said their whole family had a fabulous time – their children were completely worn out when they got back home.
Passport to Housing

When leaving Elizabeth Street Project, customers sometimes lack the confidence or the skills to manage a tenancy.

The Project has introduced Passport to Housing, an accredited level one qualification supporting people towards maintaining their tenancy through a series of informative booklets.

The programme will help to reduce the revolving door of homelessness, and to support residents in obtaining and sustaining independent accommodation.

Mamma Mia!

Staff at our Elizabeth Street Project for the homeless held an Italian Themed cooking session to promote healthy eating and show how to budget for and prepare an easy-to-make healthy cheap meal.

Customers split into two teams, with excellent teamwork on show, to prepare the vegetables, meat and spaghetti.

The meal was followed by an Italian-themed DVD in the Elizabeth Street Project communal room.

Caps off for Academy graduates

Successful students of our nationally recognised training programme have been celebrated at a recent graduation ceremony.

The twelve-week Academy programme aims to teach residents about the wide range of services we provide, and to encourage further involvement in their communities.

The celebration event was held to recognise the success and commitment the students – Sheherbano Shafaat, Stephen Foster, Marcus Unwin, Jay Nadin, Kelly Atkinson, Usman Hussain and Ann Henson – had shown throughout the programme.
Annual Report 2011

It’s all changing!

Last year, Calico proposed a series of Local Offers; these were their promises to help improve the services they provide. This year, we can report on the changes that have already been made and what you can expect in the future.

The following results show how Calico has performed against these Local Offers over the past 12 months, and the impact of the work that’s been done.

<table>
<thead>
<tr>
<th>Calico said they would:</th>
<th>As of June 2011, Calico has:</th>
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<tbody>
<tr>
<td>Moving in</td>
<td></td>
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<tr>
<td>• contact you every 12 months, if you are waiting for a new home, to ask if you want to remain on the list</td>
<td>• In the last 12 months contacted more than 4000 customers to advise of the new lettings system. This has helped more than 1000 applicants re-register and more than 500 customers move, better prioritising those people with urgent housing needs.</td>
</tr>
<tr>
<td>• visit every new tenant in their home within six weeks of moving in, to complete a “Welcome to your home” visit</td>
<td>• visited 88% of people within 6 weeks. Calico is now looking to focus on more vulnerable customers and priority neighbourhoods. These visits help Calico identify any extra services, such as Floating Support, which can tackle problems before they affect you.</td>
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<tr>
<td>• visit you within the first week of moving in, if you are in an older people’s property</td>
<td>• visited 97% of older people within the first week, well above the target of 90%. By setting up individual support plans, customers get the right level of support help them live independently</td>
</tr>
<tr>
<td>• visit you at least once every two years, to see how things are going and to check they have your correct details</td>
<td>• already visited 69% of the customers they aimed to in the first year – well on track to meet their target by the end of the year.</td>
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## Your tenancy

