

Your 2019/20 Annual Report

The past year has seen us successfully deliver one of the most significant projects we have ever undertaken. Several years' of work culminated in the overhaul of our entire IT infrastructure; this included the replacement of several housing and property management systems with one main system!

Even though 90% of our customers are satisfied with the services provided by CBH, these improvements will help us to be more effective and responsive to your needs so that we are able to resolve your queries as efficiently as we can.

Over the year we have continued to invest in existing homes to make sure they are safe and secure and to supply new homes to help meet the demand for affordable homes in Cheltenham.

But we're so much more than bricks and mortar, at CBH people come first and we have continued our work to create stronger communities and support those people who need it the most.

This is all thanks to the invaluable support from our inspired colleagues, partners, tenants and leaseholders who continue to go the extra mile.

Read on to find out more about some of our top highlights and achievements over the past year:



INSPIRED PEOPLE

Anyone can go through difficult times. Our employees really do care about people and they try hard to spot where this may be happening by giving people the support they need to help them.

Our Help2 project is an example of this. This initiative was set up by our colleagues to help people going through significant hardships.

"Please forward our most grateful thanks to all at CBH, and an especially big thank you from our young people, they are all extremely grateful and so very excited"

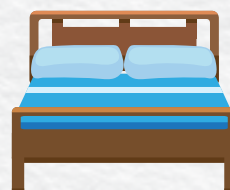
To support the scheme, teams across the business:



Volunteer to make a real difference to people affected by traumatic events



Work closely with local partners to secure donations of food, clothes, baby packages and household items



Replace white goods and beds



Repaint properties from top to bottom

Last year we ran a Help2 Christmas Appeal which was a huge success and provided:



Our colleagues are pretty amazing at helping our customers, but sometimes they need looking after too. We recognise the importance of maintaining good mental health and this is why we have a number of colleagues qualified as Mental Health First Aiders.

Our top team help to provide advice and guidance directly and signpost people to further support elsewhere. This is why we have a top team of **15** CBH employees trained in Mental Health First Aid (MHFA) so that those experiencing Mental Health issues can get the help they need to thrive both at work and at home.

STRONGER COMMUNITIES

We are committed to helping create stronger, safer and more resilient communities across Cheltenham. We do this by helping people to meet one another and learn new skills, by responding to anti-social behaviour and supporting people to remain in their home and improve their quality of life. Read on for some highlights of our work!

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



Introduced out of hours working to support our work in specific areas and reassure local residents

187

ASB cases successfully resolved



100% satisfaction following the outcome of their ASB complaint



We always try and work with people to understand and help them to solve underlying issues

Our ASB Team support the Police by:



Helping to tackle issue of anti-social motorcycle riders in Cheltenham by joining forces with police lead scheme 'Operation Endurance'



Providing a visible presence in the communities during the days around Bonfire Night to ensure the safety of residents

Providing people with the right support to improve their quality of life:

Following the launch of our new computer systems, last year we enhanced the way that we carry out tenancy visits to work even more closely with partners to provide support for those people who are struggling with their mental and emotional wellbeing.

During 2019/20 we visited 4,576 homes and provided advice and support for:



People struggling with hoarding issues. We have been working closely with tenants and other local partners to put in place individual plans to support them, to free up space and make their home safer



Provided additional advice and support to tenants looking to move to a smaller home that better meets their needs. Volunteers from our Help2 scheme have helped those dealing with hoarding issues, to make it easier for them to downsize to a suitably sized home



Tenants with mental health issues. We have been proactive at helping people to find the support they need with local partners. We care and by building on these relationships we are able to make sure our tenants remain safe in their homes

The first of its kind to be led by a housing provider in the country - we teamed up with other community organisations to lead a successful pilot project to tackle the impact of Adverse Childhood Experiences (ACE's) within our communities. The scheme was put in place to help tenants and their families identify and tackle the trauma they have experienced.

We have worked closely with several young people to provide them with the support needed, to help them return to education following long periods of time away from school.

This successful project received winning recognition at the recent **No Child Left Behind** awards.





70

Number of people we came across during our visits who could've been at risk of losing their tenancies. We are happy to report that we helped them to keep their homes and improve their quality of life.

