

Your Annual Report 2021/22 is here!



A message from our chief executive, Steve



It's hard to believe another year has flown by. One thing that's remained the same is the incredible people who continue to go the extra mile to make a difference to thousands of lives across Cheltenham. I'm proud to work with amazing individuals who embrace CBH's neighbourly approach, putting you and your family first.

At CBH your voice matters and changes the way we do things. Having a safe and secure place to call home is important to both you and us which is why we're embracing technology to help us carry out more repairs every day. Our recent telephone survey highlighted 72% of you were satisfied we listen and act on your views, but we won't rest until this number rises.

As the council's arms-length management organisation (ALMO) we're doing what we can to support their aim to be net zero carbon and ensure new, and existing homes are energy efficient. We're trying out some new ways to reduce our carbon impact and help drive down costs for you. Together we can all do our part to reduce our carbon footprint (see page 11).

As you know we're passionate about creating stronger and safer neighbourhoods, reducing isolation and working with local partners to deliver opportunities for learning and to bring people together.

In partnership with Cheltenham Borough Council, we continue to have an impact with focusing on health and wellbeing, community safety, education training and skills to help make Cheltenham an even better place.

Our colleagues really do care about people



“

I really enjoy making a difference to the lives of people... and love working for a company that puts my wellbeing first... ”

CBH colleague

Empowering you and supporting strong, vibrant communities is what our colleagues are all about. They really do care about you and your family, and will do what they can to make sure you get the support you need.

Putting you first

Your wellbeing is important to us.

Our **Help2 project**, set up by our colleagues, has continued to work closely with partners to make sure anyone going through significant hardship is able to get the help they need through providing:



benefit and money advice to those struggling financially



training to help find work



household goods



quality flooring and furniture from Cheltenham Flooring and British Heart Foundation

Last year we:



helped **51** people dealing with difficult circumstances

using **£12,000** worth of donated funds

and an additional **£1,000** secured from John Lewis

At CBH we focus on the person when it comes to recruiting and are committed to attracting and retaining individuals who share our values and passion for people.

Our people plan

We understand happier colleagues who love working here because they are listened to, have a great work-life balance and ability to help others through the work they do.

So they can continue to provide vital services and look after you and your family, sometimes they need help too. We have a dedicated team of colleagues who are qualified wellbeing champions to make sure they are able to get the support they need so they can continue to put you first.

We also provide:



Regular 'time to talk' sessions so colleagues can talk about things that matter to them



Menopause café to spread awareness and provide the right support



Access to wellbeing courses and services to provide a healthy work-life balance



Our colleagues really do care - don't just take our word for it, our customers said:

“

I was able to do this because of your support, I never thought I could do this. Thank you very much, I am very proud of what I have done

CBH customer

”

“

They helped me out of a very tricky situation following a divorce... they have given me a home and let me live as if it is my own. They have always been quick to respond if I have had an issue. I am very satisfied

CBH customer

”

We understand the value of home



My house is warm, repairs are carried out very quickly, contact with them is easy and their response is quick. Great landlords



CBH customer

Your safety remains our top priority which is why each year we carry out thousands of responsive repairs and planned works to make sure the 4617 homes we manage are safe and secure.

We continue to work closely with Cheltenham Borough Council to supply more affordable homes to meet the demand; and are committed to looking at new ways to make both new and existing homes more energy efficient. This is all part of our **£180m investment in quality homes and thriving communities.**

Repairs to your home

We spent £4.7m on maintaining and repairing homes and achieved the following:



99.6%
of 5,713

emergency, urgent and responsive repairs completed on time



We responded to

559

emergency repairs at night or over the weekend



We carried out

846

electrical tests to keep customers safe and secure in their homes



Your feedback is helping us provide you with the highest standard of customer service. This is important as we want you and your family to feel happy in your home - read all about the vital role your voice plays on page 19.

You told us...

repairs to your home were taking longer than normal

So we...



Reallocated resources to improve and introduced a new process to speed up getting materials. This has reduced the number of trips we make – saving time and reducing our carbon footprint. All in all, we save time, our impact on the environment, and get the job done quicker.



Are piloting a new way of working to bring you later appointment slots. Providing you with more opportunities to book a repair appointment.



Changed the way we use technology, making it easier to keep tabs on materials. This has led to less visits to the store and more time to look after you and your home. We're now able to carry out more repairs each day and deliver the services you need to keep your home safe and secure.

Keep talking to us - visit page 19



I just think they are very good with their repairs and they are good with their timings, all the staff are very nice over the phone



CBH customer

We're committed to supporting Cheltenham Borough Council's ambition to be net zero carbon by 2030

Last year we spent **£1.8m** to improve the energy efficiency of homes.



We're always looking at new ways to improve energy efficiency and to help you reduce your fuel bills

We secured

£40K

worth of funding as part of a pilot study to carry out deep retrofitting of two homes and further funding to improve the energy efficiency of homes during 2022/23 - see page 22

Last year we spent **£5.1m** on improving homes. We want you to feel safe in your home:

99.95%

homes had a current gas safety certificate

99.6%

homes had a current electrical inspection certificate

100%

blocks have current fire risk assessments and asbestos surveys carried out

Supplying more high quality homes for Cheltenham

34 

Number of new affordable homes we built to provide families with more opportunities to find their homes through social rent and shared ownership

26 

homes acquired on the open market, making good use of the money received from properties sold under the right to buy scheme

Worked in partnership with Cheltenham Borough Council to provide

13 newly refurbished homes for private rent to provide people with more choice in finding a home that is high quality where they can feel happy and safe and secure



Part of the **£180m** investment in Cheltenham's future made by Cheltenham Borough Council and delivered by Cheltenham Borough Homes, to increase the supply of new and affordable housing throughout the town



Helping communities thrive is what we're all about



“

Thank you to the CBH team and the Gloucestershire Police officers who worked so hard to make our neighbourhood safe and peaceful again. I have had the best weekends sleep in years...

”

CBH customer

We're passionate about creating stronger, vibrant and resilient communities where you and your family can thrive. We do this by working closely with local partners, including Cheltenham Borough Council, our highlights include:



Putting your wellbeing first - providing colleagues with training to become qualified counsellors, making a positive difference to vulnerable families and people dealing with trauma across Cheltenham



Providing an inclusive community - working closely with GARAS to make sure resettled families' needs are being met as far as possible. This includes Syrian and Afghan families moving to Cheltenham



Creating a town where everyone thrives - successfully resolved **68** antisocial behaviour cases. Worked proactively with partners such as Cheltenham Borough Council, Police and Cheltenham Community Safety Partnership to tackle anti-social behaviour in the community and organised drug crime in our neighbourhoods



Continued, out of hours work to reassure families and support our work in specific areas



Training up therapy dog Wally - see page 3



We're passionate about reducing social isolation and resilience within your communities and work closely with local partners to deliver face to face and virtual opportunities for learning and meeting up with others - we achieved the following:

Secured

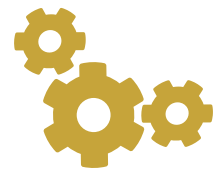
£5,300

worth of funding to support community groups and bring people together



Over

300



customers involved in meetings and activities that directly influence our services



3,969

times people attended our events



16

Facebook live sessions receiving

2,278

views



You told us...

you missed social events that took place at sheltered schemes

So we...

restarted these with coffee mornings, afternoon teas and other activities. To find out more about events within your scheme please contact your housing support officer or call 0800 408 0000

Your views matter - visit page 19



Our focus is you. We will do what we can to help you maintain and stay in your home by working with you to identify and engage with the right support

We work closely with local partners including Cheltenham Borough Council to help the most vulnerable households to secure a long-term home they can sustain and provide housing and homelessness services for the whole of Cheltenham

We want you to feel safe in your home:

Last year we visited

819

homes to check on the wellbeing of our customers, making sure they get the advice and support they need



Continued to support families with hoarding by working closely with local partners, to provide the help they need to free up space, making their home safer and a place they can enjoy living in



Helped

26

people, who were looking to downsize into a smaller home that better meets their needs, making the process as stress free and easy as possible to free up much needed homes for families in need of more space



Number of people we helped access the right support so they were no longer at risk of losing their home and in a position where they can sustain their tenancy



“

...thank you for not giving up on me. You didn't give up on me when I turned you away... The help to identify benefit issues, applying for help to support my rent shortfall and my new cooker is all amazing. I haven't had a cooker for over two years. I am so grateful. I made myself boiled potatoes, sausages, and garlic bread. I know you might laugh, I'm clearly not a chef but it was delicious! – Thank you

”

CBH customer

Providing solutions to prevent homelessness and reduce rough sleeping.

We provided the following support for our customers:



Our 10 year partnership with the Illegal Money Lending team remains strong and over the last decade we've secured funds totaling

£16k

We continue to work closely with the team to help raise awareness of the risk of loan sharks across Cheltenham



To make sure our most vulnerable customers get the help they need to thrive, we re-introduced face to face benefit and money advice support once it was safe to do so, following the pandemic



More than **£31,000**

secured from local partners to help our customers experiencing significant hardship

Helped customers:

Claim

£1.1m

of additional benefits

Clear

£50,000

of arrears



“

We offer free and confidential advice on all welfare benefits and day to day money management, including a free benefit and budget calculation. To know that I play a key role within the team in how people are living and when I can see what a difference a few changes can make to an individual or family is so rewarding

”

Suzanne, CBH Benefit and Money Advisor (BMA)

We work closely with our partners at Cheltenham Borough Council to provide housing and homelessness advice for the whole of Cheltenham.



216

Number of individuals and families we helped remain in their homes or find a place to stay to prevent homelessness



We continue to work closely with local partners to come up with solutions to prevent homelessness and rough sleeping, helping

37

people move from supported housing to a place they can live independently



The first of its kind in Gloucestershire, our work in housing interventions is providing support for people with complex needs across the county

We helped families across Cheltenham claim

£1.4m

of additional income

383

Families housed in Cheltenham through homeseekerplus

Able to help an additional **34**

people find a place to stay through our enhanced practice provision - keeping them off the streets

Secured additional funding from Gloucestershire County Council to continue our work in housing interventions and domestic abuse, helping vulnerable people get the right help to keep them safe and secure.



You don't need to go through this alone, talk to us on **0800 408 0000** or email **safeguarding@cbh.org**



I'm passionate about helping people and making sure they feel safe in their homes. Looking at solutions, including providing support to help reduce the chances of anyone becoming homeless due to domestic abuse is a huge part of my role here at CBH.

No one should have to live in fear or suffer from abuse. It can be difficult to leave when you feel you have nowhere to go, so if you are in an abusive relationship or unsure of the signs and what the next steps are, I'm here to help you.

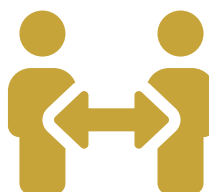


Kella, CBH Domestic Abuse Interventions Officer

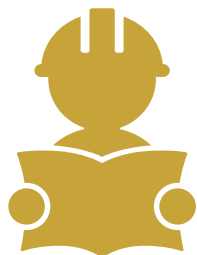
Helping people into work, training and education:



Made it easier for people to achieve their chosen career by providing more training and employment opportunities



Brought back face to face training and employment sessions following the pandemic to deliver further support to those with complex needs



Provided work experience to help students attain the skills they need to achieve their dream of working in the construction industry



Worked with local partners to help young people secure the life changing support they need to kickstart their careers and achieve paid employment

Helped:



93
into work



143
into training

100%
satisfaction achieved



I didn't think I would be able to get the job I wanted, now I enjoy work and have more money to spend. I am no longer stressed at work

CBH customer



Surprised our Thrive graduate Ollie...

with a gift package to support his development and to acknowledge his enormous achievements. Ollie has been an apprentice with Cheltenham Flooring and CBH since September 2019.

Thanks to the invaluable support from our local partners we were able to provide Ollie with his own range of work tools as he works more independently and takes on greater work responsibilities.

During 2021/22:



We answered **45,762** calls, with **92%** of calls answered in under **60** seconds



90 compliments

We don't always get things right

This is why your feedback is important to us, as it helps us resolve the situation, respond to your views and improve. This is why we want to make it as easy as possible for you to tell us how we're doing.

Last year:



36 complaints and we upheld **30** of these



On average it took us **10** days to respond to each stage one complaint – we were able to close **96%** within these timescales

Did you know you can keep in touch with MyCBH?

It's an easy and quick way to:



pay your rent



book your own repair (non-emergency)



check your rent statement



view your own account details



refer yourself for some benefit and money advice



contact your tenancy management and ASB officer

You can do this 24/7 all in the comfort of your own home.

Your voice matters

We want to make sure we are providing you with the support you and your family need - this is why we run quarterly telephone reviews, carried out by Acuity. This is one of the many ways you can have your say and share your experiences. Although 72% of you are satisfied we listen to views and act on them, your input continues to play a crucial role in helping us improve and support those people who need it the most.

Thank you to everyone who has taken part - during 2021 - 2022 we had a fantastic **1016** responses. Want to know how we did? See below:

84%

of people said they are happy overall with CBH

76%

satisfied with the repairs and maintenance service

90%

of people thought their rent was value for money

85%

of people feel safe and secure in their home

84%

of people found it easy to get hold of the right person

86%

of people are happy with the quality of their home

72%

satisfied we listen to views and act on them

We're committed to listening and acting to improve. A massive thank you to everyone who has taken the time to share feedback via our surveys or calls.

Making sure your voice is heard

To make sure we provide the services you deserve, we give you a variety of ways to get involved, share your ideas, and have your say. Our Tenant Scrutiny Improvement Panel (TSIP) act on your behalf to help scrutinise and challenge us. A huge part of this includes carrying out surveys and feedback groups to make sure your voice is heard.

Edwin, TSIP Chair provides some words:



“ It’s been a another challenging year in many ways, with the after effects of the pandemic having had a huge impact on us all, however our dedication has not stopped. As a panel we have remained focused on working closely with our CBH colleagues and members of the Board to make sure your voices are heard.

The scrutiny work we do is so important as it helps us understand how CBH works and runs its services. Being a member of TSIP is a fantastic opportunity to influence this. It’s a really exciting time as we look to the future and feedback on items like the customer engagement plan. Looking at even more opportunities for you to share your views. This has been a fantastic experience for us to work closely with the CBH Board - further strengthening our commitment to putting your thoughts at the forefront of our future plans.

I would like to thank all CBH customers who have been involved with CBH and within their local neighbourhoods over the last 12 months. TSIP are excited about the year ahead and look forward to both continuing and expanding our work with CBH.

I’d also like to take this opportunity to say, thank you and good luck to Sarah Godfrey, as she takes up her new position as CBH tenant board member.



Some of the areas the TSIP have influenced include:

Customer Engagement

Making sure there are a variety of ways for you to have your say in how the services you receive can be improved. Helping us better understand how we are performing and what we can do to ensure we are meeting the needs of you and your communities.

Making a difference to customers

Attended an event and provided feedback to the Regulator of Social Housing to help shape the regulation of social housing. TSIP made sure the voice of CBH customers was brought to the table to ensure new regulations are relevant and useful.



A note from Jason, Chair of the Board:



Your voices are heard at Board through our tenant Board members, your survey responses and complaints, and through TSIP members who attend Board meetings to provide reports and updates.

This is so important because what you are saying influences our decisions and the ways in which the company develops. You help us to stay focused on what really matters to you.



At the heart of CBH - is you

You are influencing our exciting plans for the future and we want to make sure we provide lots of opportunities for you to share your ideas.

Our amazing colleagues who everyday go the extra mile to look after and support our communities are also helping us provide the services you need. It doesn't end there, we're always looking to improve where we can to make sure we're providing excellent services that provide great homes and stronger communities.

As always we're committed to putting you and your family first, below are some of our top priorities for **2022/2023**:



Provide new opportunities to retain and attract the right people who share our values and drive to put our customers' first and provide the services you need. This includes expanding our recruitment offer to give individuals opportunities to develop their skills and expertise to grow into their chosen role



We are excited to support Cheltenham Borough Council's ambition to be net zero carbon by 2030. We're looking to improve the energy efficiency of 59 homes through funding we've secured. This will help reduce fuel costs for those living in the properties and help us identify the options we can take in the future to reduce carbon impact over the coming years



Great homes is what we're about, we continue our close partnership working with Cheltenham Borough Council as part of our £180m investment in quality homes and thriving communities. We will play our part in progressing new and existing schemes, continuing our acquisition, regeneration programme, and play our part in the Golden Valley Development



We will work with partners and provide new initiatives to make it easier for you to find work after you've completed training - we will also expand our employment and training opportunities to help you achieve your chosen career



Continue our work to proactively prevent homelessness before it occurs working closely with our partners to provide solutions and the right support to tackle domestic abuse. Making sure people feel safe and secure in their homes

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:

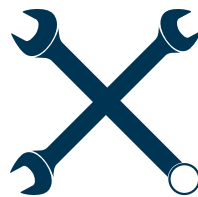
- **Deliver enhanced services**
- **Maintain and improve your home**
- **Provide more affordable homes**

During **2021/22** the HRA spent a total of **£20.3m** and every **£1** of income received was distributed across the service areas in the following way:



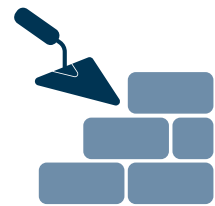
Homes

Improving homes



22p
Homes

Maintaining and repairing homes



12p
Homes

Providing new homes



17p

Maintaining neighbourhoods, involving residents and delivering services



15p

Business support services



10p

Interest on amounts borrowed

£20.3m

spent on the services customers need