

Performance Report

Roddons

Financial Reporting Month

December

Reporting Quarter

3

Reporting Week

39



Strategic theme: Be a reliable landlord who does what they say

KPI	Description	General needs		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Current	YTD	Current	YTD	Current	YTD	Current	YTD	Current	YTD
KPI 190	NET PROMOTOR SCORE (% CUSTOMERS WHO WOULD RECOMMEND LANDLORD TO A FRIEND MINUS THOSE WHO WOULDNT RECOMMEND LANDLORD TO A FRIEND) (Quarterly)*	STAR result 2014 Performance Direction / Summary Target / Tolerance	+33 ↑ +33	+26 ☹️ +24	+17 ↓ +35	+17 ☹️ +32	Sample size too small ↓ -25	Sample size too small ■ -30	Reported within Leaseholders		
KPI 11	CUSTOMERS SATISFIED BY SERVICES PROVIDED BY LANDLORD - GN and SH - STAR data (reported as an LPI using internal survey data) Centra Living - Full Circle data	Current period Direction / Summary Target / Tolerance	Reported via Star In Q2 ↔️ 80.6%	88.0% 😊 78.0%	Reported via Star In Q2 ↔️ 83.4%	87.0% 😊 80.4%	Sample size too small ↔️ 50.0%	Sample size too small ■ 45.0%	Reported within Leaseholders		
KPI 191	CUSTOMERS SATISFIED THEY CAN COUNT ON THEIR LANDLORD (Quarterly)*	Current period Direction / Summary Target / Tolerance	81.1% ↑ 78.6%	75.9% ☹️ 70.5%	No surveys in Q3 ↔️ 81.2%	88.4% 😊 73.2%					
KPI 243	CUSTOMERS WHO SAY THEY ARE TREATED WITH RESPECT BY THE LANDLORD	Current period Direction / Summary Target / Tolerance	91.5% ↑ 89.6%	90.2% 😊 79.6%	No surveys in Q3 ↔️ 90.0%	96.9% 😊 80.0%					
Strategic theme: minimise risk to income											
KPI 16	CURRENT TENANT ARREARS	Current period Direction / Summary Target / Tolerance Value	1.37% ↓ 1.50%	😊 2.00%	0.28% ↓ 0.10%	☹️ 0.20%	6.80% ↓ 6.50%	😊 8.00%	2.00% ↓ £1,727	😊 2.75%	0.00% ↔️ £0
KPI 15	RENT AND SERVICE CHARGE COLLECTION**	Current period Direction / Summary Target / Tolerance Value	98.69% ↑ 89.47%	😊 88.47%	98.14% ↑ 88.33%	😊 88.33%	96.80% ↓ 96.21%	😊 93.79%	97.80% ↓ 96.95%	☹️ £92,745	↔️ Not set
KPI 18	RELET TIME	Current period Direction / Summary Target / Tolerance	23.7 ↑ 25.0	😊 28.0	55.1 ↑ 58.0	😊 63.0					0 ■ 0

Strategic theme: repairs and maintenance

KPI 10	CUSTOMERS SATISFIED WITH LAST REPAIR (all tenures)***	Managed by Circle Housing Roddons		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Managed by Centra Support		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living	
		Current period	Direction / Summary	Target / Tolerance	98.8%	94.9%	95.0%	90.0%	95.0%	90.0%	95.0%
		98.8%	↑	94.9%	☹️	95.0%	90.0%	95.0%	90.0%	95.0%	90.0%
		95.0%		90.0%							

KPI 194	EMERGENCY AND URGENT REPAIRS COMPLETED WITHIN TIME BAND (All contractors - all tenures)***	Managed by Circle Housing Roddons		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Managed by Centra Support		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living	
		Current period	Direction / Summary	Target / Tolerance	97.0% <th>92.5% <th>99.0% <th>95.0% <th>99.0% <th>95.0% <th>99.0% <th>95.0% </th></th></th></th></th></th></th>	92.5% <th>99.0% <th>95.0% <th>99.0% <th>95.0% <th>99.0% <th>95.0% </th></th></th></th></th></th>	99.0% <th>95.0% <th>99.0% <th>95.0% <th>99.0% <th>95.0% </th></th></th></th></th>	95.0% <th>99.0% <th>95.0% <th>99.0% <th>95.0% </th></th></th></th>	99.0% <th>95.0% <th>99.0% <th>95.0% </th></th></th>	95.0% <th>99.0% <th>95.0% </th></th>	99.0% <th>95.0% </th>
		97.0%	↑	92.5%	☹️	99.0%	95.0%	99.0%	95.0%	99.0%	95.0%
		99.0%		95.0%							

Regulatory and Compliance

KPI 4	PERCENTAGE OF DWELLINGS WITH CURRENT SERVICE RECORD AND GAS SAFETY CERTIFICATE	Managed by Circle Housing Roddons		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Managed by Centra Support		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living	
		Current period	Direction / Summary	Target / Tolerance	99.48% <th>99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% </th></th></th></th></th></th></th>	99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% </th></th></th></th></th></th>	100.00% <th>99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% </th></th></th></th></th>	99.50% <th>100.00% <th>99.50% <th>100.00% <th>99.50% </th></th></th></th>	100.00% <th>99.50% <th>100.00% <th>99.50% </th></th></th>	99.50% <th>100.00% <th>99.50% </th></th>	100.00% <th>99.50% </th>
		99.48%	↓	99.50%	☹️	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%
		100.00%		99.50%							
		Number outstanding		15							

KPI 55	UNITS WITH ALL CAT 1 WORKS IDENTIFIED IN FIRE RISK ASSESSMENT COMPLETED	Managed by Circle Housing Roddons		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Managed by Centra Support		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living	
		Current period	Direction / Summary	Target / Tolerance	100.0% <th>71.58% <th>81.58% <th>71.58% <th>100.0% <th>71.58% <th>100.0% <th>71.58% </th></th></th></th></th></th></th>	71.58% <th>81.58% <th>71.58% <th>100.0% <th>71.58% <th>100.0% <th>71.58% </th></th></th></th></th></th>	81.58% <th>71.58% <th>100.0% <th>71.58% <th>100.0% <th>71.58% </th></th></th></th></th>	71.58% <th>100.0% <th>71.58% <th>100.0% <th>71.58% </th></th></th></th>	100.0% <th>71.58% <th>100.0% <th>71.58% </th></th></th>	71.58% <th>100.0% <th>71.58% </th></th>	100.0% <th>71.58% </th>
		100.0%	↔️	71.58%	☹️	81.58%	71.58%	100.0%	71.58%	100.0%	71.58%
		81.58%		71.58%							

KPI 56	NUMBER OF REPORTABLE INCIDENTS (RIDDER)	Managed by Circle Housing Roddons		Sheltered		Leaseholders		Shared owners		Non-social rented	
		Managed by Centra Support		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living		Managed by Centra Living	
		Current period	Direction / Summary	Target / Tolerance	0 <td>0</td> <th>0 <td>0</td> <th>0 <td>0</td> <th>0 <td>0</td> </th></th></th>	0	0 <td>0</td> <th>0 <td>0</td> <th>0 <td>0</td> </th></th>	0	0 <td>0</td> <th>0 <td>0</td> </th>	0	0 <td>0</td>
		0	↔️	0	■	0	0	0	0	0	0
		0		0							

* The question asked of leaseholders is as follows: "How strongly do you agree with the following statement: The services I receive from Circle Living give me value for money?"
 ** Year end targets and tolerances.
 *** Being developed by the H&S project team

	■	■
0.00%		0.00%

Home Matters

AUTUMN 2014

www.circle.org.uk

Resident Review

Highlighting our work and looking to the future

Circle Housing Money

Save and spend with our new credit union

Circle Housing™

Roddons



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What's On

WELCOME

to the Autumn issue of Home Matters.

As the darker evenings creep in, inside we have got a round-up of all those great summer events that you helped to make a success. We've also got details of events coming up over the next couple of months. You can find out more about how our Making Money Count service continues to help our residents.

There's useful information about keeping your energy bills down this winter, how to sign up to our great new credit union to help you save and spend. Plus the chance to win shopping vouchers.

So sit back with a cuppa and see what's going on with Circle Housing Roddons this Autumn

Congratulations....

to Ken Plant of Chatteris who won the wordsearch competition for Circle Housing Roddons in the last issue of Home Matters. Your Love2shop vouchers are on the way.

Don't forget to claim your Warm Homes Discount!

You might qualify for a **£140** one-off payment from your energy supplier if:

- Your household is in receipt of benefits
- Your gross annual household income is less than £16,010 and the account holder is living with mental or physical disability or illness
- There is a vulnerable person living in the home, such as a child aged five or under or a pensioner

The deadline to claim Warm Homes Discount is December 24 for most suppliers. Contact them for details of how to claim.

Rent non-collection weeks

The two non-collection weeks over Christmas are the weeks starting:

22 December and 29 December 2014

If you have arrears on your account you are not entitled to these non-collection weeks and you should continue to make payments.

If you have a Court Order you **MUST** continue to pay in these two weeks.

If you have any queries regarding your rent account, or would like to pay by Direct Debit, please contact our Income Team on 0800 111 6447.

Did you know
you can now pay your rent by Direct Debit?

You can pay weekly, fortnightly, four weekly or monthly.

SUMMER EVENTS ROUND-UP

Residents enjoyed a range of events over the summer organised by Circle Housing Roddons and other partners in all four market towns.

Two dog fun days including dog shows were held, one in March and the other at Community House in Wisbech. They proved very popular with dogs and owners alike. Organised in conjunction with the K9 Project, the events were designed to educate dog owners while having fun.

Community House in Wisbech was also the venue for two other events - a fun day and barbecue for a small group of Young Carers organised by our staff and a Have A Go day arranged by Community House staff. Adults and children were encouraged to try out new skills such as card-making, flower arranging and playing the drums.

Chatteris Residents Association opened its doors to all the community when it hosted its Bubbly Bugs day. There were bacon butties for the adults and lunch boxes for the children, combined with activities for youngsters including loom band making, mask-making and face painting.

There was also a fancy dress competition and three prize draws.

Youth engagement was top of the agenda when our staff participated in the launch of the newly-refurbished Youth and Community Centre in Whittlesey.

Over in Wisbech, residents were invited to The Boathouse for a chance to meet their neighbourhood officer, learn about the Making Money Count project and enjoy a number of craft and fun activities. Other organisations also attended to talk about their services including the Fire Service, Police Service, Age UK, Children's Centre and Accent Nene.



There were three prize draws at the Boathouse Event. all won by Wisbech Circle Housing Roddons residents: Vera Monteiro of Southwell Road won solar lights; Sonia do Nascimento, also of Southwell Road won a dinner service and 12-year-old Christopher Hartnell of Edinburgh Drive won a teddy bear.

Gardening competition

Glorious gardens galore were celebrated at the annual gardening competition afternoon tea and prize-giving.

A record number of gardeners from across Fenland entered their prized plots for various categories which included back and front gardens, hanging baskets and vegetable plots.

All the gardens were visited in July by judges Brenda Reynolds, chair of the Board, March resident Pat Turner, Neighbourhood Manager, Pauline Gardner and Community & Projects Officer, Wendy Coles. They were judged on colour, creativity, tidiness, good gardening practices and overall appearance.

Every entrant received a certificate with those being awarded Highly Commended and above also presented with an engraved plaque and shopping vouchers.

WINNERS:

Overall winner: Pamela Benstead, Doddington

Best Community Garden: Peter Riley, Derek Mitchell, Phyllis Goodman, Wisbech

Best Front Garden: Janet Wilson, Parson Drove

Best Back Garden: Gloria Brown Manea.

Best Vegetable Plot: Gerald Wright, Benwick

Best Container/Hanging Basket: Dean Haynes, Wisbech

Best Sheltered Individual: Freda Edwards, Chatteris

Most Improved: Steve Smith, Wisbech

See some of the winning entries over the page...



SPECIAL AWARDS:

Louisa Chandler, Friday Bridge
for dedication and inspiration in her
100th year

Les Martin, Posthumous Award
for dedication to Onyx Court
Sheltered Scheme Garden



Above: Winning back garden entry from Gloria Brown. Below: (clockwise from top left) winning entries from Dean Haynes, Pamela Benstead, Steve Smith and communal garden by Peter Riley, Derek Mitchell and Phyllis Good



Competition Time

Win £25 of Love2shop vouchers



If you want to be in with a chance to win £25 of Love2shop vouchers, then tell us which word cannot be found in the word search below. Send your answer to:

Karen Rowley, Circle Housing, 6 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR. Or email the answer and your details to homematters@circle.org.uk.

The closing date is December 5th when nine winners will be chosen (one winner per Circle Housing partner).

Across Circle Housing, there are many ways residents can get involved. Contact your local Resident Involvement team to find the right role for you.



One of these words **cannot** be found in the wordsearch grid.

- Scrutiny
- Readers
- Board
- Events
- Home Matters
- Mystery
- Shopper
- Forum
- Champion
- Join
- Involve





Money
In partnership with
Leeds City Credit Union

Your Money Matters

The kids have gone back to school, the autumn leaves are falling and winter is well and truly on its way. Just as summer seems to have flown by, you realise that Christmas is just around the corner.

For many of us, this is a time to think about our finances: checking we've got enough for the turkey and trimmings, and making some financial resolutions for the New Year.

That's where Circle Housing Money comes in. Launching on 3rd November, this brand new partnership with Leeds City Credit Union has been set up specifically for Circle Housing customers, Centra care and support customers and Circle Housing staff.

Whether you need to borrow money for emergencies or want to put cash aside for something special, you may find Circle Housing Money is more flexible than the high street banks and far cheaper than a payday lender.

Ethical, responsible and reliable

Circle Housing Money has been set up to benefit the people who join as members: our customers and staff.

Credit unions are not-for-profit organisations, meaning that they exist to benefit their members, not to pay outside shareholders. When members put money into savings, others can borrow at affordable rates.

Independent service you can trust

You need to know that your money, and any personal information about you, is safe and secure. That's why Circle Housing Money is backed by a long established, independent credit union. Leeds City Credit Union is responsible for delivering all of the services and is regulated by the financial authorities.

Circle Housing Money is
launching on 3rd November

Visit:

www.circlehousingmoney.org.uk
or call 0300 500 8089 (from a
mobile) or 0800 902 0021
(from a landline)

Your financial data will be held confidentially and your savings will be protected by the Government's compensation scheme. You'll be joining over 30,000 others who are using Leeds City Credit Union right now.

Get in touch

Circle Housing Money is easy to join and once you're a member you can start saving or borrow money.

With easy access online or on the phone, Circle Housing Money is open for business wherever you live.

For an application pack or more details, call 0300 500 8089 from a mobile, 0800 902 0021 from a landline, or visit:

www.circlehousingmoney.org.uk

Leeds City Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority - firm reference number 213369. This information

may be checked by visiting the Register at www.fsa.gov.uk/register/home.do or by contacting the Prudential Regulation Authority on 020 7601 4878.



HELPING US TO HELP YOU

You as our customers are the best people to look at the services that we offer you and recommend how we can improve.

An average of one to three services are looked at by each Scrutiny Panel every year. There are currently 57 customers involved in the work of our scrutiny panels across Circle Housing.

The panels review areas of the business that can be improved or changed to better meet customers' needs, such as anti-social behaviour, call handling, aids and adaptations, communications, grounds maintenance and estate services. Recommendations are referred to Board and action plans developed to drive improvements.

In July we held a groupwide scrutiny event which 31 customers attended. Together we looked at how we could build and improve our communication of scrutiny, share our best ways of working,

generate new ideas, become more efficient and providing a networking opportunity for customers and staff involved in Scrutiny. Customers told us about their experiences of being involved in scrutiny and what it means to them.

“

Empowered to work with residents for a business that listens to residents”

Involved customer

Tackling domestic abuse

We can help get you the right support

Domestic abuse is a crime. It is any incident of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can be psychological, physical, sexual, financial or emotional.

Domestic abuse also includes forced marriage and so-called “honour” crimes. It often includes a range of abusive behaviours, is often repetitive and tends to worsen over time. Domestic abuse can take place in heterosexual, lesbian, gay, bisexual and transgender relationships and can also be perpetrated by other family members. In some cases, older children are violent or abusive towards their parents.

What are the signs of domestic abuse?

Destructive criticism and verbal abuse, pressure tactics, disrespect, breaking trust, isolation, harassment, threats, sexual violence and physical violence are just some of the signs.

What we can do

Circle Housing staff have a responsibility to prevent, recognise and act on cases of domestic abuse in the communities where we work.

We will be sympathetic, listen and take concerns seriously. We can recommend helplines and support groups. We will support staff to record concerns about domestic abuse in a way that will not

increase the risks to victims and witnesses.

Our staff can carry out welfare checks in cases of suspected domestic abuse. We work with other organisations to carry out risk assessments, provide additional safety measures such as panic alarms, additional lighting or locks and support the victim to remain at home if they want to. We will also seek assistance to take legal action against the perpetrator when necessary.

Many organisations can help you if you are a victim. The National Domestic Violence helpline is a good starting point. Call freephone 0808 2000 247.

Save time, go online

www.circle.org.uk

Getting more information about your housing provider, managing your rent account and finding out what's going on in your community has never been easier.

Just visit www.circle.org.uk.

Now available across all mobile devices so you can get all the information you need wherever you are, whenever you need it.

You'll also find advice to help manage money and benefits, as well as energy saving advice, training and education opportunities near you.



Visit our website to

- Report a repair
- View your account and pay your rent online
- Get involved
- Report ASB

Paying your rent is easy with Direct Debit

Setting up a Direct Debit means you don't have to worry about arranging to pay us your rent - it just happens automatically.

It takes just a few minutes to set up a regular Direct Debit payment from your bank or building society. And you can pay weekly, fortnightly, four weekly or monthly on a date that suits you.

