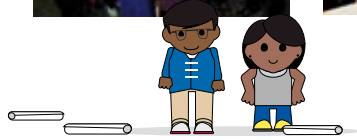


calico



How you can get

involved

Informacja w języku polskim pod numerem 0800169 2407

অনুগ্রহ করে বাংলায় কথা বলুন। ফোন নম্বর ০৮০০১৬৯ ২৪০৭

انگریزی میں گفتگو کریں۔ مفت ہیلپ لائن: 0800 169 2407

استفسار یا درخواست بنانے یا ترجمہ ہم فراہم کر کے سہی، مفت فون: 0800 169 2407

This publication is available in large print

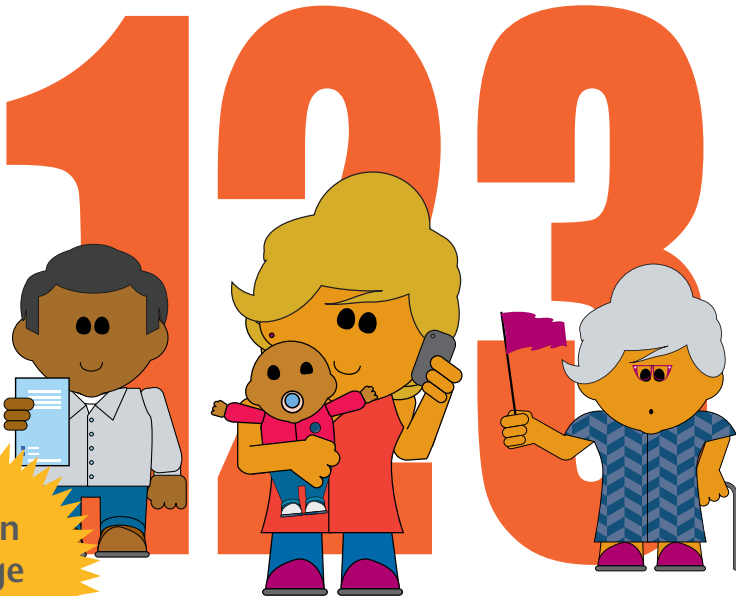
Take the First Step

We're more than just a landlord - it's really important to us that you're happy where you live and have access to opportunities to improve your quality of life.

As easy as 1-2-3...

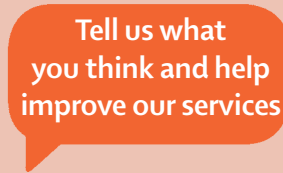
There are three simple steps to getting involved with Calico:

1. Browse through this brochure to find a suitable activity
2. Get in touch with us
3. Get involved!



We can
arrange
childcare!

This booklet shows the different things you can do with us, all totally free of charge – *we'll even cover any expenses!*



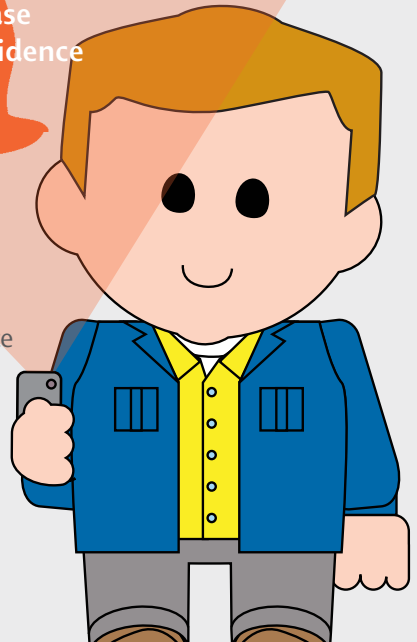
What's in it for me?



How do I get involved?

You can either:

- Complete the form at the back and send it back to us (*free postage*)
- Visit our website www.calico.org.uk and complete our online form
- Call the Community Involvement Team on **0800 169 2407** or **01282 686300**
- Email the Community Involvement Team on communityinvolvement@calico.org.uk



We can help you with...

We will do all we can to make sure you can attend any sessions that interest you. Here are some of the ways we can help:

Transport

If you have mobility problems, we can organise transport for you. We will also reimburse bus tickets, car mileage and parking tickets to make sure you are not out of pocket!

Care or Childcare Costs

We can reimburse you up to £10 per hour for care or childcare costs with a registered carer (Ofsted number and receipt must be provided).

Disabled Access

We make sure that the venues we use have disabled access and hearing loops. We have staff who are trained in British Sign Language, as well as documents in large print or in audio format upon request.

Language Barriers

If language barriers are a problem, we can provide language translators upon request.



Quick and Easy

We know many of you would like to have your say, but don't necessarily have the time to attend one of our many involvement activities. Don't worry – we have a range of quick and easy options for you to share your views.

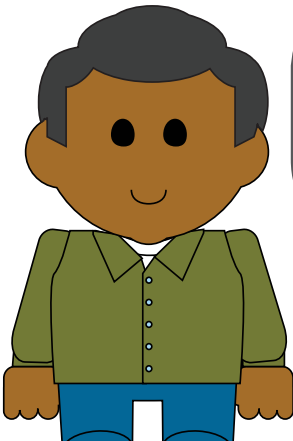
Get in touch

There are lots of ways you can give us your feedback or ask a question about the services we provide:

- Email us at contact@calico.org.uk
- Call us on **0800 169 2407** or **01282 686300**
- Write to us: Calico Homes, Centenary Court, Croft Street, Burnley, Lancashire, BB11 2ED
- Visit www.calico.org.uk

Social Media

We have joined the online revolution! To share your views, or to simply keep up to date with all the latest Calico goings-on, follow us on Twitter at twitter.com/calico_group or 'like' us on Facebook at facebook.com/calicohomesandenterprise



One recent successful suggestion involved **creating a link with organisations to donate any furniture left in empty properties.**

**Rewards
for outstanding
suggestions!**

Calico Crew

What is it about?

The Calico Crew are a virtual group of customers who are happy to give their feedback on a range of topics. This might involve answering a short survey on a monthly hot topic, telling us what you think about a new leaflet, or taking part in a quick poll.

Who is it for?

Customers who are happy to give their views, but don't have time to spare or would like to make a difference from the comfort of their own home.

Benefits:

- Take part in as much or as little as you like
- Tell us what you think and help improve our services.



In Your Neighbourhood

We want your neighbourhoods to be clean, safe, and vibrant places in which you are proud to live. You can get involved in different activities to help make sure your neighbourhood lives up to this standard. If you would like to get out and about, meet new people, and make a difference to the place where you live, the following activities are for you!

Events

What is it about?

From time to time, we hold events for you to come along and find out important information or discuss issues. These are usually very informal and you can participate as little or as much as you want.

Who is it for?

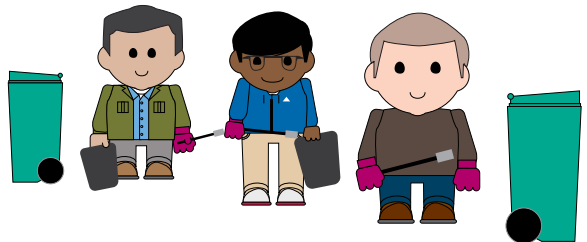
Anyone who lives in one of our neighbourhoods.

When are they?

Throughout the year - we'll let you know when there's something coming up.

Benefits:

- Find out information
- Tell us what you think and help improve our services
- Get out and about
- Meet new people.



Neighbourhood Walkabouts

What is it about?

Our Neighbourhood Action Teams visit your area once a month. Each team is made up of Calico staff, who work with you to help make your area a clean and safe place to live. Join us on a neighbourhood walkabout and point out the things that matter to you.

Who is it for?

Anyone who lives in one of our Neighbourhoods

When and where do they meet?

Once a month – times and locations differ for each neighbourhood.

Benefits:

- Make a difference where you live
- Get out and about
- Meet new people
- Take part in as much or as little as you like!



Community Groups

What is it about?

We support a number of community groups who run local projects and provide useful information for customers. We can help you get involved with your local group, or put you in touch with support to set one up.

Who is it for?

Everyone who lives in one of our neighbourhoods.

When and where do they meet?

Each community group has different opening hours – we can send you further details about your local community group.

Benefits:

- Develop your skills and knowledge
- Make a difference where you live
- Get out and about
- Meet new people
- Take part in as much or as little as you like!

“Being involved at Calico has given me the ability to realise my own potential, take a new direction in my life and make a lot of new friends.”

Emma Foden, RAISE

Social Activities at Sheltered Schemes

What is it about?

We currently have six different sheltered schemes for our Older People's Service customers. From informal coffee mornings to games of bingo, we can let you know about the range of social activities at your local sheltered scheme, and how you can get involved.

Who is it for?

Calico tenants who are customers of our Older People's Service.

When and where do they meet?

Each sheltered scheme runs activities at different times – we can send you further details about your local scheme.

Benefits:

- Get out and about
- Meet new people
- Take part in as much or as little as you like!

Membership of Calico

What is it about?

By becoming a Member of Calico, you will receive copies of our Annual Accounts and Annual Report, have the opportunity to attend and vote at general meetings, and vote for new Board members and the company auditors.

Who is it for?

All applications for membership are considered by the Board of Management. Members must be over the age of 18 and demonstrate an interest and commitment to Calico and housing in East Lancashire.

Benefits:

- Find out information
- Monitor and challenge our performance



More Time

We have a number of involvement groups for those who want to have their say about the main services we provide. If you want to help make our services better for you and other customers, why not join one of the following groups?

Steering Groups

What is it about?

They are focussed on three main aspects of what we do:

People – including customer service, involvement, complaints, disability, and access to services.

Property – including repairs, gas, and improvement works.

Place – including neighbourhoods, anti-social behaviour, and how we let our homes.

Who is it for?

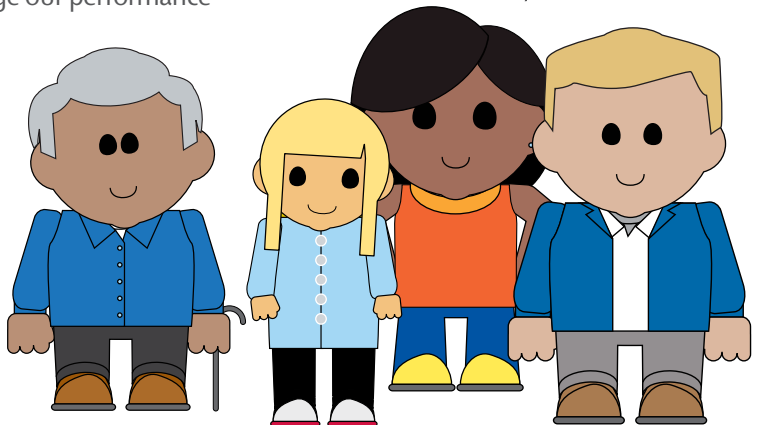
Everyone and anyone interested in helping to make our services better.

When and where do they meet?

Throughout the year at Calico, generally every 2-3 months.

Benefits:

- Find out information
- Tell us what you think and help improve our services
- Monitor and challenge our performance
- Meet new people
- Get out and about.



Resident Inspectors

What is it about?

We have a variety of opportunities for you to work alongside staff to inspect the quality of work we do in your homes and neighbourhoods.

Go out and inspect the work carried out in our empty properties, and let us know if our disabled adaptations are installed to a high enough standard, or if our staff have carried out their inspections to a high standard.

Who is it for?

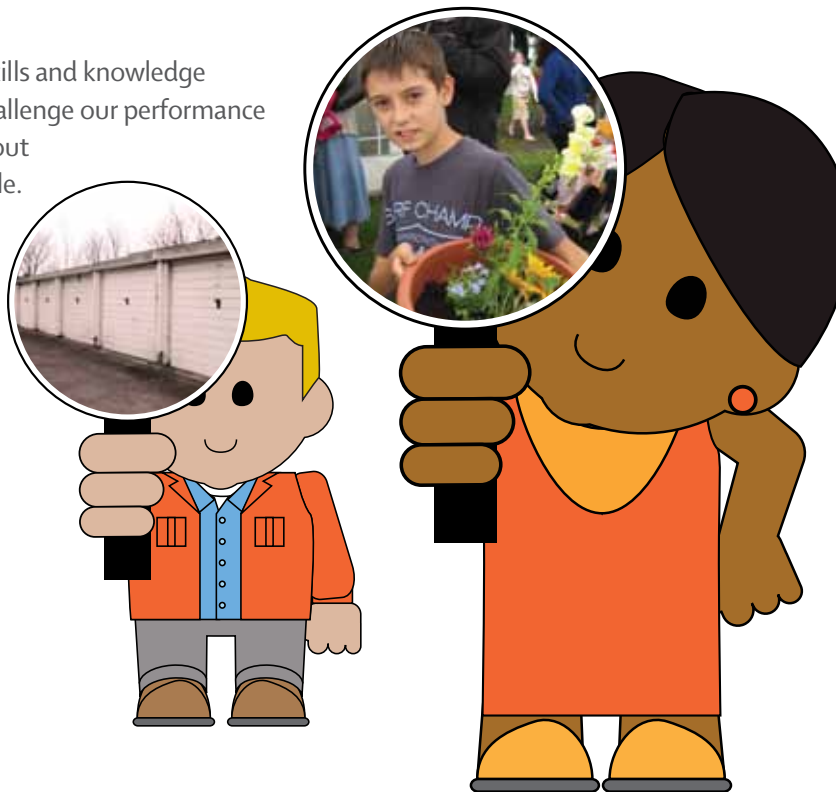
Everyone.

When and where do they meet?

Inspections are arranged on different dates and locations vary – we can send you further information.

Benefits:

- Develop your skills and knowledge
- Monitor and challenge our performance
- Get out and about
- Meet new people.



Seniors Forum

What is it about?

The Forum is made up of Older People's Service customers, who discuss issues that affect them. Guest speakers are often invited to share useful information.

Who is it for?

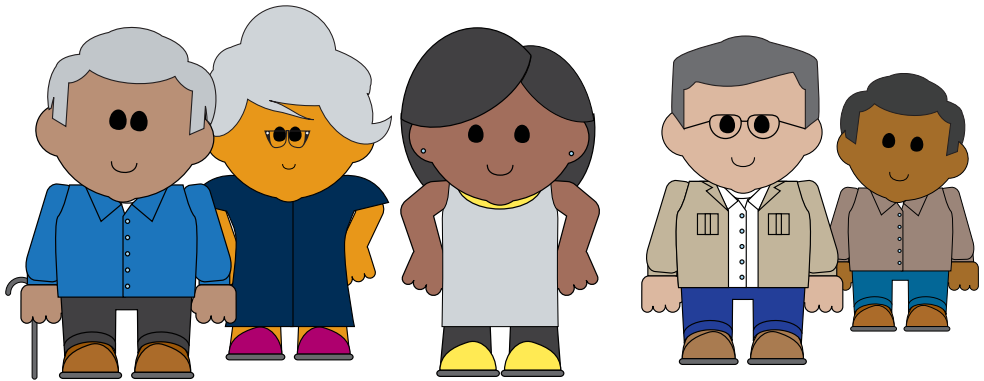
Calico tenants who are customers of our Older People's Service.

When and where do they meet?

Throughout the year at community venues.

Benefits:

- Find out information
- Meet new people
- Tell us what you think and help improve our services.



Media Review Group

What is it about?

Ideal if you are creative or love to share information!
Help to produce Bolt, our customer magazine,
and work on a wide range of different
communications, both in print or online.

Who is it for?

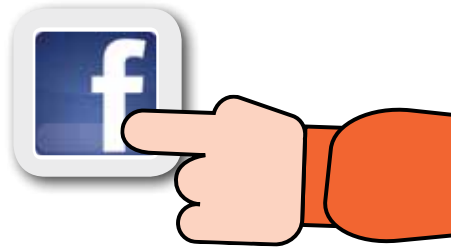
Everyone – especially if you are looking to develop media skills.

When and where do they meet?

Online discussions are held on our Facebook page to discuss drafts – **'like'** our page
and get involved!

Benefits:

- Tell us what you think and help improve our services
- Develop your skills and knowledge
- Take part in as much or as little as you like!



Mystery Shopping

What is it about?

To make sure we are doing what we say, we invite customers to go 'undercover' and test our services. This may be a visit to Reception or a phone call to make an enquiry. Customers help set scenarios and write a short report of their findings. Full training is provided and all expenses are covered by us.

Who is it for?

Everyone.

When and where do they meet?

Their meetings are secret – tell us you're interested and we'll send you more information!

Benefits:

- Monitor and challenge our performance
- Develop your skills and knowledge
- Meet new people
- Improve your employment chances.



More In Depth

RAISE Panel

What is it about?

RAISE stands for: **Realistic Action to Improve Standards and Excellence**

RAISE are our customer scrutiny panel. They act as our 'critical friend'. The panel review services that they choose to look at so they can tell us where we are getting things both right and wrong, and then make recommendations for improvements. RAISE act in the interest of all customers and have a direct link to our Executive team and Board, who make sure their findings are taken seriously and acted upon.

- Previous RAISE activities have included:
- Reviewing policies and procedures
 - Interviewing and shadowing staff
 - Looking at performance information
 - Seeking other customers' views on the service by setting up focus groups and surveys
 - Visiting other organisations.



Who is it for?

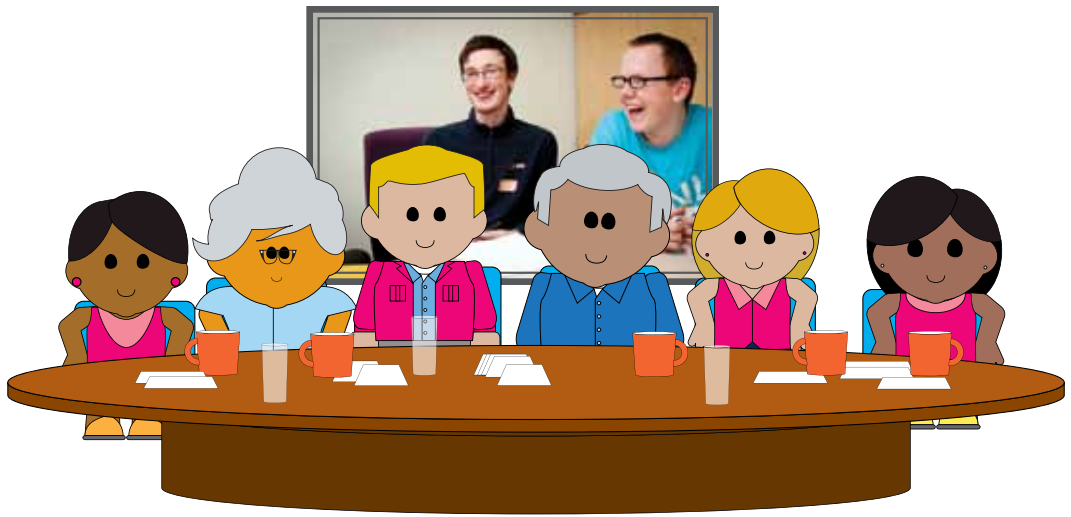
Mainly Calico customers, but two places are reserved for non-tenants, selected via an application and interview process.

When and where do they meet?

Once a month throughout the year (this can vary depending on the activities they have chosen to carry out as part of their work). You need to be able to commit a minimum of eight hours a month.

Benefits:

- Monitor and challenge our performance
- Find out information
- Develop your skills and knowledge
- Increase your confidence
- Get out and about
- Meet new people
- Improve your employment chances.



Tenant Board Member

What is it about?

The Board is a group of people who volunteer to direct and control company affairs. Their job is to ensure that it is well run and delivers the company's objectives. One third of the Board is made up of tenants.

This can include helping to: set the strategic direction for the future; decide what and where to build or what and where improvements should be made; set budgets and approve accounts; set the rents; appoint the Chief Executive; and assess performance. All relevant training is provided.

Who is it for?

Calico tenants who are over 18 and have either completed the Calico Academy or have housing-related skills and knowledge that can be transferred to the Board. Board Member positions are subject to an application process.

When and where do they meet?

Evening meetings every six weeks at Calico.

Benefits:

- Develop your skills and knowledge
- Improve your employment chances
- Increase your confidence
- Meet new people.

Training and Development

What is it about?

We can provide lots of opportunities for you to develop your knowledge and skills, from building your self-confidence and learning how to use a computer, to helping you find a job. It can be formal or informal, depending on what you need.

Who is it for?

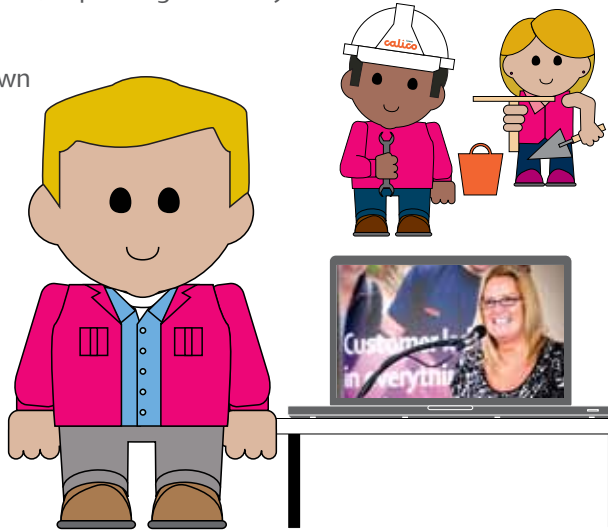
Anyone who wants to improve their own quality of life through learning.

When is it?

Training courses run at different times throughout the year – for more information, please request our **training brochure!**

Benefits:

- Develop your skills and knowledge
- Improve employment chances
- Increase your confidence
- Get out and about
- Meet new people.



"I want to make a difference and this is one way of helping to improve and maintain quality services." Bill Swift, Customer Service Steering Group



Calico Academy

What is it about?

A 12 week course to learn how we work, which runs twice a year. A fantastic opportunity to learn more about our services or social housing in general. All sessions are delivered by staff. Customer feedback on the programme is outstanding. There is no test involved. However, once you graduate from the Academy, there is an opportunity to progress to an accredited qualification in housing, if you wish.

Who is it for?

Anyone living in our neighbourhoods or receiving our services, although a slightly higher priority is given to tenants as most of the course is focused on the services we provide to them. You need to be able to commit to the full 12 week course.

When and where do they meet?

Once a week at Calico for 2 ½ hours.

Benefits:

- Develop your skills and knowledge
- Improve employment chances
- Increase your confidence
- Meet new people.



“The benefits to me personally have been amazing! I’ve met some great people, some of which I hope will become friends. If I am ever in a position to return to work, it’s given me new skills and knowledge to add to my CV.”

Michelle Harrison, Calico Academy



Job Shadowing

Accompany staff in certain roles while they do their jobs, and get a better understanding of how they work. You don't have to do anything – just observe and, of course, ask any questions you want!

Who is it for?

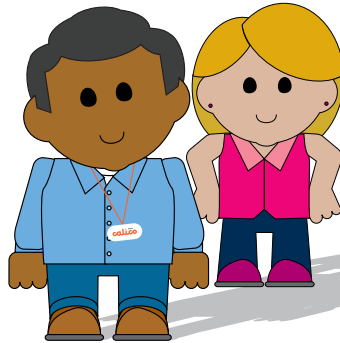
It depends on the type of job and your circumstances, but we will try to accommodate as best we can. Ask for more details.

When is it?

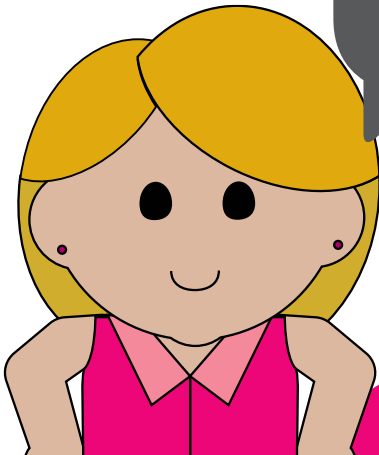
We can arrange it at any time to suit you. We would suggest coming along for half a day.

Benefits:

- Develop your skills and knowledge
- Improve your employment chances
- Increase your confidence.



“It’s a good way to get to know the people who head the different departments: they are not just a voice on the phone or someone you only see when things go wrong.” Barbara Williamson



National Careers Service

What is it about?

We deliver a free service to help you set and achieve goals related to your personal development or employment. Our advisors will help you decide what you want to achieve and give you advice and guidance on how to accomplish your goal.

Who is it for?

Any adult over the age of 19 (or 18 if you are a Jobcentre Plus customer or an ex offender).

When is it?

We'll agree dates and times with you. Just let us know you're interested and we'll start the ball rolling. You can attend up to three sessions.

Benefits:

- Develop your skills and knowledge
- Find out information
- Increase your confidence
- Improve your employment chances.



The ABC Fund

What is it about?

The **Activities Based in the Community (ABC) Fund** has been set up to help people access funding where they might not normally qualify, to carry out activities which will benefit the community.

There is a maximum of £300 available per applicant/event in one year. This allows the fund to assist as many local projects as possible and benefit more communities.

More than one application can be made up to the maximum of £300 in each financial year. Your application must reach us no later than two weeks before the proposed date of your activity to be considered.

Who is it for?

The fund is available to anyone living in one of our neighbourhoods, providing you meet our criteria.

What are the criteria?

In order for you to be eligible to apply for funds, you should demonstrate that you meet the following criteria:

- All applications must demonstrate the value of the project and the benefit to the community
- Your project must be fully inclusive, and participation must be totally free of charge
- Your project will encourage and help to develop improved communities
- The application for funding cannot be used for core running costs, i.e. staff costs, utility costs, etc
- We will only fund the same project/event for two consecutive years
- Your project must be based in areas where we have homes and should promote involvement from all sections of the community
- If applying as a group, you must have a Constitution (or Statement of Objectives/ Mission Statement if not a constituted group), Equal Opportunities Statement, and Child Protection Policy if your project involves working with children aged under 16. If applying as an individual, you must provide a clear statement of your project objectives and, if your project involves under-16s, a statement of how you will ensure they are safeguarded whilst in your care

- Full additional supporting forms, breakdowns, quotes etc must be supplied on application. This will show whether the budget for your project is appropriate, realistic, and an efficient use of funds
- Funds will not be used as a basis to generate a profit.

How the ABC Fund Makes a Difference

Since 2007, the ABC Fund has helped fund over 100 different community projects. Applications have ranged from day trips and fun days, to healthy lifestyle workshops and dance sessions.

Here is an example of a recent project we helped to fund:

Jubilee Party

Central Briercliffe Road Action Group applied for funding in May 2012 to organise a Jubilee Party for residents. This event was:

- Free for everyone
- Open to everyone (the venue had wheelchair and pram access)
- Open to other groups, such as the Over 50s Club and local churches, widening the diversity of those attending
- Attended by volunteers, who offered lifts to residents with mobility problems.

Have we missed
anything?
Let us know!

calico
the abc fund



Please return your completed form to:
 The Community Involvement Team
 Calico Homes
 Centenary Way
 Croft Street
 Burnley
 BB11 2ED



FOLD

Take the next step

If you'd like to get involved, just fill in the form below and return it to us, or contact us via the details provided near the beginning of this brochure. We can then add you to our involvement database and contact you with further details.

Are you a Calico Tenant? Yes No

Name:

Address:

Email:

Contact No:

I am interested in getting involved in:

Quick and Easy

- Calico Crew (by email) Calico Crew (by post) Events
Neighbourhood Walk-about Community Groups
Social Activities at Sheltered Schemes Membership of Calico

Other Comments:

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.....
.....

More Time

- Steering Groups Resident Inspectors Disability Forum
Seniors Forum Media Review Group Mystery Shopping

Other Comments:

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.....
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More In Depth

- RAISE Panel Tenant Board Member Training and Development
Calico Academy Job Shadowing National Careers Service
ABC fund

Other Comments:

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.....
.....



If you would like more information about involvement opportunities:

- **Phone us:** 0800 169 2407 or 01282 686300 (ext. 6496)
- **Email us:** CommunityInvolvement@calico.org.uk

Visit our social media sites



facebook.com/calicohomesandenterprise



twitter.com/calico_group

www.calico.org.uk

Registered Office:

Centenary Court, Croft Street, Burnley,
Lancashire, BB11 2ED

Freephone 0800 169 2407

Local Number 01282 686 300

www.calico.org.uk | contact@calico.org.uk