Support and advice on benefit and money matters:

Met with


1,061

people over the year to provide advice to tenants in need of financial help

Over

£1m

the amount that we helped tenants claim in additional benefits



"Thank you so very, very much for the help and support you have given me throughout what has been a very difficult period in my life"



"Your staff have been brilliant in their response and communication and they have made a huge positive impact for such a vulnerable woman through a very traumatic time"



£3,500

funding secured

We work very closely with the Illegal Money Lending Team to raise awareness of the risks of using Loan Sharks. Following information we supplied, two people have been arrested



Our Benefit and Money Advice Team were shortlisted for the 'Welfare Wise' category at the 24housing awards for the life-changing service they provide



To provide additional help to tenants in need of extra support, our Benefit and Money Advice Officers completed training in mental health

Our Housing Options Team provides housing and homelessness services for the whole of Cheltenham

Our new Housing Interventions Officer is providing support to the most vulnerable households, helping them secure a long term home that they can sustain.



600

homes provided with advice and assistance to prevent them from losing their homes

£1.5m

in additional benefits we helped families claim

400

applicants housed in Cheltenham

Helping people into work, training and education:

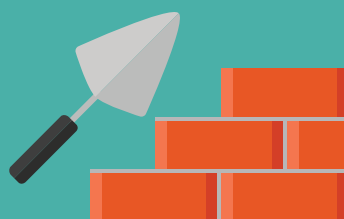
We worked alongside Pittville School and All Saints' Academy to deliver our award winning Thrive programme to inspire young people to stay in education.

Working closely with local schools and contractors, our employment experts developed the scheme to deliver six months of alternative provision to young people who are at risk of exclusion from mainstream education.

THRIVE



Provided training and work experience placements with some of our main contractors, including Travis Perkins

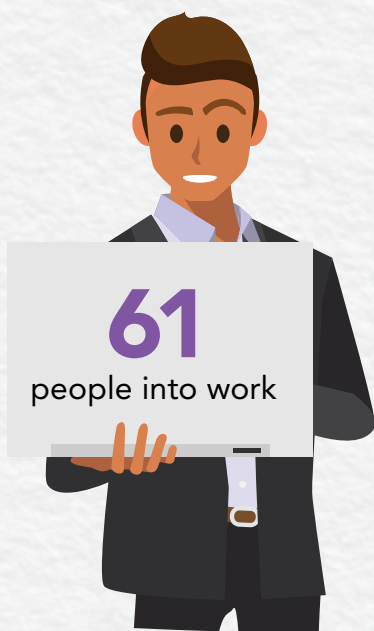


6 young people learned practical skills for the building industry/sector



Crowned the winners of Travis Perkins 'Employment and Community Skills' Award for the amazing work the scheme does with young people in Cheltenham - securing **£5,000** to enhance the employment and training service we offer

Our employment and training experts helped:



96%
increased
confidence



97%
increased
employability

**Our work club
attendees reported:**



99%
satisfaction
with CBH

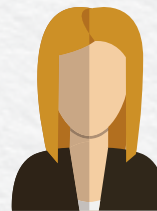
Last year we used our ASDAN training status to provide the following:



CSCS
(Construction
Skills
Certification
Scheme)



**Hospitality
and Food
Hygiene**



**Living
Independently
and Employability
Skills**

*"I feel more confident
about getting
into work"*

*"I didn't realise there
were so many jobs you
could do in Hospitality"*

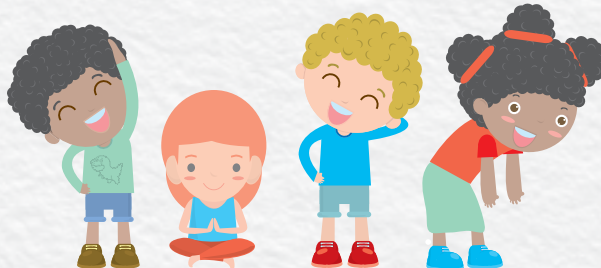
Bringing the community together:

The health and wellbeing of people and their families is important, which is why we offer a vast array of activities for all ages to help reduce isolation and loneliness; including opportunities for residents to get involved and connect with their community.

