

How we're doing

We constantly aim to provide high levels of service. Here's how we did from October to December 2012.

Performance indicator	Target	Level achieved	Year to date (April-Dec)	Target met?	Benchmarking Upper quartile performance
How we are performing on repairs					
Repairs carried out on time	95%	98.7%	98.9%	■	97%
% Jobs completed right first time	92%	96.4%	96.6%	■	96.3%
% respondents satisfied with the last repair job	95%	95.2%	95.5%	■	N/A
% Attendance on time	100%	96.2%	97.7%	■	N/A
% Quality of service	95%	96.2%	95.8%	■	N/A
% Quality of work	95%	96.2%	95.8%	■	N/A
% Gas servicing works completed on time	100%	100%	99.5%	■	N/A
How we are performing on rent arrears and re-lets					
Average re-let time	11 days	20 days	16.8 days	■	14.8 days
Rent arrears	4%	4.7%	4.7%	■	3.2%
How satisfied resident and service users are with BCHA					
Number of complaints received	-	49	190		N/A
Complaints responded to within timescale	98%	91.8%	91.6%	■	98.2%
Number of compliments received	-	69	217		N/A
Service user satisfaction	92%	95.8%	95.4%	■	89.1%
Resident and service users qualification achievements					
Number of AQA accreditations to service users	-	0	321		N/A

Key
 Target being met ■ Performance close to target ■ Target not met: action required ■

Benchmarking data is taken by comparing BCHA with similar sized organisations, the figure represents the top 25% performance across the group being compared.

The text of this newsletter is available in other formats including audio, Braille and large print. To request the newsletter in an alternative format please contact Customer Services on: 01202 410500.



Help with housing, learning and living.
 Call: 01202 410 500 Fax: 01202 410 600 Email: enquiries@bcha.org.uk
 St Swithuns House, 21 Christchurch Road, Bournemouth BH1 3NS

find a way forward. bcha.org.uk



bcha yournews

Issue 28

Winter 2013

STORIES, THOUGHTS, IDEAS AND DEVELOPMENTS FROM BCHA'S COMMUNITY



In this issue:

St Paul's opens to residents

PLUS!
 Your survey results are in.





SURF OFFICE:
01202 720350

BCHA CUSTOMER SERVICES:
01202 410500

SEQUAL WORKS:
0300 1234 001



YOUR NEWS WINTER 2013



Welcome

Happy New Year and welcome to the first edition of Your News for 2013. We already have lots of great news to share with you, so grab a cup of tea, put your feet up and get reading!

In this edition you can meet our Housing Team, who are here to help you make sense of the Welfare Reform Act, and make sure you are happy in your home.

You can also read about a new learning and work programme in Chippenham, how BCHA FC are getting on, why Ignite is celebrating and the latest news from SURF.

Finally, a big thank you to everyone who completed the recent Survey for Tenants and Residents. You can read the results, and how we plan to use them to improve our services, on page 10.

Happy reading!
The Editor

Double celebration for Ignite



IGNITE IS celebrating having recently been presented with a Bronze award within the 'Not for Profit' category at the national Training Journal Awards.

These awards recognise best practice in organisational learning and development, so to win a Bronze Award is a huge accolade for Ignite and BCHA. The award recognised the achievements of individuals on the programme, and the theory behind how Ignite was researched and developed to meet the specific needs of our service users.

We are also pleased to announce

that Ignite has been successful in securing further funding from The Big Lottery Fund, to allow the programme to continue for another three years. During this time the Ignite team plan to expand delivery of the course to our schemes in Chippenham, Oxford, Plymouth and the wider Dorset Area. The course will be offered to both our residents and the general public.

If you'd like to find out more about Ignite and how they could help you, then call the team today on: 01202 410500 or speak to your Support Worker.

Since it was established in 2010, Ignite has:

- worked with over 900 people.
- helped 190 people find paid employment.
- helped 200 people engage in voluntary work.
- seen over 400 people progress on to further learning.



St Paul's Homes opens its doors!

AS REPORTED in the last edition of *Your News*, restoration works to St Paul's Homes in Salisbury are now complete and residents have moved in.

St Paul's Homes were officially opened by the Bishop of Salisbury, the Right Reverend Nicholas Holtam at the end of November (as pictured on the front cover), at a ceremony which saw over 70 people gather round to witness the occasion, despite the pouring rain!