<table>
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<tr>
<th>Task</th>
<th>Status</th>
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<tbody>
<tr>
<td>• visit you at least once a year to see how things are going, if you are in an older people’s property</td>
<td>✔</td>
</tr>
<tr>
<td>• visited everybody in older people’s accommodation within the year. By staying in touch, and understanding their customers’ better, Calico can make sure you always receive the right services and levels of support for your needs.</td>
<td>✔</td>
</tr>
<tr>
<td>• arrange for an income management officer to meet you within the first week of your moving in, to provide rent and benefits advice</td>
<td>✗</td>
</tr>
<tr>
<td>• arranged 95% of all appointments (188 in total) within the target time, just short of the 100% target. Helping you make the most of your money means that you are less likely to struggle in your home, fall into arrears or move. This has a positive impact on neighbourhoods.</td>
<td>✗</td>
</tr>
<tr>
<td>• contact you within two working days of a request for income advice</td>
<td>✔</td>
</tr>
<tr>
<td>• contacted every one of the 43 customers who needed income advice within two days.</td>
<td>✔</td>
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<tr>
<td>The quality of your home</td>
<td></td>
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<td>-------------------------</td>
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<tr>
<td>• maintain your homes to the “decent homes plus” standard</td>
<td>• ensured every home meets this standard, which surpasses the Government’s requirements, with 127 new boilers installed. In addition, Calico began its £10million improvement programme for 1000 homes across South West Burnley in partnership with British Gas. <em>All of this work is designed to reduce your fuel costs by improving your homes’ efficiency.</em></td>
</tr>
<tr>
<td>• set aside an annual budget for aids and adaptations your homes</td>
<td>• already this year installed 12 walk-in showers, three stair-lifts and one ramp for customers. <em>This work is carried out so disabled customers can continue living independently in their homes.</em></td>
</tr>
<tr>
<td>• complete gas repairs to the following timescales: (a) emergency - 24 hours (b) urgent - within 24 hours and © routine - within 15 working days</td>
<td>• achieved: emergency repairs – 100% urgent repairs – 100% routine repairs – 99.3% These targets help Calico keep every home gas safe.</td>
</tr>
<tr>
<td>• aim for a minimum of 95% customer satisfaction for all investment and gas works</td>
<td>• achieved 100% customer satisfaction for investment works and 98.4% for gas servicing.</td>
</tr>
<tr>
<td>• achieve 90% of “Jobs Done As Promised” for responsive repairs</td>
<td>• achieved 95.2% of all jobs “done as promised.” At Calico’s “Your Services, Your Say” events, you told Calico that you were happy with their local offers for repairs.</td>
</tr>
<tr>
<td>• achieve 95% customer satisfaction with repairs work completed</td>
<td>• hit this target. Every customer survey response is logged and counts towards this measure.</td>
</tr>
<tr>
<td>• provide customers with an Annual Repairs Statement</td>
<td>• successfully piloted the new repairs statement and will now send one to every household in the spring. <em>This statement allows customers to look back and see whether they are receiving a fair service overall.</em></td>
</tr>
<tr>
<td>• guarantee repair works for six months</td>
<td>• just three out of every 100 repairs fail within six months, but Calico is looking to reduce this to two out of every 100. By guaranteeing repairs, Calico is aiming to get things “right first time” and provide you with a secure and good quality home.</td>
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<tr>
<td>Your neighbourhood and community</td>
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<td>-----------------------------------------------------------------------</td>
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<tr>
<td>• inspect your neighbourhood at least once a month</td>
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<tr>
<td>• inspected every neighbourhood each month. It’s your opinions that count, so customers are always welcome to join neighbourhood inspections.</td>
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<tr>
<td>• arrange for a caretaker to visit your neighbourhood at least once a week</td>
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<tr>
<td>• made sure its caretakers have visited every estate on a weekly basis, and dealt with the issues they identify. At Calico’s “Your Services, Your Say” events, you gave feedback regarding tree cutting, grounds maintenance, communal cleaning and environmental issues. Look out for further updates regarding these services in the coming months.</td>
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<tr>
<td>• cut communal grassed areas at least once every three weeks between March &amp; October (weather permitting)</td>
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<tr>
<td>• cut every communal grassed area to schedule. Clean and green estates give communities a sense of pride and belonging.</td>
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<tr>
<td>• clean internal communal areas for a minimum of 30 minutes every 12 weeks</td>
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<tr>
<td>• cleaned every communal area to schedule, with customer satisfaction at 100% for this service. It’s important that communal hallways are kept clean and tidy. This is for your safety.</td>
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<th>Involving you</th>
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<tr>
<td>• answer 80% of calls within 30 seconds</td>
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<tr>
<td>• answered 80.2% of calls within the target time, which is more quickly than last year. Calico’s call centre has been looked at by the RAISE group and is now implementing the improvement plan agreed with customers.</td>
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<tr>
<td>• run two Calico Academy training courses each year</td>
</tr>
<tr>
<td>• run two Academy courses last year with 20 graduates, and one course already this year. The next course has now started. Calico’s Academy helps customers realise their potential, grow in confidence and contribute to their community.</td>
</tr>
<tr>
<td>• aim to resolve all complaints within 10 working days</td>
</tr>
<tr>
<td>• answered 82% of complaints within 10 working days. Calico is now reviewing its customer contact policy to identify areas for improvement.</td>
</tr>
</tbody>
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You can always check up on Calico’s Local Offers in each edition of Bolt magazine, or on the website [www.calico.org.uk](http://www.calico.org.uk). If you would like to comment on any of these, or become involved in improving the services you receive, call Calico on 0800 169 2407 or email contact@calico.org.uk.
Neighbourhood Priorities

Residents across the borough have had their say about what needs to change in their neighbourhood to make it successful. We’ve responded by creating a Neighbourhood Plan for each of our fifteen neighbourhoods.