Our Community Investment Team achieved the following:

1,857

fun activities delivered
alongside our local
partners to bring
people together



1,968

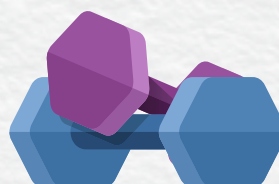
people supported
across Cheltenham -
reducing isolation

17,900

times our popular training sessions and events were
attended over the year, these included:



**Opportunities to
learn new skills**



**Health and wellbeing
initiatives**



Activities to keep the kids entertained



Volunteering opportunities to get involved



Getting creative with crafting sessions



Worked closely with partners to help provide healthy activities to **900** children over the summer across Cheltenham - to support Cheltenham Borough Council's No Child Left Behind (NCLB) campaign

4,180 hours volunteered

by tenants who have helped out with the running of CBH activities and events. Thanks to their help we've been able to develop our community allotment scheme which has seen tenants come together to develop their gardening skills, including growing their own vegetables and plants.



Brand new space for young people in Hesters Way!



We launched Fuel Tuesdays alongside our partners The Cheltenham Trust and The Wiggly Worm to offer the young people of Hesters Way a safe and fun space to go after school.

Here they can learn about healthy eating, play team games and relax with friends.

The scheme is well attended with 15 -17 young people coming along to take part in social activities. There is also the opportunity for them to learn how to cook a 2 course healthy meal that they can enjoy with their peers at the end of the session.

GREAT HOMES

Each year we carry out thousands of responsive repairs and planned works to make sure that the **4,500** homes we manage are safe and we are also supplying more affordable homes to help meet demand in Cheltenham - we are building new, acquiring existing and freeing up larger homes.

Repairs to your home:

We spent **£4m** on responsive and cyclical repairs to your home, and achieved the following:

99.6% of over **11,200** emergency, urgent and routine repairs were completed on time



81%

of tenants were satisfied with the repairs carried out



We responded to **507** emergency repairs at night or over the weekend

Supplying more homes for Cheltenham



Acquired **27** homes and re-let them making fantastic use of the money received from right to buy properties



Started building works for **35** new high quality, affordable homes at Monkscroft Villas and Holy Name Hall

Last year we invested **£15m** in the new homes programme we are delivering with Cheltenham Borough Council

Maintaining and improving your home:

Last year we spent **£8.8m** to maintain and improve homes by carrying out the following:

Delivered year 4 of our successful **6** year windows and doors programme, we've fitted:



1,025
new windows



510
new doors

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

Installed

373

energy efficient boilers
to help lower tenants'
energy cost

Upgraded the roof, walls, windows and doors to

37

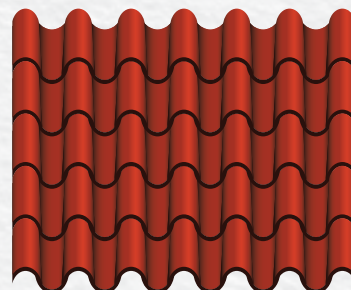
of our non-traditional Cornish homes
making them more energy efficient to save
on tenants' fuel bills



Renewed
51 kitchens and
43 bathrooms



710 homes were repainted as part
of our redecoration programme



Installed new roofs
to **151** homes

Downsizing and providing homes for those in need:

Our successful downsizing project helped tenants move into smaller homes that better met their needs releasing:

11

three to four bedroom
homes for families in
Cheltenham



YOUR VOICE COUNTS

As mentioned on page 6, our quarterly surveys have been brilliant at capturing your feedback about our services. We have been busy making great use of this to re-think how we do things and below are some examples of how your voices have directly influenced the services you receive:



Many of you fed back to say you weren't happy with how our Housing Support Officers (HSOs) were distributed across all Sheltered Housing schemes. Thanks to your input, we have now **redesigned how our HSOs operate** to make it easier to maintain contact, provide support and guidance. Each scheme now has it's own designated HSO who will be on site 9-5pm Monday to Friday



You told us you weren't happy with how long it was taking to get through to us on our freephone number. Your feedback helped us to focus our efforts on this area and **we have significantly reduced the call waiting times** for tenants with **92%** of calls answered in under **60** seconds!