The Mayor of Salisbury, John Collier, and the MP of Salisbury John Glen attended the event, along with many local residents who have supported the project from the beginning and helped to make the restoration possible through generous donations.

It was great to also see some of the new residents of St Paul's Homes in attendance and lovely to hear how well people are settling in, and how happy they are in their new home.

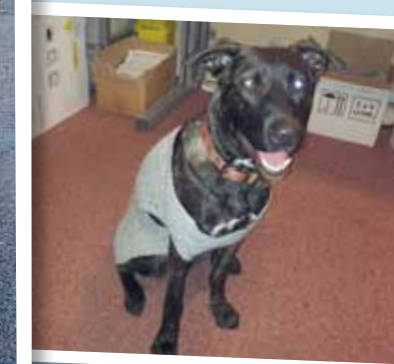
Kindness at Christmas

WE WERE overwhelmed by the support from local people and organisations over the festive period. Just some examples include The Norfolk Royale Hotel who provided all the ingredients for Christmas dinner at two of our schemes, while also raising over £3,200 from their visitors. Local restaurants who added £1 to their diner's bill, Northbourne Rotary Club who spent a day delivering presents throughout Bournemouth (pictured above) and the cast of Dick Whittington pantomime in



Plymouth who donated an Indian takeaway to the residents of George House.

Four-legged residents of our schemes were also remembered thanks to the Dogs Trust Hope Project. Presents included tasty treats, toys and knitted coats, to keep them warm this winter – modelled by Buster and Raven.



Meet your Housing and Income Recovery Team

We have recently made some changes to our Housing Team, to ensure we have the skills and knowledge to provide you with the support you need to be prepared for the Welfare Reform Act and ensure you can maintain a healthy tenancy. In this article we introduce our new Housing and Income Recovery Team.

BCHA'S HOUSING TEAM



Shell Bryant is Housing Services Manager and manages the Housing Team, here she explains what they do and how they can help you.

At BCHA we have three Housing Officers who are the first point of contact for any new tenant moving into one of our general needs properties.

They carry out property viewings and then visit all new tenants shortly after they've moved in to support people to understand their tenancy and their rights and responsibilities. They will visit again within eight weeks, to ensure tenants are

settling in well and not experiencing any problems.

From time to time, Housing Officers will arrange to carry out property inspections and tenancy audits. This is to ensure that both the tenants and BCHA's responsibilities are being met.

Housing Officers are also there to support tenants who are experiencing difficulty maintaining their tenancy or require advice about housing needs and options. Your Housing Officer also needs to know if you are experiencing anti-social behaviour, as BCHA is committed to tackling this.

Meet the BCHA Housing Team

Here are the contact details for BCHA's Housing Team, to help you identify who your Housing Officer is and how you can get in touch with them.

Shell Bryant
Housing Services Manager
Call: 01202 410506
Email: shellbryant@bcha.org.uk

Tom Watson
Modern Apprentice for Housing and Income Recovery
Call: 01202 410504
Email: thomaswatson@bcha.org.uk

OUR HOUSING OFFICERS:

Anthony Lowe
Looks after residents living in Bournemouth, Wimborne and Dorchester.
Call: 01202 410512
Email: anthonylowe@bcha.org.uk

Leigh Barrett
Looks after residents living in Bournemouth, Poole and Swanage.
Call: 01202 410548
Email: leighbarrett@bcha.org.uk



Housing Team : Left to right - Anthony, Shell, Tom and Leigh.

Sue Rowlands
Looks after residents living in Bournemouth, Weymouth and Portland, Dorchester, Bridport, Devizes and Salisbury.
Call: 01202 410567
Email: suserowlands@bcha.org.uk

Meet the BCHA Income Recovery Team

Here are contact details for our Income Recovery Team and the areas which each of them covers, to help you identify who you should get in touch with.