Our vision is to create clean, safe and vibrant places where people are proud to live. We cannot achieve this unless we listen to your needs.

There are six problems which have come out top. These are:
- Dog Fouling
- Lack of activities for young people
- Anti-social behaviour
- Environmental problems
- Lack of community spirit
- Litter

We hope to make a real difference to your neighbourhood by addressing these priorities. There is always an opportunity for residents to get involved and make a difference too.

Look out for the Neighbourhood Officer in your area for a chat, go along to your local community group or contact Alicia Foley, Community Involvement Advisor, on 01282 686396 for details of what your neighbourhood’s priorities are and how to get involved.

Your Services, Your Say 2011

Customers and staff have worked together to organise two customer drop-in events, called ‘Your Services, Your Say 2011’.

The aim was to discover your views about our Repairs and Caretaking services, and if we’re getting things right for you.

65 of you attended the events in Burnley and Padiham and gave feedback about Repairs, Trees, Caretaking and Communal Cleaning.

All who attended and provided feedback were entered into a prize draw to win up to £200 in gift vouchers!

In addition to the events, feedback was also received from a sample number of postal and online surveys.

The events have helped us understand what you want and will help us develop a Value for Money approach for both of these services.
We have launched a text messaging service, to confirm your Repairs appointment with Calico.

**When will the text and voice messages be delivered?**

These will be delivered at 7pm in the evening. If you report a repair on a Monday morning, you will receive a text confirmation at 7pm on the Monday evening. A reminder text and voice text will also be delivered 48 hours beforehand. Repairs staff will explain the same to you at the time of arranging the appointment, so you’re aware that a text will arrive.

**Who will the texts be delivered too?**

Both the tenant and joint tenant will receive a text (if we have both mobile numbers). A voice text – an audible version of the written text – will also be delivered to the house landline number.

The text will be delivered alongside the letters you currently receive. Please be aware that texts won’t be sent for emergency repairs.

*If you have any feedback, please call Freephone 0800 169 2407 or email ccentre@calico.org.uk.*

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**Repairs Policy – Winter Reminder**

Following a review with customers, we have increased the range of repairs tenants have responsibility for. These are mostly ‘DIY’ repairs, e.g. replacing toilet seats or fitting light bulbs. Many have been doing these for years, or asking others to complete them on their behalf.

We are now working in partnership with Help Direct, and will refer anyone who requests such repairs to them. Alternatively, we will be able to quote you the cost of Calico completing the repair.
Secondary heating survey

The majority agreed that we should stop fitting fires and use the money in other areas. Most of you thought we should reallocate any savings to either energy efficiency works or fencing.

A report was sent to our executive team, who have agreed that we should stop installing fires.

The changes in policy will lead to the following:

• If a fire is condemned or cannot be repaired, it will be removed, the opening will be blocked up and a decoration allowance will be allocated to you.
• Any existing electric fires will be signed over to the customer when the warranty has expired; the fire then becomes their responsibility to maintain.
• Any gas fires would remain our responsibility for undertaking annual safety checks, but would be removed when the property became void or was condemned.

The policy changes will result in significant savings – £160,000 based on last year’s spend – which will be used in other areas.

For more information about these results, please call 0800 169 2407.

Prevent Legionella

Legionella disease is a potentially fatal form of pneumonia which can affect particular groups of people due to age, illness, smoking, etc.

Infrequently used water outlets, such as showers, taps and toilets, should be run for at least 2 minutes each week, and shower heads need to be cleaned at least every three months to prevent the build-up of Legionella bacteria.

www.calico.org.uk
Disabled Adaptations

If either you, or a member of your family, are experiencing difficulties due to an impairment, however minor, Calico may be able to help.

For simple adaptations to your home, including grab rails, extra banister rails, lever taps, or accessible switches, simply call our Call Centre on 0800 169 2407.

We will log your request and complete the work within 21 working days.

If you require more major improvements to your home, you can:

- Contact us on 0800 169 2407 – our call centre agent will take some brief details from you
- Complete the form on our website, www.calico.org.uk.

For more information, our ‘Aids and Adaptations’ leaflet can be picked up from our offices, or downloaded from www.calico.org.uk.

Private sewer transfers

You should have received information regarding the transfer of your private sewers and lateral drains to United Utilities.

New government legislation will see water companies in England and Wales take over many sewer pipes which are currently under private ownership.

The transfer, which will take effect overnight on October 1st, affects different types of properties in different ways. The illustration below highlights the changes:

If you have any further questions regarding the transfer, please visit www.unitedutilities.com/privatesewers.
TOP TIPS
to keep you warm

General checks for combi boilers

- Check that the electrical isolation switch next to the appliance is turned on and that power is going to the boiler.
- Check that there is gas at the meter and that it is not out of credit.
- Check that the timeclock is switched to the ‘on’ position and that the room thermostat on the wall is turned up fully.
- Check that the water pressure on the gauge on the front of the boiler is between 1 and 1.5 bar. If not, it may have a filling loop that can be opened to re-pressurise the boiler (see user instructions).
- Most combi boilers have a reset button on the front display panel. Pressing this can sometimes clear a minor fault.
- If there are any flashing lights on the front display panel, it may be possible to reset the boiler using the button on the front display panel. If this doesn’t work, you will need to report the fault. You need to describe the light that is flashing.
- If the central heating won’t turn off on a combi boiler by operating the timeclock or roomstat, it is possible to turn the selector switch on the front of the boiler to ‘hot water only’. This will then switch off the heating. There is also a central heating temperature dial that can be turned up and down.

Combi boiler with no heating or hot water

- Check that the switched fused spur is switched to the on position.
- Check that there is credit at both your gas and electric meters.
- Check that the room thermostat on the wall is turned up fully to around 25-30 degrees.
- Ensure that the time clock is actually turned on and is asking for demand (i.e. constant heating on and not in the timed or off position).
- Check that the system pressure is around 1.5 bar on the dial at the front of the boiler.
- Try pressing and holding the reset button on the front of the boiler.

Radiators not working?

- Check that the thermostatic radiator valve is turned fully anti-clockwise.
- Ensure both valves on your radiator are turned fully anti-clockwise to open the valves.
- Check that the radiator is full of water.
- If your radiator is full of water but not getting hot, try turning all others down with the thermostatic valves. This should help direct heat to the radiator that isn’t working. When it becomes hot, turn all other radiators back on.

Electric fire not working?

- Check the plug is in correctly and is switched on. Also, check the fuse in the plug top.

Gas fires not lighting?

- Check gas is on and there is credit on the meter.
- Press and hold the ignition down on the gas fire for approx. 10 seconds until the pilot lights.

If you’re still unable to fix the problem, please call Calico on freephone 0800 169 2407 or e-mail gas@calico.org.uk
SAVING YOU MONEY
Come along to our event (in association with British Gas), and see if we can help keep your energy costs DOWN

JOIN US
Burnley Mechanics on Tuesday 25th October 2011
Drop in between 2.30 - 6.30pm

YOU COULD SAVE

HERE TO HELP YOU
Energy experts – Valuable advice, hints and tips to save energy in your home
Generation Green – Educational information and interactive activities for kids
My Home Energy Switch – ‘Bring your latest bill with you’. Compare prices from all UK energy suppliers to ensure you’re getting the best deal

Children’s entertainment

LEARN AND PLAY
Free British Gas energy monitors – ‘limited number available’. Keep an eye on what you’re using

Prize draw every hour – prizes include:
* iPod * DVD player * Hamper * Cinema tickets

Free refreshments
More freebies on the day

To find out more, please call Andrea Jackson on 01282 686337.
Calico graduate to student accommodation

We now offer a **first class** range of student accommodation, in association with the University of Central Lancashire (UCLan).

The new accommodation is providing students with a **comfortable and secure environment** to carry out their studies at the Burnley campus.

As part of the Calico group, students and local residents will also have access to our **Neighbourhood Services**, delivering essential support to communities.

Students who would have previously commuted from Preston will now invest their money into the Burnley area, providing a vital economic boost.

For more information, please contact UCLan on **01772 892529** or e-mail **ateam1@uclan.ac.uk**

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Congratulations!

We are delighted to welcome Calico tenant David Hirst to the Calico Homes Board!

The Calico Board is made up of 12 Directors, four tenants, four independents, and four council nominees, who set the direction of Calico and monitor our progress.
RAISE – we need you!

Every year, Calico invites its customers to a range of activities so that you can have your say on the decisions that affect your homes, neighbourhoods and services.

RAISE – or Realistic Action to Improve Standards and Excellence – are one such group of customers and independent volunteers interested in improving the quality of services for ALL Calico customers.

The role of RAISE is to look at services from a customer perspective, in order to discover which of Calico’s services are working well and which need improving.

RAISE have completed their first review of the Call Centre and Reception Area. They have produced a report of their recommendations, which has been sent to Calico’s Board. If you would like to see this report, please contact Gemma Jones on the details below.

They have almost completed their second review, looking at the Older People’s Service.

RAISE want YOU to decide their third topic for review!

If you would like to make a suggestion for RAISE, please contact Gemma Jones on 01282 686 496 or email gjones@calico.org.uk

(Closing date: 25th November 2011)

Seniors Forum – WE NEED YOU!

Do you:
• Receive assistance from a Home Support Officer?
• Have an enthusiastic attitude?
• Want to join a group that has fun and makes vital decisions?
• Want to help shape the service you receive and feel fully involved?

Then our Seniors Forum needs you!

The Forum, which meets quarterly, has accomplished many significant achievements since its launch, including:
• Forging partnerships with local groups e.g. the fire service, Credit Union and Lancashire Link
• Consulting on key policy decisions such as Safeguarding and accessing properties
• Helping decide if Calico should place bids for IT equipment through trust funds (which, we are proud to say, have been successful!)
• Had guest speakers attend to update the team on issues such as benefit changes, the future of Calico and many other topics.

If you have a passion for the services the Older People’s Service delivers and would like to get stuck in, get in touch! Call 0800 169 2407 and ask for the Customer Involvement team. We will pay all travel expenses.
**WHAT’S ON AND WHO TO CALL**

**BURNLEY**

**Hallowe’en Spooktacular at Thompson Park**
Thompson Park, Ormerod Road, Burnley
Tel: 01254 664612
greenspaces@burnley.gov.uk
Come in fancy dress and experience a real Halloween event for all the family! There will be a funfair, light refreshments, and an exciting fireworks finale! No dogs, alcohol or glass bottles.

29/10/2011, 2pm-9pm (FREE)

**RIBBLE VALLEY**

**Alston Hall Firework Display**
Alston Hall, Alston Lane, Longridge, PR3 3BP
Tel: 01772 784661
alstonhall.general2@lancashire.gov.uk
Join us for our annual professional firework display at Alston Hall overlooking the beautiful Ribble Valley. Home cooked food available to purchase throughout the evening.
05/11/2011

**PENDLE**

**STAN the Van**
Various locations
Tel: 0303 333 1111
enquiries@calico.helpdirectlancs.org.uk
www.helpdirect.org.uk
STAN is a mobile advice unit provided by Rossendale, Pendle and Ribble Valley Borough Councils, with Help Direct staff on board offering practical support, guidance and information.

To find out where STAN is in your area, contact Help Direct today.

**ROSSENDALE**

**Zumba classes**
Staghills Children’s Centre, Top Barn Lane, Newchurch, Rossendale, BB4 7UE
Tel: 01706 213303
Combines Latin and International music with a fun and effective workout system.
£2.00 per session
12th September-5th December, Mondays, 5.45pm-6.30pm

**HYNDBURN**

**Confidence & Self Esteem**
The Women’s Centre, Blackburn Road, Accrington, BB5 1HF
Tel: 01254 871771
kara@womenscentre.org
Take the first steps to building your confidence and self-esteem in a safe and supportive environment.

From 03/11/2011 for 6 weeks, 1pm - 3pm (FREE)
Money matters with Mark Allen

I am available to see you if you need confidential help and advice with:
I can be contacted on Freephone 0800 169 2407 or mallen@calico.org.uk

Service charges – What you need to know

You have told us that service charges can be confusing. To help you understand, we have answered some commonly asked questions:

1. What are service charges and what do they pay for?
You have to pay rent and service charges. Rent is the payment made to Calico for the management and maintenance of your home.
A service charge is a payment made by you towards the cost of providing and maintaining services and benefits beyond what is covered by your rent.
For example, a lift in a block of flats is a service that would be covered by a service charge because it is available to all residents and is situated outside their homes.
We also charge for the services we provide to look after your neighbourhood, such as the caretaking service and maintenance of grassed areas on an estate.
The charges that are made vary depending on the property or neighbourhood you live in.

2. How will I know what my service charge is?
When you become a Calico customer, details of your service charges will be listed on your tenancy agreement.
Your service charge amount will be shown on your annual rent review notification, which is sent to you in March or September each year. Service charges are increased in April or October each year by a percentage based on the retail price index. The charges will stay the same for 12 months.

3. How do you calculate what my service charge is?
Service charges are calculated using the cost to provide the services, adjusted for increases in inflation annually.
The cost of the services is split over the number of properties receiving the service (whether Calico owned or not) to set the amount you pay.

4. How do I pay my service charge?
Your service charge is charged each week alongside your rent. The majority of service charges are eligible for housing benefit, with the exception of water and heating charges at some sheltered schemes.

Calico Service Charges
- Caretaking service
- Grounds maintenance service
- Communal electricity
- Communal cleaning
- Administration charge
- Digital TV
- Stairlift maintenance
- Communal services (entrance)
- Payphones
- Health & safety
- Communal boiler maintenance
- Communal lift maintenance
- Communal furniture
- Communal heating
- Communal appliances
- Water charge*
- Heating charge*
- Furniture charge*

*If detailed in your tenancy agreement.

For more information, please call Freephone on 0800 169 2407.
As autumn approaches, we sometimes feel a bit sad that the best of the gardening season is over. However, autumn is a time to get excited about what you will achieve in your garden next year, and the preparations you can make now to have an even more successful spring and summer than this year.

Bulb planting time is upon us once again and, when they begin to peep out their heads, it’s often the first sign of spring we see. As well as planting them in beds, they can also be planted in containers. Plant the latest flowering bulbs deep then add layers of other bulbs above to give a good show right through the season, e.g. tulips the deepest, then daffodils, then crocus and, lastly, snowdrops.

Growing bulbs as a Christmas gift is also a good way of saving money on expensive presents. Look in the shops for specially prepared Christmas flowering varieties and use a good quality bulb planting fibre – this can be used in containers with no drainage holes.

You don’t even need to spend money on expensive pots. Look out in local charity shops for more unusual containers or buy paints for the children to decorate old plastic containers.

Once you have sorted out the bulbs for Christmas and springtime, you can look forward to how you want your garden to look next year. Winter is the time for moving trees, shrubs and plants around if you want them to go in another place, and also the time for pruning. If soil needs improving, winter is the time to do this as well. Think about what did not look how you wished this year and make plans for the solution now. For example, was the lawn a bit patchy looking this year? Have you got a plant that would benefit from a sunnier spot?

Begin to look at the seeds you fancy sowing and make a plan for when you will do this. There are plenty of books at your local library – you can also access the internet there too. Good local garden centres will also be a good source of help and advice.

What did you admire in the gardens around your area over the summer? Make this an opportunity to get to know your neighbours better and ask them what those plants you so admired were. The dark nights and colder days may be approaching, but this is your chance to study and plan for the best gardening summer in 2012.

Happy gardening!
Customers play a central role in the services we provide. Having your say and telling us exactly what you think is what shapes our services and helps us make improvements based on what you tell us.

Here at Calico, we hold a number of steering groups which you can come along to and have your say. You don’t need any qualifications – just your experience of being a customer!

Steering groups are usually held 4 times a year here and we can help with childcare, transport, interpreters and translators.

The following steering groups are available to join:
- Community Involvement
- Investment
- Gas
- Complaints
- Successful Neighbourhoods
- Repairs
- Customer Service

Not only will you be able to contribute your ideas to each of these services – you’ll also have the chance to challenge performance, meet other customers, and learn new skills.

If you would like more information, or an informal chat about other ways to get involved, please contact Gemma Jones on 01282 686 496.

www.calico.org.uk