So, if you're interested in making your rent payments easier - get in touch with your landlord today to find out more about Direct Debit or visit the Pay It page on your landlord's website.

RESIDENT REVIEW



Reflecting on our work

Managing Director of Circle Housing Roddons - Anne Brighton, talks us through the successes and challenges during 2013/14.

“

Over this last year we have continued to work hard to improve our front line services; focusing on delivering an efficient service to continue to support our ambitions to enhance life chances.

We are conscious that that our repairs and maintenance service has presented many challenges which have therefore impacted on our customers. We are working closely with our contractor Circle Housing Property Services and Kier to continue to improve our service. We are determined to become a stronger organisation providing you with quality homes and vibrant neighbourhoods.

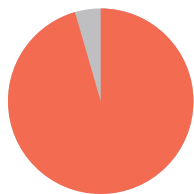
The Making Money Count project has been extremely successful in its first year; funded through the Big Lottery Fund its aim is to equip those living in Fenland, especially people in social housing, with the skills and confidence to manage changes in their circumstances - particularly when starting a new tenancy or moving in and out of work. Working with partners, nearly 900 people have visited the New Horizons Bus for help and information; 273 new tenants in the Fenland area have received a home visit from the New Horizons officer. I am confident that this project will go from strength to strength.

”



5369

emergency and urgent repairs carried out



92.3%

of customers satisfied with repairs

Customer Contact

We continue to see an increase in the number of customers contacting us each year and we continue to work hard to improve our response times and deliver a “right first time” approach with each customer contact.

57407

calls were received

32314

calls were answered within 20 seconds by our customer services team

6954

customers came in to see us at Beacon House, March and 2562 visited our new Edinburgh Drive, Wisbech office which opened in June 2013

74.3% of general needs and 77.4% sheltered customers are satisfied with the services provided by Circle Housing Roddons; our target is 80%

Last year we invested **£1,293,791.52** million to upgrade our homes so they are more comfortable and efficient

100% of complaints answered within agreed time

939 people given support through our financial inclusion and welfare benefits services.

- As part of the stock transfer with Fenland District, we pledged to build **500** new homes; we took hand over of **47** new properties in 2013/14.
- We re-let **282** general needs properties and **60** sheltered housing properties in 2013/14.
- **38** tenants who were under occupying their home were helped to move via the Easy Moves scheme. This was a **45%** increase in moves compared to 2012/13 performance.

308 people helped into training and employment

Neighbourhoods

- Investigated **46** new ASB cases
- Made **17** referrals to mediation
- Made **four** referrals to the Family Intervention Partnership
- Signed **five** Acceptable Behaviour Contracts

OUR KEY PRIORITIES FOR THE YEAR AHEAD:

- We will continue to ensure we get the basics right, by listening and responding to customers. We will provide services in accordance with our service standards.
- We will ensure that our staff have the knowledge and skills they need to do their job well so we can continually improve service and performance.
- We are looking at ways we can strengthen our pre-tenancy work to support successful and sustainable tenancies.
- We will continue to support customers affected by welfare benefit changes through our growing money advice service.
- We will working with both you and our partners to review how we can help residents by providing training and employment opportunities.
- We will continue our apprenticeship programme which has successfully seen 10 apprentices complete since 2011; four of these secured a permanent position at Circle Housing Roddons and a further five are in the process of a two year placement.
- Continue our new homes development programme; 280 homes are planned for this year.
- We will introduce customers to Circle Housing Money, a credit union service which will provide a range of affordable financial products.
- We will continue to review how our customers access our services, exploring cheaper and different ways for our customers to engage with us and provide feedback. We have recently launched our new Facebook page -www.facebook.com/CircleHousingRoddons

Mutual Exchange Update

A new legal process has been introduced for mutual exchanges between assured or secure tenancies and fixed term tenancies.

Therefore, if you are an assured or secure tenant or a fixed term tenant wishing to mutually exchange with a fixed term tenant of another social housing provider, this may have some implications on what type of tenancy and rent you'll be offered by your new landlord.

The Localism Act 2011 protects the tenancies of some assured or secure tenants who swap with fixed term tenants, depending on when the tenancies started and what rent type they are on. However, the law does not protect all assured or secure tenants who swap with fixed term tenants and different social housing providers have different policies and protections in place to process these swaps.

Therefore, if you are looking to mutually exchange with a fixed term tenant or are a fixed term tenant yourself, it's really important to check with the other landlord about what tenancy and rent type you would be offered before you make your decision about whether to go ahead with the swap.



If you require any information on this or mutual exchanges please contact your Neighbourhood Officer.

BEHIND THE SCENES WITH CENTRA PULSE, our in and out of home personal alarm service

Our Centra Pulse products can help people live independently for longer. Among those that have seen the great benefits of what we offer are TV's Ruth Langsford and Dr Dawn Harper.

We filmed them chatting to our own expert on telecare products Wendy Darling, Managing Director of Centra Pulse.

If you're unsure about how a personal alarm can help, what it means and how it could help a vulnerable family member or

friend, have a look at our video which tackles everything from how to start those difficult conversations with elderly parents, to how the technology works.

Ruth talks about how the technology gives her peace of mind. Her mum has a Centra Pulse alarm at home so Ruth knows that if she has a fall or needs reassurance, help is available at the touch of a button. Our ladies talked about a range of different needs that could be supported by telecare,

especially the GPS technology which helps locate users if they need help whilst out and about.

From elderly parents and dementia sufferers to those with learning disabilities, our technology gives peace of mind for families as well as allowing the users to keep their independence.

You can find the discussion on our website at:
centrapulse.org.uk

**Centra
Pulse™**

DO YOU WORRY ABOUT YOUR OLDER LOVED ONES WHEN THEY'RE OUT AND ABOUT?

If so, help is available 24/7 at the touch of a button through our GPS enabled watch like devices.

- Button activated, your loved one can be connected through its two way speaker that will connect instantly to our friendly team.
- GPS technology enables us to provide help for your loved one wherever they are
- Medical records can be kept on record so we can provide the most appropriate assistance
- Ideal for people with dementia or other related conditions.
- Great for people with physical or mental health conditions.

24/7 peace of mind wherever you are - available from only £7.31 a week

Call us today on
0300 123 3232 or visit
centrapulse.org.uk



Don't hibernate this Winter, be prepared and stay warm

The evenings are getting darker earlier and the weather is cooler, so Winter is around the corner. Now is the time to make sure you are prepared for the colder months by making a few small changes around your home.

The average household spends around **£1,300** per year on energy. You can keep your home warmer for longer and reduce the amount of money you spend on energy bills by following these top tips:

- Don't put furniture in front of radiators as the heat will be wasted.
- Close curtains as soon as it gets dark; this will reduce draughts and heat loss through windows.
- Shut doors to keep heat in rooms used the most and stop draughts from windows and doors.
- In rooms you use less often turn the heating down using the radiator valves.
- Set your room thermostat to between 18-21°C to ensure your living space is kept at a healthy temperature. If it is higher than 21°C, turning it down by 1°C could save you around £65 a year.



An easy way to save up to £200 per year on your energy bills is to switch to a cheaper tariff. Contact Circle Housing's My Home Energy Switch service for free and impartial energy tariff switching service.

You can contact the team on 0800 088 2306.



Circle Housing residents can receive a weekly text message about how to save energy and discounts on your energy bills, you will also be entered into a monthly prize draw to receive £100 in Marks and Spencer vouchers – text Energy to 83118.

Messages cost one standard message rate and we will not share your details without your permission.

New powers to tackle anti-social behaviour

Over the next few months, a new range of legal tools will be introduced to help landlords deal with anti-social behaviour (ASB). The new measures were brought in by the Anti-Social Behaviour, Crime and Policing Act and aim to deliver a victim-centred approach to tackling ASB.

We will always try and work out any problems by talking to those involved first, intervening early and working in partnership to address the issue. However, where the ASB is very serious, or where ASB continues despite our attempts to resolve it, we can use these new legal tools to take action against the perpetrator.

An important new measure for victims of ASB is the Community Trigger, which people can use to request a review of their case by local agencies – you can find information about this from your local council. Other important changes that the Act has brought in are the criminalisation of forced marriage and new tools to tackle irresponsible dog ownership.

Some of the new tools for social landlords include new injunctions to replace the ASBO and ASBI, which can also be issued to young people under 18; legal requirements for perpetrators to attend programmes to address

the causes of their behaviour and new powers of eviction that could be used if a person is convicted of a serious offence or breaks an injunction or a court order. There are other measures that have been implemented for use by the police and local authorities.



If you'd like more details about the changes, please contact us, our details are on the back page.

Providing extra support

There have been changes to the way that support services are provided for older people in Fenland, aimed at helping them to live independently.

Fenland Outreach Community Support Service is provided by Centra, part of Circle Housing. It is an individually-tailored free support service, on behalf of Cambridgeshire County Council in partnership with other organisations.

This means that former scheme managers are no longer dedicated to one scheme and now work as support co-ordinators in the wider community.

Who can apply for this service?

Anyone living in sheltered housing, regardless of age can apply. In addition those aged 65 or older who live in the community, including home owners; leaseholders; private rented, housing association or local authority tenants. Their application will be assessed to see if they meet the criteria and then a visit will be arranged to discuss needs.

How long will this service be available?

This is likely to be a short term service to assist with specific issues.

The service is designed to be available as and when you need it. You can re-apply for a service if you need help again.

How do I apply?

Phone **0800 111 6447** from a landline or **0300 333 6557** from a mobile

Or email **FenlandsOlderPeopleOutreachServices@circle.org.uk**

What do I have to pay?

As Cambridge County Council funds this service it is free to you.



R&M panel making a difference

Our Repairs & Maintenance Panel launched in early 2013. Residents came to speak informally to staff and find out more, then the first formal meeting was held in May 2013.

During the next year, customers were told how the new Repairs & Maintenance structure for customers would work and gradually gained the knowledge and skills to work together with other panels across Circle Housing.

Patricia Tickner was voted Chairman of the Repairs and Maintenance Panel at Circle Housing Roddons.

She said: “Customers like myself feel that we have something to give to Circle Housing Roddons. We ask questions and work with staff to improve our repairs service which is now moving in the right direction. I have found the new repairs and maintenance customer engagement very interesting and feel that this is the way for customers to become involved and be able to make a difference.



“

However I would like to see more customers come forward to get involved with this new panel who monitor the performance of repairs and maintenance – so if you are interested please get in touch with the Resident Involvement Team.”



Delays to completion of responsive repairs

Customers have been experiencing issues with the responsive repairs service over recent months, with difficulties booking appointments, delays in works being completed and missed appointments.

This is due to a larger than expected backlog of repairs, not enough operatives focussed on carrying out responsive repairs and similar issues with our local subcontractors.

The standard and level of repairs service which some of you have experienced has, as a result of these problems, been well below the level which we expect and we would like to apologise for any inconvenience this may have been caused.

To help deal with the current difficulties of booking and keeping to appointments we will be moving back to AM or PM appointment slots rather than 2 hour appointment slots.

We are working very closely with colleagues across the whole of Circle Housing and with external contractors in order to help get our services back on track and this will include some additional resources to carry out repairs to your homes.

Thank you for your patience and understanding at this time. We appreciate that some of you have had poor experiences from the Circle Housing Repairs and Maintenance service and we are doing everything possible to rectify this.

Our satellite office at 9-11 Edinburgh Drive, Wisbech, is now open Monday-Thursday 9am-5pm and Friday 9am-4pm.

The office allows Circle Housing Roddons customers to drop in report any issues regarding rent, repairs and anti-social behaviour directly to their landlord. Customers can also access the Home-link service which registers people for housing.

Resident Scrutiny Panel (RSP)



The Scrutiny Panel has been established for more than four years during which the members have attended associated training, gained knowledge and skills to have the ability to scrutinise services by analysing performance, information, documentation, policies and procedures.

They have looked at and reviewed five services including voids, aids and adaptations, call handling, the role of the Neighbourhood Officers and have just completed their latest review on the new voids and re-let process with recommendations, recognition of best practice and compliments where necessary.

Over the past year the RSP has had support provided from Tenant Central (TPAS).

Irene Henson, Chair of the RSP, said: "This has been very beneficial and life is a learning curve and

we've certainly learnt a lot from the guidance provided by Tenant Central."

If you are looking for a challenge then why not join our panel as we are looking to increase our numbers which currently stand at three.

If you are interested and would like to have a chat, this can be arranged

Contact Sally Taylor, Resident Involvement Officer, on 0800 111 6447.

New Horizons bus timetable -

03/11/2014, March Library , 10am-1pm	09/12/2014, Wisbech Rosmini Centre , 10am-12.30pm
05/11/2014, Wisbech Market Place , 10am-1pm	09/12/2014, Wisbech Oasis Centre , 1.30-3pm
06/11/2014, Wisbech College of West Anglia , 12-2pm	10/12/2014, Chatteris Furrowfields , 10am-12.30pm
11/11/2014, Wisbech Rosmini Centre , 10am-12.30pm	10/12/2014, Wimblington Eaton Estate , 1.30-3pm
11/11/2014, Wisbech Oasis Centre , 1.30-3pm	17/12/2014, March Library , 10am-12.30pm
12/11/2014, Chatteris Furrowfields , 10am-12.30pm	17/12/2014, Doddington Manor Estate , 1.30-3pm
12/11/2014, Wimblington Eaton Estate , 1.30-3pm	05/01/2015, March Library , 10am-1pm
19/11/2014, March Library , 10am-12.30pm	07/01/2015, Wisbech Market Place , 10am-1pm
19/11/2014, Doddington Manor Estate , 1.30-3pm	13/01/2015, Wisbech Rosmini Centre , 10am-12.30pm
25/11/2014, Walsoken One Stop Shop , 11am-12.30pm	13/01/2015, Wisbech Oasis Centre , 1.30-3pm
25/11/2014, Leverington Church Road , 10am-1pm	14/01/2015, Chatteris Furrowfields , 10am-12.30pm
26/11/2014, Whittlesey Victory Avenue , 10am-12.30pm	21/01/2015, March Library , 10am-12.30pm
26/11/2014, Whittlesey Queens Street Surgery , 1-3pm	21/01/2015, Doddington Manor Estate , 1.30-3pm
01/12/2014, March Library , 10am-1pm	
03/12/2014, Wisbech Market Place , 10am-1pm	
03/12/2014, Wisbech Emneth Nursery School and Children's Centre , 2.30-3.30pm	

Making Money Count

Making Money Count aims to give the right help at the right time and is already making a real difference for our tenants.

When Mr B was offered a home in one of our sheltered schemes, his neighbourhood officer raised concerns about his wellbeing. Mr B was considered vulnerable and needed assistance and support.



Olena, the New Horizons Officer from Making Money Count, arranged a visit.

His first need was kitchen appliances to prepare and cook meals. To help with this Olena prepared an application for the Cambridge Local Assistance Scheme, which provides support to vulnerable householders. Mr B was delighted to receive a new cooker and a fridge.

Mr B is partially-deaf, uses a hearing aid and struggles to use the phone so prefers to deal with everything in person. Olena gives one-to-one support and worked quickly to help sort out Mr B's priority bills and ensure he received the correct housing benefit.

Her help included organising a meter exchange, claiming the Warm Home discount to help with energy costs, applying for a concessionary bus pass and advising agencies of his new address so his pension wouldn't be suspended.

There are so many things to think of and deal with when you move home. For some people support is vital. This help at the very start of his tenancy was very valuable to Mr B who quickly settled in.

"I am very grateful for all the help and support I got from the Making Money Count project, it really changed my life," he said.

What's on

Every Thursday 10am - 1pm a **DROP IN** session at Circle Housing Roddons offices - come along to have a chat over a **FREE** cuppa.



October

- 30 Thorney Toll Association (AGM)**
Village Hall, 10.30am
- 31 Chatteris Association Halloween Community Event**
Bricstan, 11am-2pm

November

- 10 Wisbech Association**
Onyx Court, 10am
- 10 March Association**
Fleming Court, 2pm
- 12 Whittlesey Chatting Cafe**
Library, 10.15am
- 24 Chatteris Association**
Vermuyden Room, Library, 10.30am

December

- 8 Wisbech Association**
Onyx Court, 10am
- 10 Whittlesey Chatting Cafe**
Library, 10.15am
- 17 Whittlesey Association**
St Mary's House, 3pm

NEW for 2015
Keep an eye open in Home Matters for:

- Tenant Advisory Group Workshops
- Sheltered Workshop and trip out
- Estate Fun Day events
- Training dates



You can now Follow us on Facebook for regular updates and information.

facebook.com/CircleHousingRoddons

Contact information

General enquiries

Including ASB emergencies,
repairs and complaints

Roddons Customer Services

0800 111 6447 (form a landline)
or 0300 333 6557 (from a mobile)
8.30am - 5pm

Resident Involvement

Sally or Jackie
0800 111 6447 / 0300 333 6557

Energy saving advice

www.circleenergy.org.uk

My Home Energy Switch

0800 088 2306
www.nhf.billscutter.com

Home Heat Helpline

0800 33 656 99

Food Banks

Wisbech

info@wisbech.foodbank.org.uk
www.wisbech.foodbank.org.uk

March

info@elyfoodbank.org.uk
www.elyfoodbank.org.uk

Money advice

Roddons Income Team

0800 111 644 / 0300 333 6557

Making Money Count

0800 111 6447
makingmoneycount@circle.org.uk

Rural Cambs CAB

01945 464367
www.ruralcab.org.uk

Step Change Debt Charity

0800 652 0778
www.stepchange.org

Turn 2 Us (Benefits Calculator)

0808 802 2000

The Money Advice Service

0300 500 5000

Money saving tips

www.moneysavingexpert.com

If you require this publication in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 0207 288 4000 and we will do our best to help.



Roddons