Kate Connolly
Income Recovery and Advice Manager
Call: 01202 410586
Email: kateconnolly@bcha.org.uk

Carla Daeche
Former Arrears Officer
Call: 01202 410554
Email: carladaeche@bcha.org.uk

Michelle Finn
Temporary Former Arrears Officer
Call: 01202 410554
Email: michellefinn@bcha.org.uk

OUR INCOME RECOVERY OFFICERS:

Esther Godber
Supports general needs residents living in the New Forest, Bournemouth, Poole and Swanage areas, as well as supported housing residents living in BCHA's homeless, substance misuse and ex-offender accommodation.
Call: 01202 410540
Email: esthergodber@bcha.org.uk

Catherine East
Supports general needs residents living in Bournemouth, Wimborne and Dorchester, and supported housing residents living in BCHA's children, young people and families schemes throughout Bournemouth, Poole and East Dorset.
Call: 01202 410508
Email: catherineeast@bcha.org.uk



Income Recovery team: Left to right - Catherine, Elayne, Carla and Michelle.

Elayne Drouet-Symes
Supports general needs residents living in Bournemouth, Weymouth, Portland, Dorchester, Bridport, Devizes and Salisbury, and supported housing residents living in Barnabas and Salisbury Trust for the Homeless properties and in Bridport and Dorchester.
Call: 01202 410562
Email: elayned@bcha.org.uk

BCHA'S INCOME RECOVERY TEAM

Kate Connolly manages BCHA's Income Recovery Team, here she tells us what the team do, and how they can help you to maintain your tenancy.

The main role of the team is to monitor our tenant's rent and service charge payments. It is our job to ensure BCHA get this income from our properties, to ensure we're able to continue to provide our important services.

If someone falls behind with their rent payments, a member of the team will try to contact them. This is your chance to discuss any issues or problems you are having with paying your rent, so as we can

help you. The team will be able to provide advice on budgeting, benefit applications and help you to try and keep your tenancy with us.

If you are in financial difficulty and worried about your rent payments, then please call us so as we can try to help you to sort out your finances. Please also let us know if your circumstances have changed, your housing benefit has been suspended, if you're unable to pay your rent or service charge, or if you are struggling to keep up with an agreement or court order. The sooner we know you are struggling, the sooner we can start to help you.



Have a voice! SURF with us

SURF is looking for new members to join the team. Jenny Bronson, BCHA's Resident Involvement Officer, reports on why you should get involved.



SURF (Service Users and Residents Forum) is a group of BCHA service users and residents that liaises with BCHA to express their views and concerns, to provide feedback about BCHA's services (both good and bad), and to work together with BCHA to improve how they do things in the future.

SURF also organises social events throughout the year, such as a Christmas party, so as people have the opportunity to get together and enjoy themselves.

SURF has an office in Boscombe in Bournemouth where the committee meet

once a week to feedback to the Chair of SURF, who liaises with BCHA management and sits on the BCHA Board.

There are many different ways that you can become involved with SURF, for example, carrying out 'mystery shopper' exercises to check the quality of BCHA's services, reviewing BCHA's leaflets and policies, helping with admin tasks at the SURF office and meeting with service users when they are having difficulties or are unhappy about something – and making sure BCHA know about this.



WHAT EXPERIENCE DO I NEED?

No experience is necessary, but we are looking for people that have a genuine interest and passion for improving standards and service delivery for other service users of BCHA.

We recognise that ongoing development is essential. So members of SURF will receive support, mentoring and training, ensuring members continue to develop their skills, for example in IT, communication, report writing and team working.

We're currently looking for new members to join the team, so let us know if you're interested in any of the following:

- consulting with, and being a voice for, BCHA service users.
- improving the services BCHA delivers.
- making a positive contribution.
- making new friends and working within a team.
- improving your confidence.

Perhaps you've read this far and are still not sure whether this is something for you, or maybe you've got some questions and would like some more information.

For an informal chat, please contact me on 01202 410540 or email: jennybronson@bcha.org.uk

Stuart's artistic success

STUART HAS been in Lansdowne Gardens for around a year, and prior to

that was staying at St Paul's night shelter. During this time he started drawing and painting, and has recently seen his work published in this year's Cafe Art Calendar. This is a calendar produced by a London based charity, who selected images by 12 artists who have been affected by homelessness.

Stuart has also had some of his work on display in an

exhibition at Bournemouth Library. Stuart is a skilled artist, and the recognition that he has been receiving has been really good for his confidence, as well as giving him enjoyment.

As Stuart puts it: "I have always liked drawing what comes into my head, I just want people to get enjoyment from my pictures and to get them thinking."



COOK'S CORNER

In each edition of *Your News* we will be providing cheap and easy to make meal ideas.

Toad in the hole

Toad in the hole is a traditional English dish. Serve it with vegetables and onion gravy for a delicious meal. The below ingredients will serve two people.

Ingredients

- 4 pork sausages
- 1 tablespoon of veg oil
- 110g (4 oz) plain flour
- 2 eggs
- 125ml (4 fl oz) milk
- Pinch of salt

Method

Preheat the oven to 200°C / gas mark 6.

Pour the oil in to a suitably sized baking dish and arrange the sausages over it in a single layer. Bake for 10 minutes in the preheated oven.

Meanwhile, whisk together the flour, eggs, pinch of salt and half of the milk until smooth. Then gradually mix in the rest of the milk until a smooth batter is achieved.

Remove the baking dish from the oven, and pour the batter over the sausages. Please be careful when doing this as the fat may spit when the batter is added.

Return the dish to the oven and cook for approximately 35 minutes until the batter has risen and is golden brown. Do not open the oven while the dish is cooking, as the cold air may cause the Yorkshire pudding to collapse.

Once cooked, remove from the oven and serve immediately.

Email your recipe to: pr&communications@bcha.org.uk



Book making at Beechey Road

Staff at Beechey Road recently organised a book-making workshop for the Mental Health Team. Support Worker Oliver Topple reports on how this went.



Residents were invited to come and learn the basics of book-making, and were given the materials required to make a professional looking hard-backed book.

After some brief introductions, all who attended showed an inspiring degree of focus and determination, and each finished the day with a beautiful hard-backed book. It was clear from the very beginning that

those who took part had their sights set on achieving; but everyone pushed that little bit further, and earned themselves an AQA award for their efforts.

Praise must be given to the residents of Beechey Road, who not only accommodated the session, but were on hand to help staff deliver the instructions, and clean up afterwards too!



A hat trick of support for BCHA FC

BCHA FC has three new shirt sponsors thanks to vital support from local organisations that is enabling them to compete for another year.

In September, a new fundraising initiative saw organisations throughout Bournemouth purchase a ticket in a prize draw to win the opportunity to be one of three shirt sponsors of BCHA FC this season.

- Sunrise Senior Living won first prize in the draw – sponsorship of BCHA FC's Home Kit.
- Second prize - sponsorship of the Away Kit was won by the Norfolk Royale Hotel.
- The final prize of sponsorship of BCHA FC's Tournament Kit was won by Coles Miller Solicitors.

BCHA FC plays a big part in the lives of many people, but they rely on donations to allow the club to continue running each year. From pitch hire to travelling to matches, football can prove quite an expensive hobby, so the money raised through this fundraising initiative has contributed to these expenses and allowed the team to compete for another season.



Choose your direction with Unity House

It is an exciting time at Unity House at the moment, as they have just launched their brand new learning and work programme.

Unity House is working collaboratively with the Job Centre to provide classes and workshops to help people improve their skills and confidence, to help them work towards employment, volunteering and independent living.

Professional tutors are running sessions each week covering subjects including, money management, self-esteem, confidence building and life skills, IT skills, CV writing, interview preparation and job searching.

These services are not only available to residents of Unity House, but also to other local vulnerably housed job seekers who may need that extra bit of support to figure out

what they want to do next and how to get there.

As well as the above, Unity House is providing support and advice in areas such as substance misuse, mental and physical health, housing and benefits. Although they have always provided this advice to residents of Unity House, it is the first time they will be offering this support to other vulnerably housed job seekers within Wiltshire.

If you are a resident of Unity House and are interested in getting involved with the learning and work programme, then please speak to your support worker.



George House in the community

VOLUNTEERS from George House have been helping local charity, Devon and Cornwall Food Association, to ensure no one goes hungry this winter.

Residents have been volunteering with the charity to help them sort through the food donations they receive and distribute food parcels to charities throughout Plymouth, including George House, to ensure people do not go without. Residents have been volunteering for several months now, and have even begun to help cook food for others.

Recently, Devon and Cornwall Food Association have been receiving donations of a large number of pheasants. Residents

have been helping to prepare these pheasants so as they are ready to cook, and have had great fun learning this new skill.

Through this volunteering work, residents have met someone who has offered to volunteer his time to come along and help out with the George House vegetable plot. Residents are looking forward to becoming more green fingered and growing more fresh vegetables themselves.

This is a fantastic example of George House working with local community projects.



Brian helping to prepare the pheasants



Christian and Jeannette showcase their baking skills

The results are in!

Jenny Bronson, Resident Involvement Officer, reports on the results received from the Annual Survey for Tenants and Residents which was sent out in November 2012.



WHAT YOU SAID:

“Fantastic. I am very grateful to BCHA and lucky to have such a lovely flat. I love my home and thank you all for all the support you have given me.”

“I have always found the staff extremely approachable and attentive.”

“Advice on housing and move-on is needed as I don't feel there's enough support with this.”

“In this last year I have had floating support from BCHA and been housed, without them and their support I don't know what I would have done.”

“We are very happy and comfortable in our flat, but all communal areas are in need of repair and decoration.”

“It has been really good living in BCHA supported housing. They have helped a lot and I have become more independent while living here.”

“The flat wasn't clean when I moved in, especially the carpet and there were no curtains in the flat.”

A big thank you to everyone who completed last years annual survey. 558 of you told us what you thought about BCHA and the service we are providing, that's 48% (nearly half) of all our residents.

The more people that respond to these surveys each year, the better we can understand how residents feel about BCHA as a landlord and address where you feel we need to change things and make improvements.

What happens now?

The results of the survey will be looked at by senior managers and the Board who will decide what BCHA need to do to improve the areas where you felt we could provide a better service.

We will publish our action plan in the next edition of *Your News* and it will be available on our website, so as to keep you informed about how we are addressing some of the issues which you're least satisfied with.

The headlines...

Overall satisfaction of service provided by BCHA

The results told us:

95.5% of residents are satisfied with BCHA

Change from last year

3.2% ↑

BCHA listens to views and acts on them

90.5% of residents agree with this statement

5.7% ↑

BCHA treats you fairly and with respect

93.9% of residents agree with this statement

2.8% ↑

Satisfaction with Repairs and Maintenance

83.9% of residents say they are happy with this service

3.4% ↓

Satisfaction with how BCHA deals with anti-social behaviour

81.2 % of residents are satisfied with this

2.9% ↑

BCHA keeps you informed about things that affect you

91.9% of residents agree with this statement

4.9 ↑

Putting the focus on BCHA

BCHA is committed to putting our residents and tenants at the heart of everything we do. This helps us to shape and deliver services in a way that meets the needs of our service users.



Attending a Focus Group is an easy way in which you can have your say. We hold a focus group about once every six weeks. They are normally made up of six to 12 tenants who work closely with Jenny, our Resident Involvement Officer, to discuss a particular topic. All participants receive a £10 voucher as a thank you for giving up their time.

A recent group was held to seek tenant feedback and satisfaction levels on BCHA's complaint procedure and ensure that BCHA were publicising this well enough. Participants of the Focus Group told us that:

- more publicity about the complaints feedback forms and their availability is needed.

- more information is needed to understand the different stages of the procedure.
- communication with our service users is key.
- the timescale taken to deal with complaints is fine.
- tenants and residents need more information about how to report anti-social behaviour.

The information provided by the group will be put into an action plan with recommendations based on the feedback. In the meantime, please find below an overview of the complaint procedure at BCHA.

Get involved!

If you would like to be involved in future Focus Groups or any other area of consultation, please contact Jenny on: 01202 410540 or email: jennybronson@bcha.org.uk

MAKING A COMPLAINT

There are a number of ways which you can make a complaint about BCHA:

- Contact a member of staff, for example, your Housing Officer or speak to staff at the scheme where you are staying.
- Use the comments book, which is available at some of our schemes.
- Request a Your Views Counts leaflet from our Customer Services team by calling: 01202 410500.

Once we have received your complaint, we will investigate it and write to you within 14 calendar

days with our response. If we need more time, we will let you know. If you are unhappy with our response, then you can appeal - you can do this up to three times using our complaint procedure.

To appeal against our decision you will need to tell us within 28 days of getting our response letter why you are not happy with it, and what you think we should do to put it right.

If you don't like our final decision once you have gone through all four stages of our procedure, you can take your complaint to an external agency.

If we agree with you that you have not received a good service, we will apologise and then we will try to put things right if we can.