

Your 2018/19 Annual Report is here!

More than ever this year we've continued to provide life changing opportunities that make a difference to our customers and the communities that they live in

We're committed to making Cheltenham a better place to live by providing safe, high quality homes and services that create stronger communities. Of course we couldn't do this without the invaluable support received from our colleagues, partners, tenants and leaseholders

Read on to find out more about some of our top highlights and achievements to provide **Great Homes** and **Stronger Communities** with **Inspired People**:

INSPIRED PEOPLE

Our employees are dedicated, passionate and really do care about people. With their support we are able to **'go the extra mile'** and help those who are experiencing significant hardships in their lives

Last year, they supported the Hamper Scamper Christmas appeal and collected:



toys and gifts



coats for local children



hampers of food for young people, families and vulnerable adults



worth of presents for our **Help2 Christmas Giving** scheme

"...going above and beyond really does result in great job satisfaction, especially when everything falls into place"

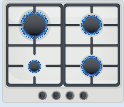
Sharon Hammett, CBH Benefit and Money Advice Officer

Last year our employees raised



Our **Help2 volunteering scheme** was developed by our employees to help tenants who are faced with difficult circumstances

Contributions from teams across the business have helped to:



Replace white goods and beds



Repaint properties from top to bottom



Develop strong new partnerships with organisations to secure donations of food, clothes, baby packages and household items



Make a real difference to people who are affected by traumatic events

We received the following moving feedback:

"Absolutely wouldn't have got through things without the support of CBH – financially or emotionally. I had some very low times and bad thoughts"

"The perception of you (CBH) just wanting the rent is completely wrong. Your team have helped me so much.... It is so nice to know that help is available when times are tough"

A Help2 case study:

A Tenant has a young child who is suffering from a debilitating condition. They have to make frequent trips between Cheltenham and Bristol so that the child can receive treatment. The travelling incurred a lot of expenses which meant that the tenant was unable to afford a new carpet when they moved from an overcrowded property into their new home. CBH joined forces with Cheltenham Flooring Supplies to cover the cost of carpeting the property and since then we've received the wonderful news that the child is responding to treatment

A Help2 case study:

Tenant was going through a difficult time trying to deal with suicidal thoughts and financial difficulties. Things continued to go downhill as they were struggling to look after themselves. With support from CBH and other local organisations, the tenant has been able to access training, secure a full time job, stop smoking and now has a weekly plan set up so that they are able to pay off their arrears

16

CBH employees took part in an internationally recognised **Mental Health First Aid (MHFA)** course, to get a better understanding of how to provide the right support for tenants and employees experiencing mental health issues

Training provided by



MHFA England

STRONGER COMMUNITIES

We're committed to keeping your neighbourhood safe by building stronger communities and making Cheltenham a better place to live

Reducing Anti-Social Behaviour (ASB) in the community:

217

Number of cases resolved and closed



Achieved **96%** satisfaction rate from tenants following the outcome of their ASB complaint



No ASB evictions took place last year

40

The number of people suffering **Domestic Abuse** we've helped by working closely with the **Police Public Protection Bureau** and through attending local multi-agency meetings to identify those who need extra support and safeguarding from abuse

Our ASB team support the Police in tackling criminal activity by:



Keeping our vulnerable residents safe from drug gangs by working closely with the local Police and Crime Operations team



Engaging with the community and dealing with neighbourhood issues more effectively, through 'cocooning days' - set up in partnership with multiple organisations



Identifying mental health issues and the needs of each individual to provide them with the right support



Providing reassurance to local residents by working out of hours

We are helping to lead the way in Gloucestershire by joining other community organisations to take 'Action on ACEs' (Adverse Childhood Experiences); by putting in place additional support for our tenants and their families

Our new Family Investment Officer will help families to:

- Enhance their wellbeing with one to one support
- Increase confidence and inspire people to get involved in activities
- Identify support early on and make connections with local organisations that can best meet their needs



Support and advice on benefit and money matters:

Met with **1,169** people over the year to provide advice about financial help

440 Number of tenants we helped at our Jobcentre drop in sessions, providing support and advice on Universal Credit (UC)

"Thank you for your ongoing support.... I feel more assured and safe against the issues I have experienced"

"Through no fault of my own I am out of work and struggling with ill health.... The help CBH BMA have given me is spot on. Always quick, always supportive.... I can only say thank you!"