We have listened to concerns you had about our repairs service. In response **we have invested in further trade resources and also updated the settings on our repairs booking system**, to allow us to be more efficient in the way appointments are booked to complete more works on a first visit



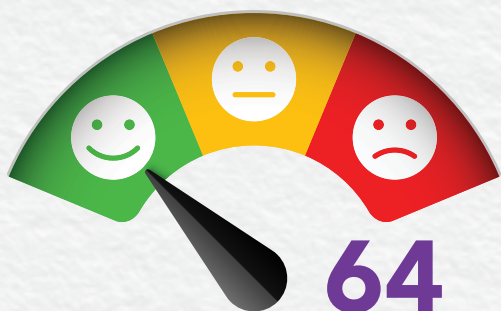
Your feedback influenced the change to our out of hours calls provider to **reduce the amount of time it takes for you to report an emergency**

As you can see, your input really does help us to change and improve our services - **please keep talking to us!**



Dealing with your complaints:

We don't always get things right and when this happens, we want to try and make it easy for you to tell us about this. Your input matters to us as it gives us an opportunity to resolve the situation and respond quickly to your feedback



64
Compliments



50
Complaints
and we upheld **46** of these

On average it took us **9.06** days to respond to each stage 1 complaint
- we were able to close **96%** of these at the first stage



GET INVOLVED

We make sure that there are a variety of ways that you can get involved to share your ideas from having an efficient complaints process, to carrying out surveys and feedback groups.

To help scrutinise and challenge us we have a Tenant Scrutiny Improvement Panel (TSIP), and an independent Board, with tenant and leasehold, council and independent members to provide leadership, scrutiny and challenge to the business.

Your TSIP:

TSIP make sure that tenants have a voice and a say in what we do, and how we do it to enhance the way that our services are delivered so that we can continue to improve them.

Some of the areas that the panel have influenced include:



Reviewing the way that we carry out our Tenancy Management visits - increasing the communication and contact we have with our tenants so that they have a better understanding of the process and to remind them that we're here to provide support and help them with their tenancy



Improved awareness of TSIP within communities, at events and online, to further connect with tenants and promote the vital role that the group play in shaping CBH services



Attended a Board and Committee meeting at CBH to get a better understanding of the important behind the scenes work that is carried out by Board members and understand how involvement from tenants is crucial to the success of the business



Contributed to the review of Customer Services, which included call handling and mental health training for our Customer Service Officers. The feedback they provided was very positive with only a few minor recommendations to further enhance the service

Your CBH Board:

Board is made up of tenant representatives, independent and council appointed members. It provides strategic direction, scrutiny and challenge at the highest level.

Board have been working closely with our Executive Team in arriving at our future direction and the goals we will deliver to achieve this. They make sure that our standards remain high and that our tenants and leaseholders stay at the forefront of every decision.

If you feel you have the skills and desire to be part of our Board please contact Rhian.Watts@cbh.org

For more information about our Board visit www.cbh.org



FUTURE PLANS

Despite the difficult times we have all been through lately CBH has always had one eye on the future. We still have clear Aims to provide Great Homes and create Stronger Communities, and plans to deliver on these. But after the significant disruption of recent months we are re-visiting these plans.

We are doing this to make sure that we plot our route back from that disruption carefully and safely, and that we don't miss any opportunities - some of the urgent changes we had to make to how we work in the short term may make us better in the long term.

Your feedback through our quarterly surveys has also generated extremely valuable insight, and we are re-visiting this, too, to make sure that your voices are helping to get our priorities right.



As ever, right at the heart of our plans is the promise to make sure we look after you, deliver high quality services that you need, and make sure that your home is safe and secure



We will be supplying even more affordable homes for Cheltenham, helping to meet local housing demand



We will be continuing to focus on enhancing our approach to Customer Services, making it easier for you to contact us and access the services you need



We know the importance of having strong and resilient communities. We are Cheltenham through and through and we will continue to support you and our communities

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 enables 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 2019/20

The HRA spent a total of £20.3m and every £1 of income received was distributed across the service areas in the following way:

