

Care

Care Housing Association provide accessible, high quality, supported living homes for vulnerable people within the community



Autumn 2011



Welcome to the first edition of Care Housing Association's (Care) quarterly newsletter! The aim of the newsletter is to provide you with the latest information about Care and act as a supplement to our brand new website - www.careha.org.uk

Care Achieves Registered Provider Status!!

On 14th September 2011, The Tenant Services Authority (TSA) awarded Care Registered Provider (RP) status.

In order to achieve RP status, Care has proved that it meets the standards as set by the TSA. The six standards are:

- **Tenant involvement and empowerment**
- **Home**
- **Tenancy**
- **Neighbourhood and community**
- **Value for money**
- **Governance and financial viability**

The TSA regulate social housing and aim to raise the standards of services for tenants. Care aims to use the landmark of becoming a Registered Provider as a springboard to improving our services and developing further properties for vulnerable people within the UK.

This is an exciting time for Care, its customers, and partners. RP registration demonstrates that we have proven a real commitment to promoting customer excellence, provide happy and sustainable homes; and are managing our responsibilities in an efficient and effective manner.



Care's website is launched

In September 2011 the new Care website was launched. The website will keep customers and partners up to date with the latest news and promote the success of the

Association. It will also allow customers another means of contacting us and getting involved. Take a look at the website at www.careha.org.uk and let us know what you think!

Get Involved!!

In order to ensure our services reflect the needs of our customers, we want you to get involved in shaping the services we provide. This will include giving your opinions on issues affecting the way we deliver our services, having an influence on the future direction of Care HA, and making a real difference to the lives of our customers.

There are a number of ways in which you can get involved including:

- **Responding to satisfaction surveys**
- **Getting involved in the creation of the newsletter including writing articles, getting involved in providing feedback, and entering competitions we may run**
- **Contacting us with your views and opinions by email (enquiries@careha.org.uk), calling us on 0845 437 7367, or through our website at www.careha.org.uk.**
- **Joining our customer panel or focus groups – watch this space for details in future newsletters**

Care have demonstrated a commitment to customer involvement by appointing customer representative Vicky Wadsworth to our Board of Directors in June 2011. Vicky's is the parent of one of our tenants and is passionate about the work we do. Vicky also adds valuable legal experience to the Board as she is a qualified solicitor specializing in Mental Health Law and Capacity, and Human Rights.

Care's Local Offer

Care HA has launched its Local Offer! The Local Offer sets out a number of commitments to our customers, detailing what we are going to do to ensure our services are maintained / improved in the future. It sets out commitments relating to tenant involvement, your home and tenancy, the neighbourhood and community, value for money, and governance & viability. This includes:

- **Carrying out Value for Money reviews of the services we provide**
- **Developing satisfaction surveys for our grounds maintenance, repairs and housing management and feeding the results back to you**
- **Decorating your homes every 5 years**

Please take the time to have a look through the offer on our website and let us know your thoughts.



Life as a housing manager...

In March 2011, Care appointed me as it's first full-time housing manager. I am Matthew Eddisford and have really enjoyed my first few months working for Care. I have previously worked for several larger general needs housing associations and have a particular specialism in dealing with cases of anti-social behaviour (ASB). Luckily, I have not experienced too much ASB whilst I have been in post and long may that continue!

Working for Care is fantastic as I believe we make a real difference to the lives of some of the more vulnerable people in society. I can genuinely say that I have only heard great things from customers about Care during my time here. I hope to build on this and continue to prove that we are able to provide the best possible customer service and continue to promote supported living which gives real choice and independence to our customers.

Being a housing manager at Care is a great challenge as it enables me to learn new things whilst putting some of my previous experience to good use. Every day is so different, from liaising with contractors and architects at our new developments; meeting with parents to discuss adaptations to their sons/daughters properties; working with support providers to improve the quality of lives of our customers; and chatting to some of our tenants about the weekends football results! Joining Care has been the best move I have made and being surrounded by positive, 'can do' people makes getting out of bed in the morning all the easier!

Matthew Eddisford
Housing Manager



Care develops in Blackburn...

Care commenced development of its second new build in August 2011 on a property in Blackburn. The 5 bedroomed detached house which will provide accommodation for four people with learning disabilities. The project will be managed by Blackburn and District Supported Housing who manage the neighbouring property and who have worked with the architects and contractors throughout the design process.

Works are progressing extremely well and we anticipate the property, Care's 28th, will now be complete in March 2012.



In addition to this development in Blackburn, Care manages properties throughout the North West including Morecambe, Lytham St Annes, Skelmersdale, Chorley, Burnley, and Rossendale.



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Thank you so much Care Housing!!

In January 2011, Care helped Sam and Peter finally found a happy home for their son Jordan. Here is their story...

When Jordan turned 16 we started thinking about his future and how he would cope when we were unable to look after him in the way in which he deserves. We were put in touch with two families from West Lancashire who were facing the same dilemma. We got a house in Skelmersdale and thought 'well this is what we have got and have no choice'. The boys moved in and it became apparent that it was not suitable and the provider was not flexible in making it more suitable to the boys needs.

All 3 families felt that something needed doing so we went back and spoke to the social services commissioners. After expressing our concerns they accepted there were shortcomings in the housing and the care at the property. We were put in touch with Care HA and spoke to the development manager. He was absolutely fantastic! Despite our initial reservations following our previous experiences, we were shown around one of Care's existing schemes and were blown away with the exceptional standard of the house and the support staff. It was a world away from our previous experience.

After viewing many, many houses we found one we all agreed on and Care very quickly got the architects and builders in and got to work. The adaptations and improvements happened very quickly and on time. During the work Care involved us in the style and furnishings of the house - there was a choice in nearly anything that went in the house. We were given a budget and told to go away and spend it wisely. We didn't need to be asked twice!!

The house looked fantastic when we got the keys! After moving all of Jordan's belongings into the house, we took Jordan, eagerly anticipating his reaction. He loved it! We have had absolutely no problems at all during Jordan's time there and can't thank Care enough for the positive impact they have had on Jordan's life. He is in the best possible place and he is very happy.



Thank you Care Housing!!

Name the newsletter...

We want to give the newsletter a proper name and need your help! Please let us have your suggestions by contacting us at enquiries@careha.org.uk or calling us on 0845 437 7367.