100%

positive feedback received from users of our Benefit and Money Advice Service



£1.2M

The amount that we helped tenants claim in additional benefits



Last year, our successful Loan Shark Awareness Campaign won a national prize of **£3K**, on top of this we secured a further **£5K** from the Illegal Money Lending Team. The combined total of **£8K** is currently being used for an even better awareness raising project to keep '**The Wolf from the Door**' and to protect communities from illegal money lenders

Our Housing Options Team provided support and advice on benefit and money matters to people seeking housing and homelessness advice from across Cheltenham:

60

People were provided with free benefit and budgeting advice as they were struggling to pay their rent

£2M

in additional benefits was generated over the year

Helping people into work, training and education:

Our employment and training experts were awarded **£2,000** worth of funds from our partners '**Going the Extra Mile**' (GEM) to deliver Employability Workshops to help parents who are returning to work and those whose English is not their first language

Helped

39

people boost their employability skills

We also successfully registered as an **ASDAN Registered Training Centre**, so that we can offer our customers accredited short courses in '**Employability Skills**' and '**Careers and Work Experience**'

During 2018/19 the team:



92%

of work club
attendees reported an
increase in confidence

94%

noted an increase in
employability skills

100%

satisfaction received
from work club attendees

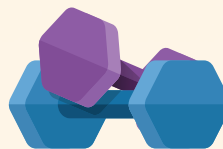
Bringing the community together:

13 Number of fun family events held across Cheltenham to find out more about the types of activities and education opportunities that people would like to see in their local area

We have listened to your ideas and worked closely with over **50** organisations and community groups to create an action plan for the next two years – some of the themes include:



Supporting young people and their families - providing food for school holidays and activity clubs



Providing opportunities to improve health and wellbeing - offering mental health and mindfulness training



Removing barriers into works - delivering accredited training courses



Keeping our residents and their communities safe - providing safe places to talk

Joined forces with **Enterprise CUBE** to deliver a six-week free business training course which saw **15 residents** attend our very own version of the Dragons Den to pitch their business ideas (see page 3 for more information)

"Fantastic course with really great tutors. I have learnt so much from each of them. Thank you"

Secured **£12,589** through sponsorship from the Council and the Postcode Lottery to deliver activities for young people within our communities

Helped to reduce social isolation and loneliness by:

Delivering

432
activities



More than

3,499

attendances at our popular
Lynworth Court, Wallace
House and Oasis
Community Hubs

GREAT HOMES

We make sure that the **4,500** existing homes we manage are safe and well maintained to a high standard by carrying out thousands of responsive repairs and planned works every year

Repairs to your home:

We spent **£3.9m** on responsive repairs to your home, and achieved the following:

98% of over **10,000** emergency, urgent and routine repairs were completed on time over the year



99% of tenants were satisfied with the repairs carried out



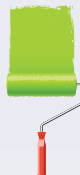
92% of repairs which were completed on first visit

Maintaining and improving your home:

Last year we spent **£6.8m** to maintain and improve homes by carrying out the following:



Renewed **45** kitchens and **19** bathrooms – most of the work was carried out in house by our **Building Services Team**



Our redecoration programme carried out works on over **700** homes

We've been busy brightening and warming up homes after completing another successful year of our **6** year windows and doors programme - in year 3 we achieved the following:

930 homes have received new windows

873

have had new doors fitted (tenants were given the option to choose their preferred style and colour)

The new windows and doors:

Provide a more comfortable home

Bring down our customers' energy costs

Improve security and make homes safer

Lower the level of noise that can be heard from outside

We carried out the following works to improve energy efficiency in the home and reduce fuel bills:

Installed

500

new energy efficient boilers to help lower tenants' energy costs

Upgraded

37

homes with new improved gas central heating

Improved the loft or wall cavity insulation of **55** homes thanks to over

£10,200

worth of grant funding received

Reducing the risk of fire and keeping our customers safe in their home is a top priority for us:



Our partner Liberty Gas continued to carry out checks on fire and carbon monoxide detectors during their visits



7,605
smoke alarms
were tested by
our Repairs Team

Our Estates Cleaning Team expanded delivering the following services in-house:

- Carpet cleaning in the communal areas of our sheltered schemes
- Food bin cleaning at our sheltered schemes
- Window cleaning to communal areas of the blocks of flats that we manage at **194** different locations



Modern energy efficient LED lighting alongside emergency lighting has been installed in the stairways and corridors of **82** blocks of flats to keep our customers safe

Providing new homes

Our '**new supply**' programme is going from strength to strength. We build and acquire houses to help meet the demand for affordable housing in Cheltenham



Acquired **7** much needed homes across town making good use of a proportion of the money received from properties sold under the right to buy scheme



We built **10** new homes on **2** sites – both projects were delivered ahead of time and on budget; this meant that families could move into their new homes sooner

30

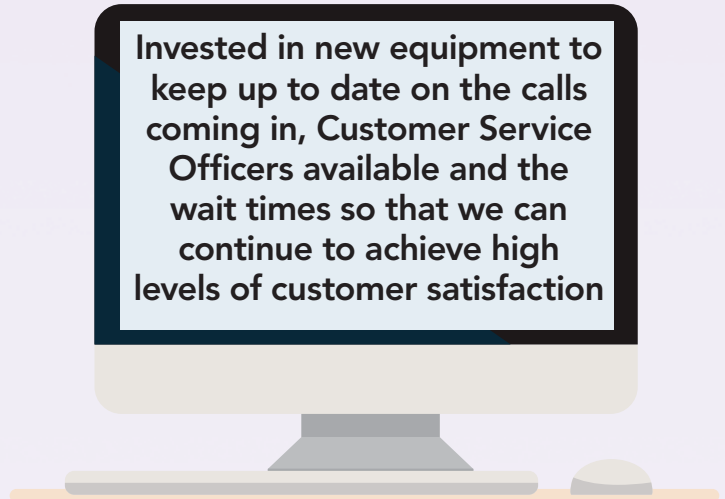
Number of people we helped downsize to more suitably sized homes, making great use of the housing stock

LISTENING TO YOUR VIEWS:

Thanks to your responses to the surveys carried out on our behalf by Acuity (more information on page 4 of your rent statement), we have been able to use your feedback to improve our call centre, we:



Implemented a new telephony system in March 2019 to significantly reduce the waiting times for tenants – since then 96% of calls are answered within 60 seconds



Sometimes we do get things wrong. When this happens we try and make it easy for you tell us about this, so that we can resolve the situation and respond quickly to your feedback



83
Compliments



46
Complaints

Please keep talking to us! You really do help to change and improve our services



On average it took us 8.5 days to respond to each stage 1 complaint - we were able to close 96% of these at the first stage

Case study:

Following feedback from a tenant at Coopers Court, we have changed our processes to make it easier to adapt new windows during installation, for example where lower handles are required. This is important for our customers with mobility issues

GET INVOLVED AND MAKE A DIFFERENCE TO CBH

CBH works for you - we can't do this without your input and steer. We make sure that there are lots of ways for you to shape what we do, from having an efficient complaints process, to carrying out surveys and feedback groups. We also have a Tenant Scrutiny Improvement Panel (TSIP) and a Board with Leaseholders and Independent members to help scrutinise and challenge us

Your TSIP:

"This fantastic panel not only empowers tenants but also gives us all an opportunity to directly influence the way that CBH is run. Each member of the group is a CBH Tenant and together we're passionate about making sure that tenants have their say on the services CBH provides"

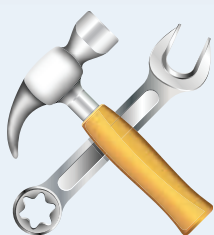
Edwin Trevena (TSIP Chair)

21%

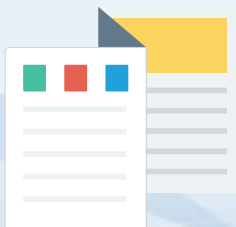
of tenants have been involved over the year in activities to help influence our services

TSIP ensure that tenants have a say in the way that CBH is run. The group scrutinise what we do, how we do it and helps us to improve our services

Some of the previous improvements that the panel has influenced include:



Enhancements to our responsive repairs service - additional, last minute repairs being carried out before leaving, reducing multiple visits



Ensuring that CBH information leaflets, local offers, annual report, website and other literature are reader friendly



Improving information available to people who are looking to apply for social housing

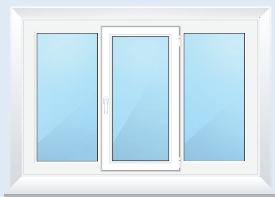
During 2018/19 TSIP:



Engaged with a number of local and national projects – highlighted some of the key issues social housing tenants are facing in Cheltenham at a special event



Teamed up with TPAS to establish a meeting with other landlords and tenants from across the region to discuss the latest issues in social housing



Reviewed our **6** year Windows & Doors Programme to check the satisfaction levels of residents who have received their new replacements, including those waiting for works to be carried out



Their findings revealed that overall residents were satisfied with their new windows and doors. TSIP are now in the process of collecting more feedback from those who have a disability

For more information or if you have any new ideas that you feel that we should be looking at, TSIP would like to hear from you. You can contact us through the **Community Investment Team** on **0800 408 0000** or **communityinvolvement@cbh.org**

Your CBH Board:

We welcomed some new faces to our non-executive Board of volunteers during **2018/19**. Our Board is made up of tenant representatives, independent and council appointed members. It provides strategic direction, scrutiny and challenge at the highest level

A Governance review was held in 2018/2019 to ensure our Board members have the skills and the right structures to enable them to work effectively and meet national governance standards

As we move into an exciting new era of development opportunities, the Board continues to work hard to make sure that our standards remain high and that our tenants and leaseholders stay at the forefront of every decision

For more information about our Board please visit our website at **www.cbh.org**



FUTURE PLANS

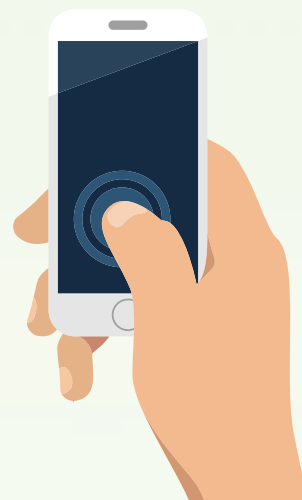
CBH never stands still! We always try to improve on what we already do or spot opportunities to do something new, where we see there's a need. We listen to your feedback and assess the risks and opportunities in the sector, which helps us to plan our approach carefully



2019/20 will see over **800** homes fitted with new windows and the completion of the door replacement programme



We will continue to help meet demand for housing in Cheltenham, we are finalising ambitious plans and targets for increasing our supply of homes



Launch our new online portal and mobile app so that tenants can access their information, pay rent and book repairs 24/7 whenever and wherever they like



We'll be replacing our computer systems with more up to date and accessible technology making it easier for us to respond to your queries quickly and resolve these, where possible, at first point of contact

To make sure that we are delivering an excellent customer service, we worked closely with tenant groups and teams across the business to set out a series of service standards to aim for over the next year – some of these include:



Answering **90%** of calls within **60** seconds



Investigating **100%** of urgent reports of ASB within **1** working day



Completing **100%** of all urgent repairs within **5** working days

OUR FINANCES

Every year your rent is paid into a pot of money called the Housing Revenue Account (HRA). The income generated in this account is spent by a variety of teams across the company to enable us to:

- deliver enhanced services
- maintain and improve your home
- provide more affordable homes

We set clear budgets and targets every year and monitor closely how we are doing throughout that year to make sure we spend money in the best way to maximise the delivery of the services you need.

CBH doesn't make a profit, any surplus is re-invested back into providing services, maintaining and supplying homes

During 2018/19

The HRA spent a total of £21.4m and every £1 was distributed across the following service areas:

