



A catalyst for change
the difference we make

The Calico Group's 2019 Social Profit Report contains:



Introduction

3

Careers

employability services

4

AFTA Thought

training services

11

Gateway

homelessness and specialist housing support services

14

Social Enterprises

31

Be well

health services

39

Staff wellbeing

43

A catalyst for change

Our vision is to be a catalyst for change in people's lives, delivering a broad range of service offers that support individuals and families. We provide training, social enterprise, and support services that help people often in challenging circumstances to live the life that they want.

We deliver in some of the most deprived areas of the North West of England, currently across 14 local authority areas. Our activities are led by societal need, often doing things that others see as 'too difficult'. We categorise our social impact into eight themes (*below*).

The services we deliver are very diverse but fall into six work stream categories that this report is structured around:



We are achieving significant outcomes across these services as demonstrated in this report.

A key factor in our success is that a high percentage of our staff live in our communities, many of whom bring lived experience to their role and give us a deeper understanding of how best to support people.

We're proud to be part of The Calico Group, "Making a real difference to people's lives" through our a framework of shared values.

Without the help, support and commitment of other Group companies we would not achieve the outcomes that we are able to demonstrate in this report.

We hope you'll enjoy reading about what we do and the difference we've made to our customers' lives.



Reducing unemployment



Improving health and wellbeing



Improving economic wellbeing



Improving skills and education



Improving independent living skills



Reducing homelessness



Protecting the environment



Securing accommodation

Careers

“By **breaking barriers one at a time**, we’re delivering training that’s accessible to all... **helping people to achieve their aspirations and flourish.**”



Constructing the Future



Operating across the North West to support the most vulnerable apprentices, and funded by CITB (Construction Industry Training Board), Constructing the Future is an innovative collaboration between CITB and partners in the construction industry.

Our shared apprenticeship scheme provides construction contractors with an opportunity to meet local labour obligations and enjoy all the benefits of an apprentice without the direct employment responsibility.

We focus on individuals that have been less successful in the academic setting and provide a wraparound support, creating opportunities for young people who may not have been offered or be able to sustain an Apprenticeship otherwise.



Rachel Case study

One of our Constructing The Future Apprentices in Lancaster was living on her own with her boyfriend who was out of work and not receiving any benefits, supporting both of them (and a house) on £4.20 an hour.

She had managed to keep her head above water but February was a short month and based on hours worked her March wage was lower than normal. She was struggling. Rachel in our CTF team contacted the Chai Centre to arrange a food parcel to take over for her and took 3 carrier bags of food over to her and her partner to see them through the month.

Rachel picked our Apprentice up from her work place and took her home to fill her cupboards and fridge with the food. She was really really thankful for the support and help. A great example of Calico working together to do the right thing and help to make a difference to people's lives.

"This apprenticeship has been more than just a "job" for me; I feel that it has provided me with opportunities and challenges that I never thought I would be able to complete. When starting my apprenticeship I was really shy; I was always fed up with the way my life was and I had absolutely no confidence.

"Now, 6/7 months into the apprenticeship I am a lot more confident than I ever thought I could be, I can speak to new people and not get shy, and I love the way my life is. Through my apprenticeship I have been provided with many opportunities. I have passed my CSCS health and safety test, I have progressed my job role into helping other colleagues with their work, and I am getting ready to sit my practical driving test at the end of December this year.

"None of this would have been possible without my apprenticeship and the support I have received from the staff at Calico."

Kayleigh

Constructing the Future - Stats



Changing Futures

The Changing Futures project is about “Providing services that help individuals that are out of work with multiple barriers to move closer to the labour market, finding jobs that they love”.

All participants are unemployed or economically inactive and many are at high risk of social exclusion, such as people from BAME communities, people with physical or mental health problems and people with learning difficulties.

Our Transformational Coaches work with each participant as an individual to help them understand their own abilities, skills and interests, to identify ways to help address their multiple barriers to economic activity.

- The service is funded by the Big Lottery and the European Social Fund.
- Our lead partner is Selnet.
- The service is currently delivered in Burnley and Pendle, Hyndburn and Rossendale, Blackpool, Fylde and Wyre and Preston
- Each person has scheduled 1-2-1 support sessions, and their own personal development plan

Story

A customer referred to the programme was so lacking in self-esteem, self-confidence and motivation that he had given up on himself. Through the project we have spent time exploring his interests and looking at his core skills and strengths and he is now starting his own business writing and selling his own poetry and is attending a course on business start-up. He is so much more positive in his general outlook on life.



"I can't think of anything that is more fulfilling than helping people take a different look at themselves and realise that they are a valuable member of our communities with so much to contribute".

Julie
Transformational Coach

"Your service has worked for me where others haven't and I feel listened to and supported"

"Thank you so so much, I'm so grateful for all your help, I feel like someone has listened to what I need for the first time in my life"



Changing Futures
Building Better Opportunities



Changing Futures - Stats



Right Start Programme

The Right Start Programme is delivered in schools. It was developed to support 14-15 year old students who are at risk of becoming NEET (Not in Education, Employment, or Training), mainly as a result of their attitudes and challenging behaviour, with the aim of motivating them to improve their attendance rates and participate more in learning.

The programme is delivered by confident tutors who have a flexible approach to delivery, and the group sessions are interactive with practical exercises delivered with enthusiasm and lots of high energy.

Activities run alongside classroom-based sessions included:

- **Boxing sessions linking into anger management**
- **Bank Parade rehabilitation visit linking into addiction awareness session**
- **Team Activity – Key Punch linking into active listening session and problem solving**
- **Tramlining (outdoor activities) – linking into dealing with boredom session**
- **Prison visit linking into the whole programme**
- **Celebration event – presentation of certificates**
- **Work experience week**

Story

Jack had behaviour and emotional issues and struggled to remain calm in difficult situations. He would often get angry at his siblings and upset his mum with his actions so was under constant threat of having to leave the family home. He was bored with school so would kick off at the slightest thing.

As such, he had been put on a reduced timetable and was likely to leave school with no qualifications and become NEET. During the Right Start sessions Jack learned about self-defeating behaviours, and identified how he could control his anger and keep calm in difficult situations.

Now the programme has ended, he is now sustaining his work much better in school and his behaviour has improved during his lessons. He is much more likely to remain in school and complete his exams. He is also a lot more confident in being able to deal with his anger and is aware of how to control it.

At the end of the programme, Jack completed a week's work experience, working with our Ring Stones service which he really enjoyed. He has found himself a part time job in a pet shop – he is only the 2nd person in his family to be working so this is a real achievement for him.

As a result, his mum has now told him he can continue living at home, and he says that the relationship with his mum and siblings is much better now. He has his sights set on a career in the Army, once he has completed his exams.



Right Start Programme - Stats



Afta Thought

“Training that **inspires positive change**, connecting hearts and minds... **unforgettable learning events** that bring to life **people’s lived experience**, making a real difference to people’s lives.”

AFTA Thought

Afta Thought have been creating drama-based training for over 25 years, specialising in staff training and unique conference sessions, working closely with clients to create unforgettable scripts and training scenarios that are realistic, recognisable and measurable. They are hugely experienced in dealing with difficult subjects, sensitively and sensibly, to enable positive change in the workplace.

They take the time to understand what the commissioning organisation is looking to achieve through the training and either tailor regularly-requested topics or create a bespoke training products to meet a unique need.

The sessions are powerfully delivered by actors on topics include:

- Safeguarding Children & Adults
- Equality Diversity & Inclusion,
- Unconscious Bias
- Mental Capacity Act
- Harmful Practice
- Self Neglect & Hoarding
- Domestic Abuse
- Dementia

- Mental Health Awareness and more
- across many sectors including Health, Housing, Museums, Emergency Services, Construction, Clinical Commissioning Groups, Universities, Further Education, & Private Organisations

Within the Calico Group, Afta Thought have worked with:

- Bad Kamra – provided the acting for a training film on “Person Centred Practice” for Greater Manchester Mental Health service
- Acorn Academy – helped to develop their Emotional Intelligence training offer
- Safenet – performed at a number of funding bid interviews, awards, and events
- Group-wide – delivered 25 internal training courses to staff

“Today has been the most stimulating, thought provoking, realistic, interesting and memorable piece of training I have ever been on”

“Attended Unconscious Bias training this afternoon run by Afta Thought. This method of training is so effective and hard hitting at times. It takes real life situations from organisations and lays them bare for everyone to see and ultimately to learn from.”



AFTA Thought - Stats



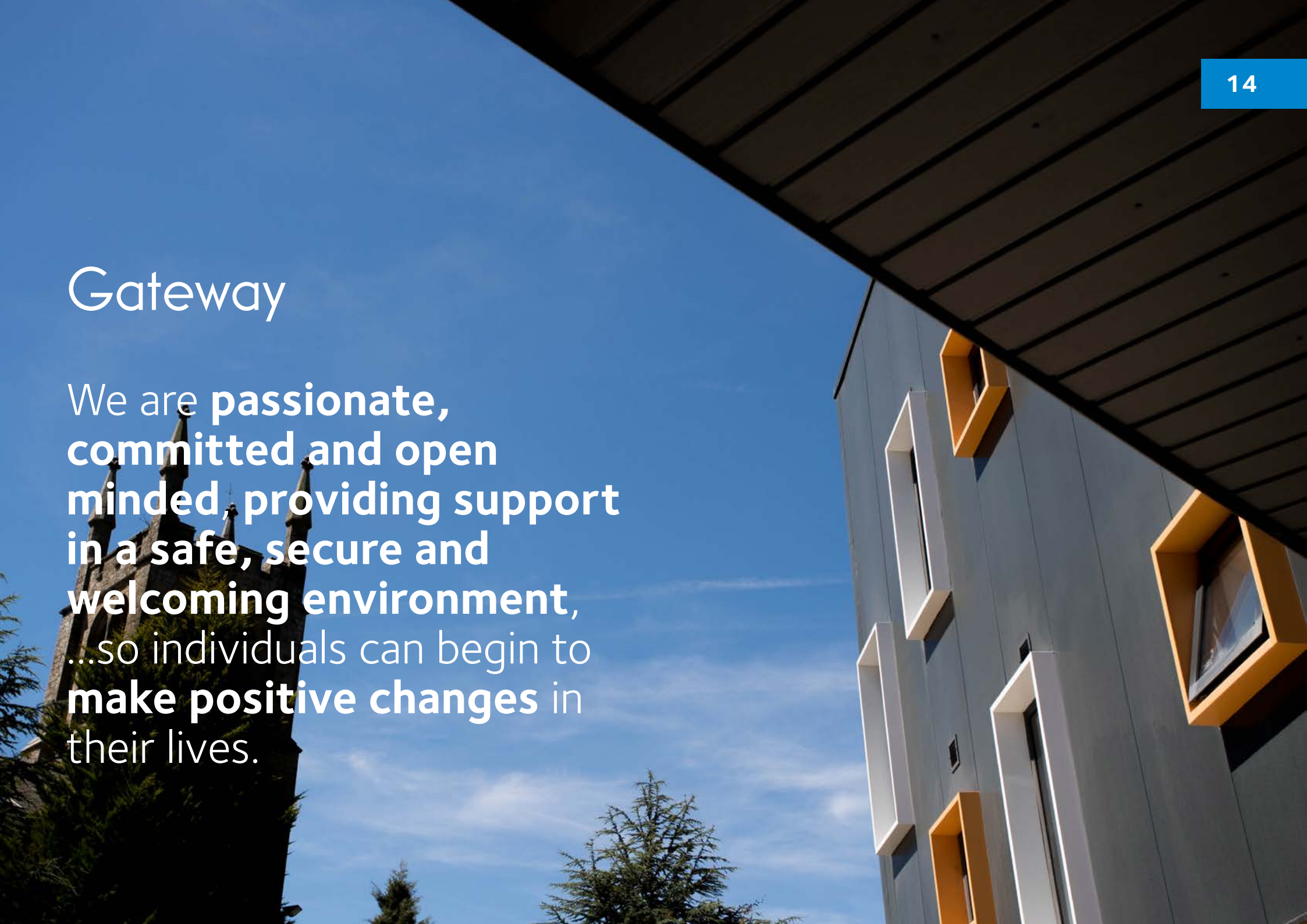
Delivered training to around
8,000 trainees



170 External training courses in 27
Local Authority areas across the UK

Gateway

We are **passionate, committed and open minded, providing support in a safe, secure and welcoming environment,** ...so individuals can begin to **make positive changes** in their lives.



Gateway



Our main homelessness service is delivered from the new Gateway building in Burnley, which was built in partnership with Ring Stones construction and Calico Homes, and which opened its doors to its first customers in August 2018, accepting referrals from all districts across East Lancashire

There are four streams of access; crisis rooms, main stay supported accommodation (which could be anything up to 2 years depending on complexity of needs), cold weather provision, and sit up services.

The service promotes independence, social inclusion and an improved quality of life by supporting individuals according to their individual needs. This could include support to:

- develop self- confidence and self esteem
- access or maintain accommodation
- develop more settled patterns of living
- access specialist legal advice in order to understand their housing rights (especially where individuals are at risk of violence)
- develop or recover domestic skills including cooking, cleaning, use of household appliances etc., reporting repairs
- make and maintain contact with family or friends
- develop budgeting skills which will minimise the risk of debt accruing

- maximise income including claiming benefits and reduce any debts which have arisen
- participate in training/education and to achieve qualifications in order to improve employability
- develop skills required by employers
- increase confidence and ability to apply for work and volunteering/work like activities
- live a healthy lifestyle and to be better able to manage their physical and mental health
- address any emotional wellbeing issues
- access health services including GPs, mental health services and substance misuse services
- access community based services which offer support
- access cultural and leisure facilities (including sport, libraries, arts etc.)
- prepare for independent living by saving, accessing and/or accruing entitlement to resources needed to move on successfully eg furniture, bond schemes, cash deposits

We have a non-abstinent offer, allowing individuals to access accommodation even whilst under the influence of substances, so they can start to move towards independence. This is a truly innovative offer in this field matched with a setting that offers the best chance for positive outcomes and change.

Within the Calico Group, the Gateway services have worked with:

- Jane's Place (Safenet) to provide specialist support for clients in relation to Domestic Abuse
- Chai centre to access the food bank to support activities and clients moving on
- Calico Homes' Income team, who support Gateway key workers around housing management system training and account monitoring
- We've also worked with Acorn Recovery Projects, and Calico's Skills team to support our residents.

Held at 8.30am every day, our Breakfast Club has proven to be a real hit with residents, with food generously donated by local businesses, including Tesco. The Breakfast Club provides an excellent incentive for residents to start creating a daily routine. All residents are encouraged to develop a structure to their day through support plans and conversations with staff.

Gateway



"I came from another hostel where I was unhappy, and physically and mentally ill. No confidence, anxious, depressed and addicted to heroin. Since moving into Gateway I have started to get some structure and routine in my life. I attend groups both at Gateway and in the community and have a methadone script in place and I've reduced my alcohol. I now see my daughter regularly and think more positively. I have moved from standard room to a training flat at Gateway to help me get ready to move out from here."

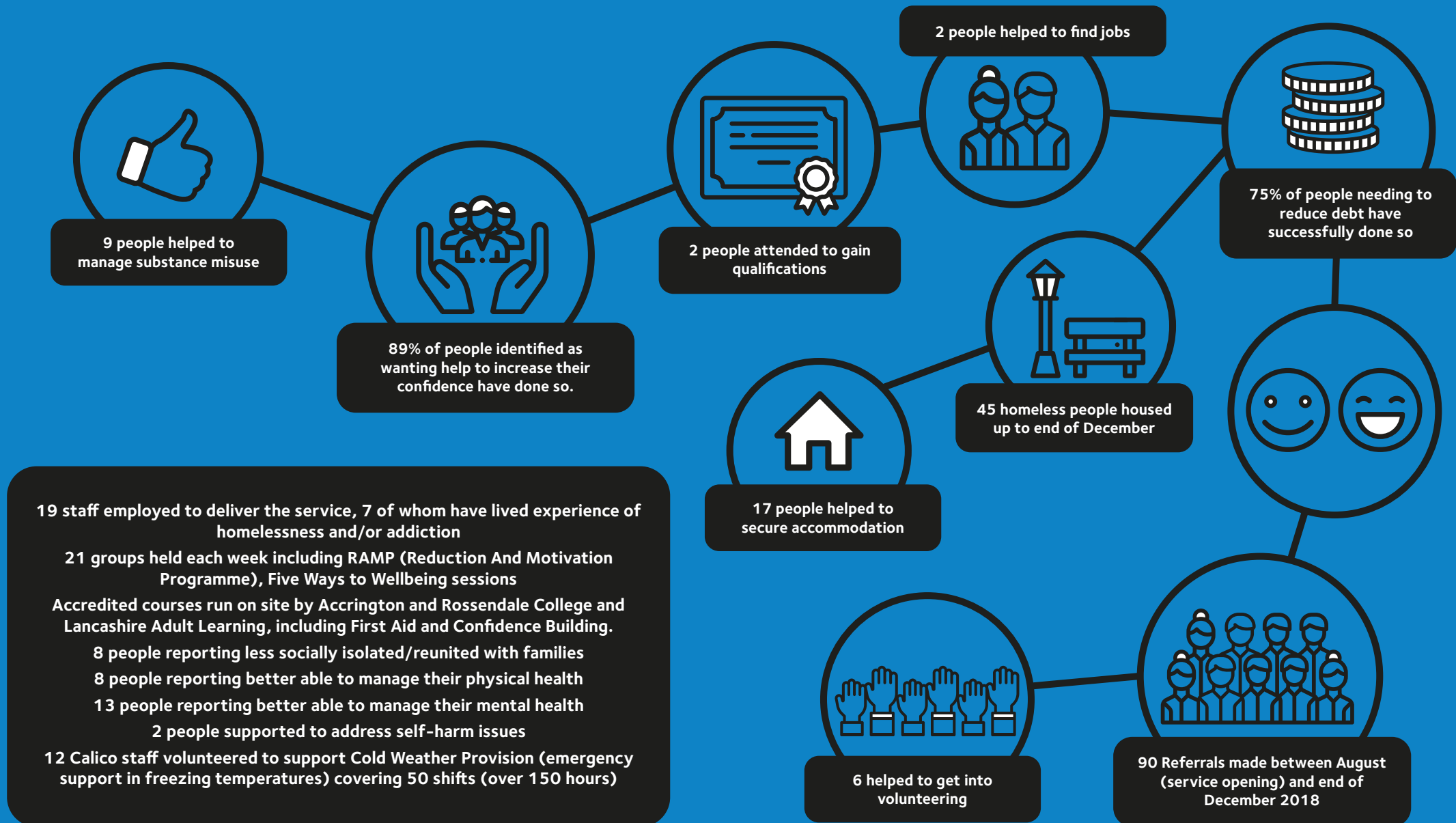
"I've gone from being homeless, sleeping on sofas, to coming into Gateway in a crisis room. It's been 3 weeks and I've been given support which is helping me. I have been given a chance to move from my crisis room up to a main room which is much bigger. I am now getting some structure and by attending key working sessions and 5 ways to wellbeing."



The service works in partnership with:

Acorn, Changing Futures, Inspire, LCFT, LCC, NHS, Police, Probation, Social Services, Tesco, Community Sports Initiatives, Accrington and Rossendale College, LAL, Burnley Football in the Community. Alcohol Anonymous and Narcotics Anonymous both deliver sessions from our premises.

Gateway Services - Stats



Bury Rough Sleepers



Our Bury Rough Sleepers service has been operational for 5 years, providing support to access accommodation, cold weather provision and breaking down barriers preventing them from accessing housing. We offer advice to individuals and couples who may have multiple complex needs.

Following an outbreak of Hepatitis A in Rough Sleepers the service worked alongside the Lead Health Practitioner Nurse for Bury to provide information regarding the numbers of those who were rough sleeping and organised vaccination clinics.

They distributed literature about Hepatitis A within the borough, specifically information around hand hygiene and harm reduction, and encouraged Rough Sleepers to access the clinics and receive a vaccination.

They linked in with the One Recovery Detox Nurse who requested the service to increase awareness of disease reduction around Hepatitis A, B, C HIV, testing and vaccinations within the Rough Sleepers community. They also promote the Homeless Friendly GP surgeries to ensure that those who are homeless have access to health care.

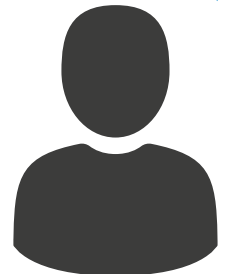
Story

Amy attended a Bury Rough Sleepers drop in session due to a relationship breakdown. She had been her ex-partner's registered Carer. The tenancy was in her ex-partner's name, and he asked her to leave. She was temporarily staying with her son, but this was causing issues. She was receiving £90 Carers' Allowance each fortnight but had no other source of income. She was anxious and feeling very low.

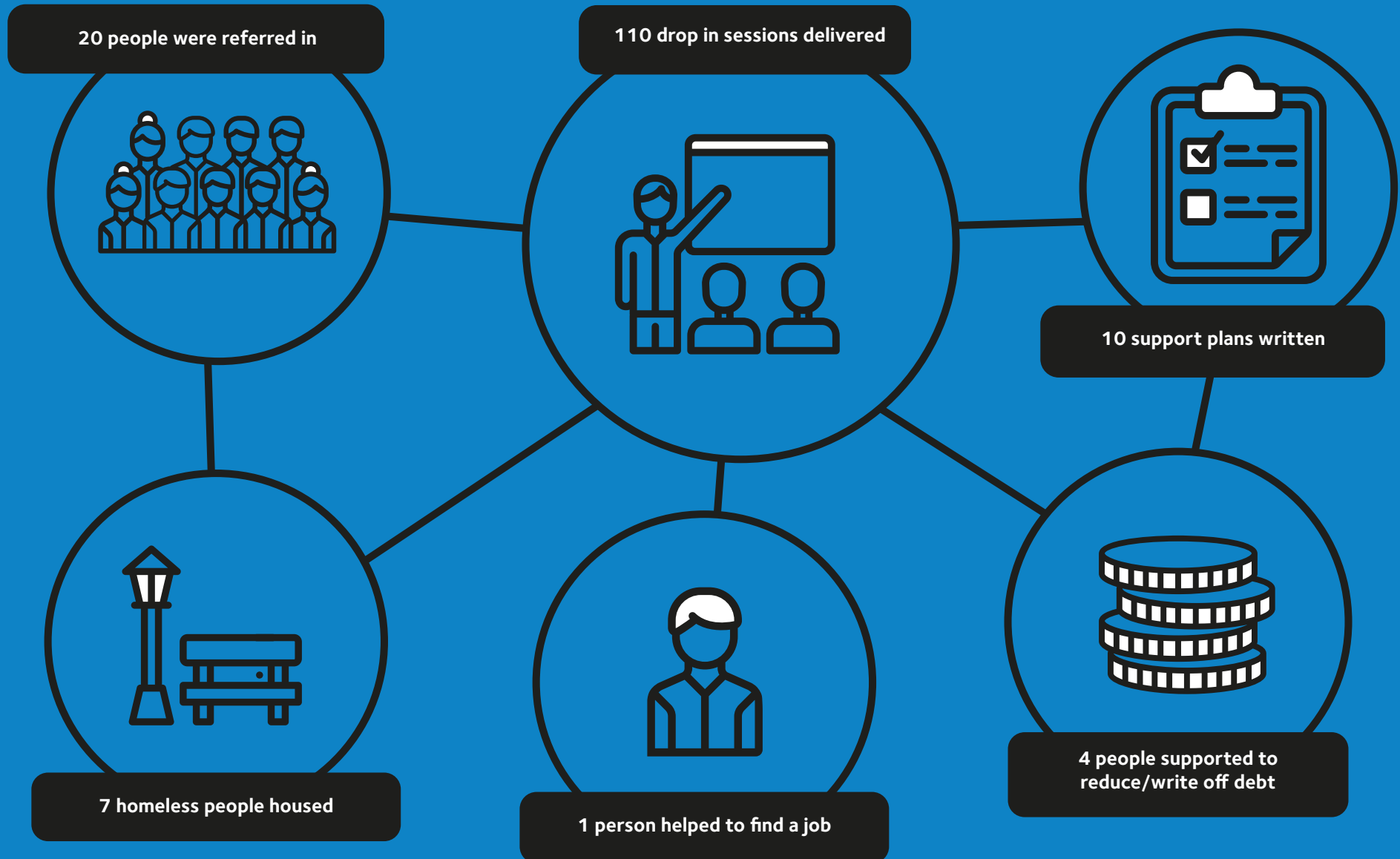
The service helped Amy to find a 1-bedroom flat with a social landlord, and supported her to complete a claim for Housing Benefit and Council Tax support. They also contacted Carers' Allowance for her and stopped the claim, and instead helped her apply for Jobseekers' Allowance. They contacted Bury Social Fund and she was awarded £495 to buy furniture for her flat. They helped her to contact her household bills providers and set up payments, and referred her to Floating Support for ongoing help until she was in a position to manage on her own.

As a result, Amy found herself in a better financial position. She started volunteering in a local charity shop and from there found employment for 2 days a week. Her relationship with her son has improved again, and now her life is back on track she has more self-confidence and self-esteem.

"You helped me through a really difficult time and I don't know what I would have done without you. You were inspirational and helped me when I had nowhere else to turn. I feel as though I've got lots of support from others too and knowing people care about me helps me to stay on track".



Bury Rough Sleepers – Stats



Floating Support Services

Through passion, hard work and commitment we provide person centred support services to those in need within our community to enable every individual to live independently and improve their health and wellbeing.

The services are aimed at:

- Increasing independent living skills
- Tenancy sustainment
- Preventing and reducing homelessness
- Increasing employability
- Reducing social exclusion and isolation
- Community integration
- Supporting people to achieve behaviour/ lifestyle goals, maintain their mental health and develop the capacity and confidence to live independently
- Reducing or delaying demand for other health and social care services
- Helping to break the homelessness cycle, criminogenic behaviour and substance misuse through targeted interventions

They work in partnership with:

Pendle Borough Council, Bury Council, Burnley Borough Council, Rossendale Council, Hyndburn Council, Chorley Council and Lancaster Council



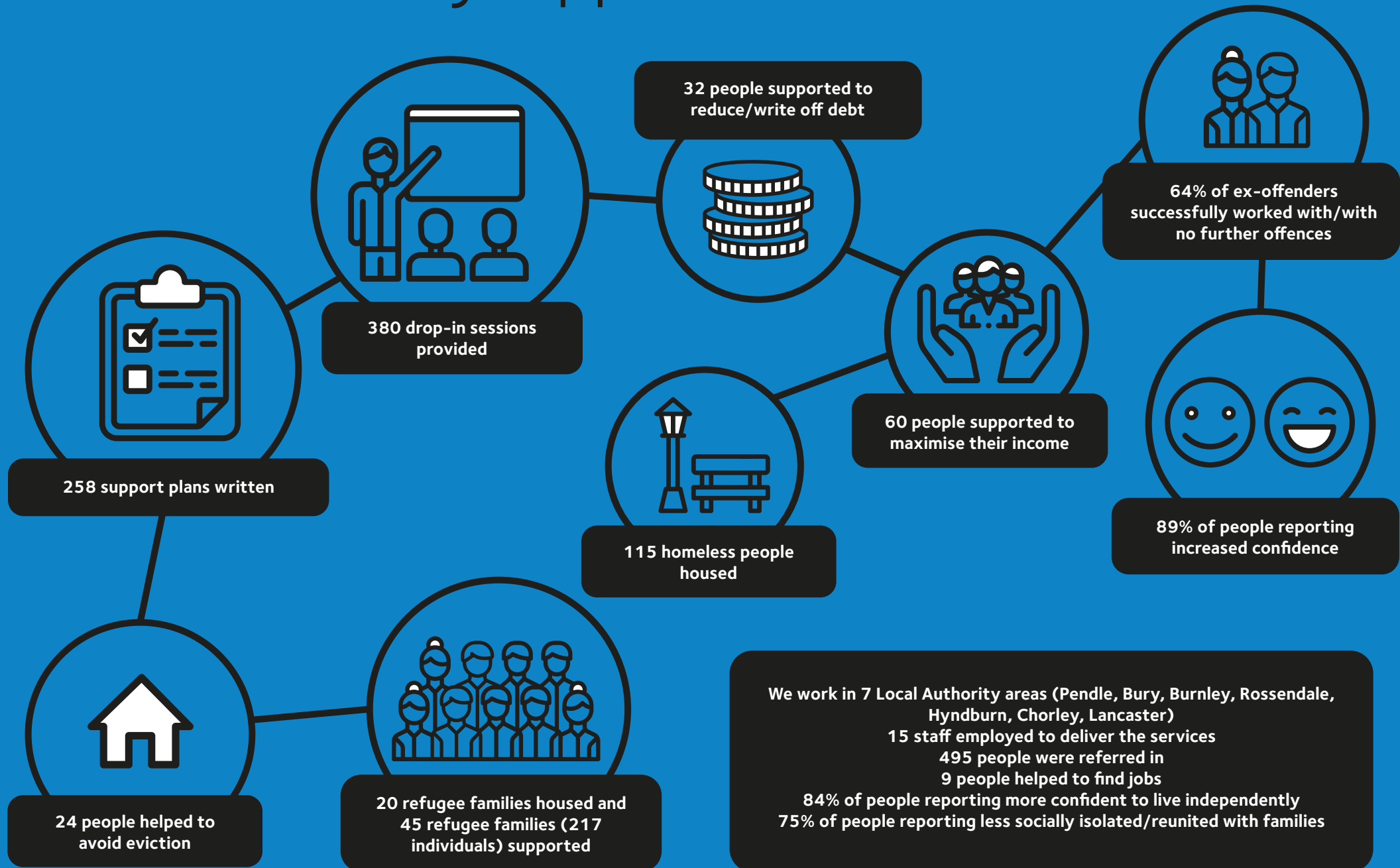
Agencies who referred into the services included:

Schools, Social Care, GP's, Integrated Neighbourhood Teams, Housing, Probation, Shelter, Revolution, Police, PCSO's, Local Authorities

Agencies who customers were referred onto for more specialist help included:

Citizen's Advice, Job Centre, Drug & Alcohol Services, Mental Health Services, Social Care, Vicars Relief Funding, Integrated therapies (eg: Occupational Therapy)

Floating Support Services - Stats



Syrian Resettlement Programme (SRP)



During 2018 our Syrian Resettlement Programme was supporting 47 households across Burnley, Pendle, Hyndburn and Rossendale. The service concentrates on housing related support and on integration with the local community so that after 12 months they are fully independent,

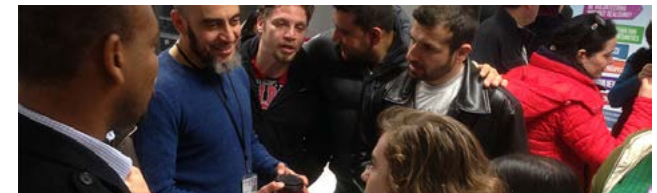
The overall aim of the service is to identify what is most important to each person within the family for them to achieve a good healthy life, designing the support around their desired outcomes. This enables them to successfully integrate within their community, sustain their accommodation and live independently in a thriving, happy and safe environment.

They are supported with:-

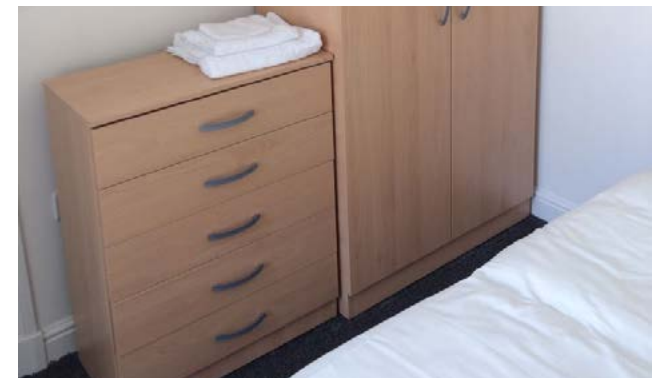
- Benefits and Finance
- Health and Wellbeing
- Housing
- Education and Training
- Social and Leisure
- Employment and Volunteering
- Legal issues

The support plan is divided into 3 categories:-

- **Step In:** Used for the first eight weeks of arrival and includes orientation to places of importance e.g., hospitals, job centres, schools, places of worship, travel links, GP surgeries and Dentists.
- **Step Up:** Covers the main areas of integration and develops family's knowledge of customs, systems and legislation within the UK. The Step Up plan will last up to the end of families being in the UK for 12 months and will be reviewed at month 3, 6, 9 and 12 after arrival.
- **Step Forward:** Support families on their journey to full integration and economic self-sufficiency. Its focus will be building on existing skills and qualifications, accessing training, volunteering, work placements and eventually paid employment.



Syrian Refugees from all 4 districts at an Integration event at UCLan – meeting the UCLan students



One of the refurbished project for the Syrian Refugees

Syrian Resettlement Programme (SRP)



Story

In Syria SA had his own Computer repair shop and met his wife who was a teaching assistant when he went to the school to repair a computer. He and his wife are both well-educated and speak, read and write well in the English language.

Their lives changed overnight when the troubles in Syria began. They often heard gunshots and bombing nearby and one night it was moving closer so they fled their home. The following day they heard their houses had been bombed and their next-door neighbours had been killed. The children stopped going to school as the taxi driver who took them was stopped by a patrol and beaten up in front of the children.

They stayed with their in laws until the opportunity to seek refuge in the UK was offered to them.

Working with the SRP service and the local authority's project translator, SA was supported to:-

- Secure a good quality house close to local amenities
- Address the family's medical needs by making appointments at the GP, dentists and other health services
- Access welfare benefits

- Complete a budgeting plan to help manage his income and expenditures
- Set up his utilities and internet service
- Complete a family reunification application for other family members awaiting refugee allocation
- Apply for Travel documents so the family had the freedom to travel

He had felt lonely as at the start he spent majority of his time in his house and was not engaging with the wider community, however once settled in, he started to volunteer with local community organisations. This helped to get him more socially involved, giving him something to focus on.

SA along with his family and in laws are now settled and are respected members of the community. They have continued with their education and the children are thriving. He and his wife are volunteering with Lancashire County Council to shape and develop services for refugees in the future.

SA has progressed into a part time job and his employer says he is an asset to his organisation. He has maintained his property and is managing his finances well. He has also become a valuable help to other, more recent Syrian families, helping them deal with language and cultural barriers.



Syrian Refugees volunteering to create a "Refugee Peace Garden" in Burnley

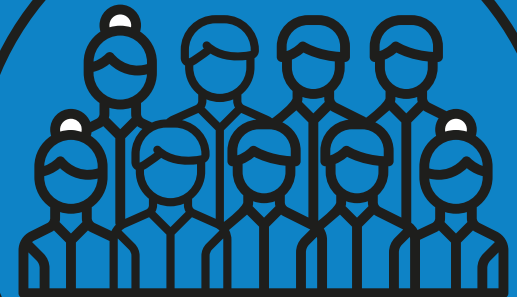
Syrian Resettlement Programme (SRP) – Stats

84 support plans written



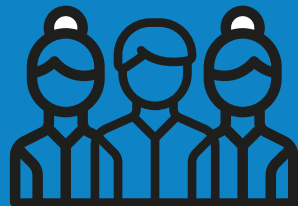
All adults (approx. 90) attended ESOL (English as a second Language) classes

20 families housed and 45 families (217 individuals) supported



270 drop in sessions delivered

20 benefits claims successfully put in place to give the families time to adjust and settle before being expected to find employment



3 people helped to find jobs

Bury Floating Support



The Floating Support service in Bury, Greater Manchester provides support and guidance for families who are at risk of becoming homeless. We provide housing related support, prompting the teaching of life skills and signposting to ensure service users learn to live more independently and maintain their own tenancy.

The service is open to individuals with a range of support needs, including:

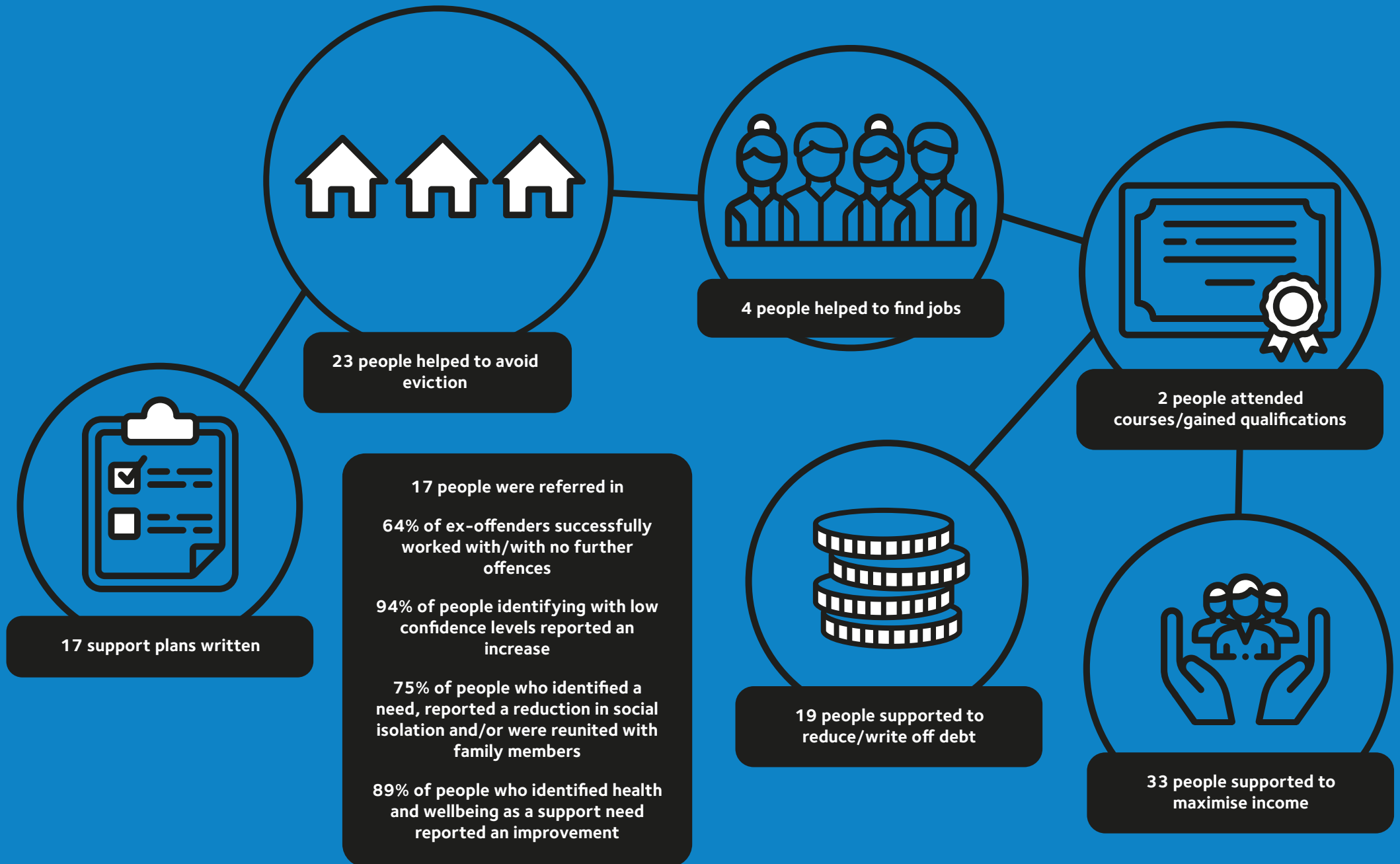
- Mental health problems
- Learning difficulties
- Sensory or physical impairments
- Victims of domestic violence
- Drug and alcohol addictions
- Offenders

The service is accessed through a referral to Bury Borough Council's Central Access Point by referring agencies. The service in Bury is only available to families in receipt of Housing Benefit.

Through tracking self-assessed wellbeing before and after, customers reported the following improvements:

Ability to pay for housing	increase of 18%
Ability to manage money	increase of 18%
Overall health	increase of 13%
Feeling in control of life	increase of 15%
Confidence and self-esteem	increase of 15%
Aspirations and motivation	increase of 14%
Emotional wellbeing	increase of 12%

Bury Floating Support - Stats



Accommodation Finding Services



Our Accommodation Finding Services are based in Chorley and Lancaster. The service is tailored to offer practical help to single people (and families in Chorley), who have been referred by the local council with a view to source, apply and secure accommodation.

The service works with individuals and landlords within the private sector to help create sustainable tenancies in which both landlord and tenant feel supported and have information regarding responsibilities and rights.

The services are each delivered by 1 member of staff.

Chorley and Lancaster Accommodation finding Services are commissioned to find accommodation for 25 individuals in each borough, each year. In 2018 Chorley was able to find accommodation for 50 individuals and Lancaster was able to find accommodation for 58 individuals. Both delivered double their targets!

Accommodation Finding Services - Stats



Pennine Reconnect



The service is delivered in Burnley. It provides ex-offenders with accommodation and independent living support on release from prison, and offers individuals a chance to exit past, damaging life choices and make a positive contribution to society.

The customers all have a history of substance abuse however they have to remain abstinent to continue on the programme.

The project aims to:

- Increase the provision of rehabilitation focused supported accommodation
- Provide quality, safe accommodation & support to enable customers to make positive change
- Reduce customer's offending and / or reoffending behaviour
- Reduce customer's drug and/or alcohol use
- Develop customer's independent living skills
- Integrate customers into the community and help them make a positive contribution
- Increase tenancy sustainment & offer the opportunity for customers to build a good housing history

- Introduce and help sustain recovery networks and links to other support services.
- Encourage customers to take responsibility in all they do
- Improve customer's health and wellbeing
- Increase access to education, training and employment
- Develop a "moving on plan" for customers after 12 months with the programme.

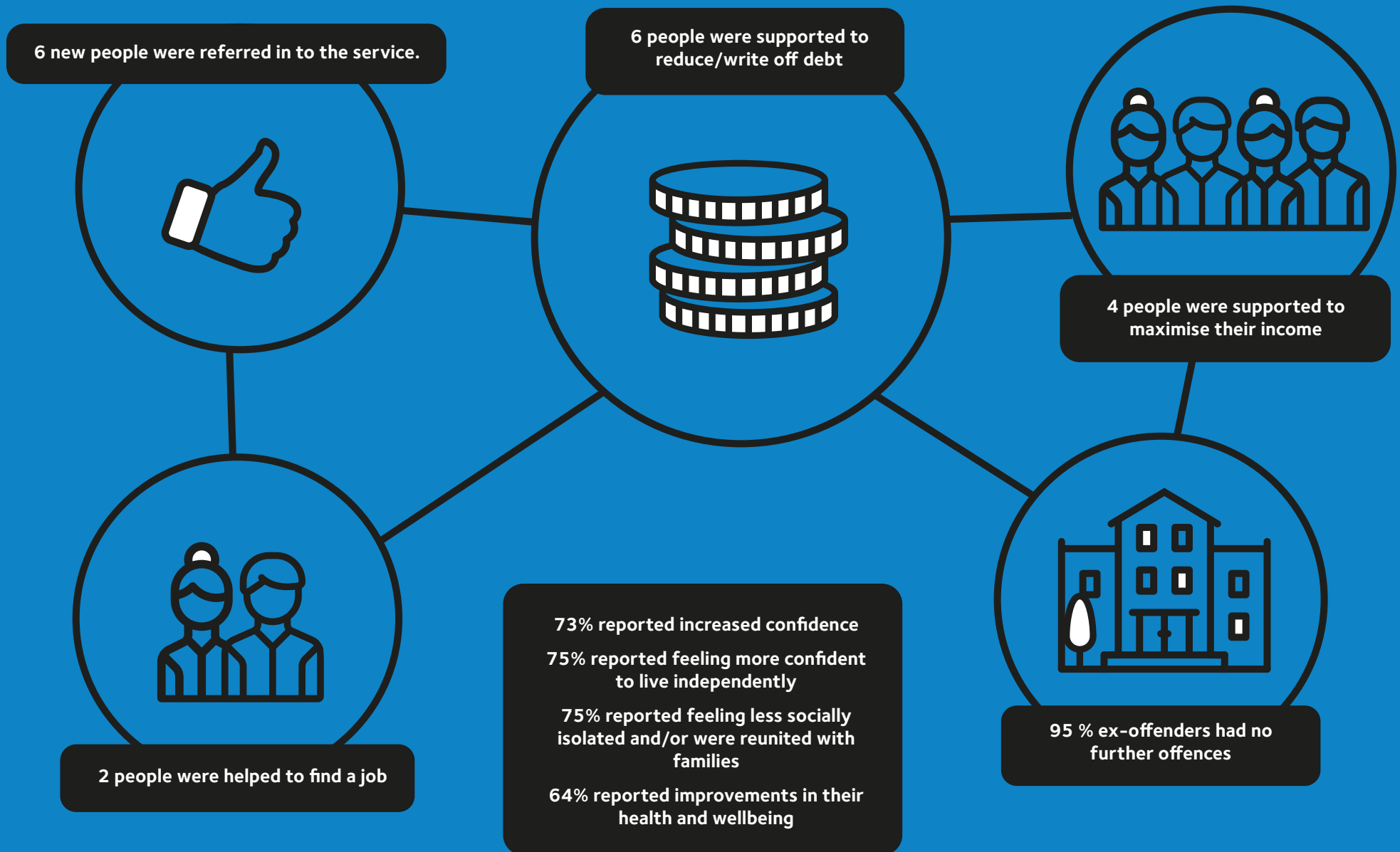
The service was shortlisted in the 'Outstanding approach to meeting specialist housing needs (under 5,000 homes)' category of the 2018 UK Housing Awards for its work providing much-needed accommodation and support to Syrian refugee families. The awards are run by the Chartered Institute of Housing and Inside Housing Magazine, and are the biggest awards in the housing sector.

"I am impressed with this innovative programme that is being delivered by Calico. It is clear to see that good accommodation along with a great support system is key to addressing a reduction of crime, re-offending and anti-social behaviour.

This scheme doesn't happen everywhere in Lancashire, but hopefully because of its effectiveness, this can be a model that can grow or could be replicated elsewhere to help individuals willing to engage." Clive Grunshaw, Police & Crime Commissioner for Lancashire.



Pennine Reconnect - Stats



Social Enterprises

“Our purpose is to be **a catalyst for change in people’s lives**. Through our desire to help people **make the positive changes they seek**, we are making a real difference to peoples' lives.”



Furniture Matters



We provide a range of services to local communities and customers in need, whilst reducing the impact on our environment through waste reduction, reuse and recycling.

This includes:

- Provide bulky waste collection service for residents in Lancaster, Morecambe and Blackpool, and accept donations of broken or unwanted furniture, computers, cycles, white goods or other household items direct from the public or local companies.
- Operate their own 'Rover' service to collect recyclable unwanted items.
- Provide work placements in partnership with the local authority.
- Work with the Social Fund (a Government scheme to help people with expenses that are difficult to meet on a low income) to help alleviate poverty by providing free furniture for individuals and families in need.
- Sell good quality recycled furniture and computers directly to the public at greatly reduced cost via an eBay (online) store and shops in Blackpool and Lancaster centres.

- Refurbish or recycle items to sell on at low cost.
- Help protect the environment by avoiding the amount of unwanted items going to landfill.
- Provide volunteering opportunities for local residents; provide training, employability skills and improve volunteers' wellbeing.

Furniture Matters have worked internally with:

- Syrian Resettlement Programme/Calico Homes – fully furnished all the properties ready for the families to move into
- Acorn and Safenet – provided furniture for the residential units
- Calico Homes – donated furniture to customers in need through the Tenancy Sustainment service
- Safenet – provided furniture for customers leaving the refuge to set up their own home
- Removal and recycling of furniture from various Calico sites across the Group

60 volunteer placements supported; presented with an award from the council for providing "High Quality Work Placements" for local residents. All volunteers complete training and gain experience in different areas of work, including the White Goods section and IT sections:-

- Manual handling techniques
- Tail lift training
- Fire Safety
- Introduction to COSHH regulations
- Safe handling of machinery
- Recognising damaged parts
- Stripping and cleaning machinery safely
- Electrical safety
- Safe and correct use of tools
- Building new computers
- Computer installations

Volunteer average wellbeing scores:

- Feeling of giving something back + 26%
- Volunteer average wellbeing score – Confidence + 16%
- Volunteer average wellbeing score – Career aspirations +15%
- Volunteer average wellbeing score – Employment prospects +15%

Furniture Matters



"Furniture Matters have been working with Chance2Shine at Blackpool Council since 20/12/17, providing structured voluntary work placement opportunities in the warehouse/ furniture delivery, industrial white goods cleaning, and ICT. In that time we have set up 17 placements."

"The feedback from our candidates has been really good. Their confidence has vastly improved over their work placement, and their ability to work as part of a team has improved. Some of our candidates have commented on how they found it therapeutic, and enjoyed attending."

"Rob and his team provide a welcoming work environment and are understanding of candidates who may have anxiety issues and are experiencing work for the first time in many years. This is one of their strengths, and their flexible approach to help adapt a work placement to a candidate's needs is exemplary. The placements on offer remain popular and we look forward to our continued partnership working."

Employer Relations Manager
Blackpool Council

Story

Neil had been unemployed for ten years when he started volunteering with Furniture Matters helping to recycle broken or unwanted computers. When two years later a vacancy arose for an IT Engineer/ Trainer at the Blackpool site, he was able to put together a folder showing the progress of another volunteer he was supporting, evidencing how he had helped him.

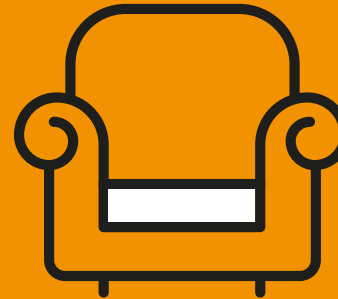
This folder contained photos, different stages of PC building that had been completed under his supervision, a section demonstrating how to recognise damaged parts and how to replace them and also various work sheets connected to PC building that were completed by them.

Through volunteering he was able to demonstrate that he had all the skills, knowledge and experience the service were looking for, avoiding the need for the service to advertise externally. Neil was successful in his application, and is now a part of the Furniture Matters team.

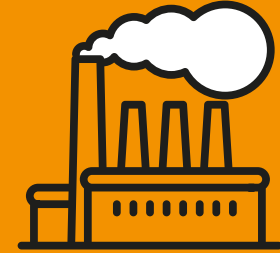
Furniture Matters – Stats



9,940 collections through the Bulky Matters service



11,727 broken or unwanted items collected



Avoided cost to environmental agencies of tackling air pollution, with a cost benefit value of £1.25M



1,824 tonnes of items collected or donated, of which 1,113 tonnes were able to be repaired or recycled, and diverted from landfill (61%)



171 families in Morecambe and 372 families in Blackpool received furniture items through the Social Fund



1,787 collections were carried out directly by Furniture Matters' free collection service, Rover, an increase of 177% from when it started in 2016 (2,815kg/week 2016 – 4,999kg/week 2018).



Avoided cost to the councils of sending 1,113 tonnes to landfill, at current rate of £89.95 tax per tonne, equating to a cost saving of over £100,000.

Interiors



Our Interiors team was established in 2007 to provide a range of decorating services. The service has a unique focus on the training and personal growth of individuals, helping people access routes to employment.

The service provides training excellence in painting and decorating, delivering opportunities for people to develop skills to help them launch a career in these fields.

We employ apprentices and trainees from the area local, often from their own estates, where the customer is a housing provider, fulfilling local labour obligations.

The teams are a mixture of apprentices employed by Calico Interiors, apprentices recruited through Constructing the Future, and trainees that complete on-site assessment and training to obtain qualifications in painting and decorating. Staff are supervised by time-served painters and decorators, ensuring quality and supporting trainees in their learning experience.

The Clear and Clean part of the service employ local people who are trying to get back into work, working in partnership with local social landlords.

The Clearance and Clean service:-

- Employed 12 staff and supported 12 volunteer placements
- Contracted Site cabin cleaning for a local construction company
- House cleaning for vulnerable people accessing the Be Well service
- Contracted cleaning for Gateway
- Contracted cleaning for the Chai Centre gym, sauna and steam room
- Cleaned 487 Calico Homes empty properties
- Cleaned Barley View, a brand new care home
- Cleaned the Pennine Reconnect properties
- Donated good quality items of furniture from the void clearance contract to vulnerable Calico Homes tenants
- Carried out 4 needle sweeps in order for operatives to work safely

Story

Matty Anderson started with the Interiors team and was supported to progress through his L2 & L3 qualifications. Towards the end of his apprenticeship he participated at a national Construction Exhibition called 'Skill Build' and won the competition for his region which is a fantastic achievement. Matty then went on to secure continuous work with the interiors team, supporting other apprentices to complete their level 2 and level 3 qualifications. Matty's skills and confidence significantly improved whilst in employment and he became an extremely valued member of staff.



Making A Difference award winners 2017

Interiors - Stats



Chai Centre



The Chai Centre is a community centre in Burnley, owned and operated by Lancashire Care NHS Foundation Trust. In partnership with Calico Homes, we are creating a sustainable community asset that promotes integration, creates opportunities and improves people's lives.

This includes:

- Managing the community meeting rooms, dance studio, gym/sauna/steam rooms and catering facilities/training kitchen
- Supporting local residents are to gain skills and experience through volunteering at the Centre
- Working with local supermarkets to provide food parcels for people who are struggling financially
- Reducing the amount of fresh food going to waste by creating low cost nutritious meals for local residents
- Generating an income by providing low cost gym memberships, room hire and buffet catering
- Promoting integration in the local community

The Chai Centre have supported customers from Gateway, Acorn, Safenet, Apprenticeships, Changing Futures, and Calico Homes with food parcels. They have also supported other parts of the Calico Group as follows:-

- Gateway – delivered food to support the breakfast and cooking clubs, and during the cold weather provision
- Gateway – provided volunteering opportunities for two customers
- Acorn – provided with surplus from the bread deliveries

During 2018:

- Over 120 food parcels containing 75% fresh produce were provided to families in need. This is 50% more fresh produce than an average food bank
- An average of 50 people a month attended the community gym
 - 90% reported an improvement in their physical health
 - 25% report an improvement in their mental health

- 50% reported an improvement in social networks and friendships as a result of coming to the gym.
- 10 volunteering placements, with volunteers gaining skills, confidence, work experience and support with day to day challenges.
 - 75% of the volunteers report that without the help from Calico Catering they would not otherwise have been work ready
 - 95% report that volunteering with the service has significantly reduced their social isolation.

Other organisations worked with include Calico, LCC, Dean Centre, Salvation Army, SafeNet and Gateway services, Lancashire Adult Learning, Accrington & Rossendale College, Nelson & Colne College, Jinnah.

'It helps you keep busy so you don't get sad. I have made many friends and so thankful for the support of the Chai Centre.'

Chai Centre - In an average week - Stats

50 trays of good quality, fresh food were received; about 95% of that would otherwise have gone to landfill



16 children per day attended the nursery, providing much needed places within the local community

30 people attended the weekly cooking activity, learning catering and budgeting skills at the same time as having a healthy meal. 75% of these report a reduction in buying takeaway meals, saving them money as well as a healthy alternative.



20 people accessed the community Café, providing a healthy and nutritious affordable meal to those on low incomes



60 people accessed the luncheon clubs, improving social networks and friendships

Be Well



Be Well



The Be Well service is an innovative project which has been developed to provide person centred care and support to people in East Lancashire who are receiving NHS continuing healthcare or who have complex health needs.

The project focuses on increasing the number of individuals who have a Personal Health Budget or an integrated budget with Social Care. It enables them to have more choice and control over their health, and to help them achieve lifestyle change in order to better self-manage their conditions.

Our highly skilled, motivated and creative team use their nurturing approach to connect with the most vulnerable individuals. They support individuals to identify their life goals and focus their care and treatment around these. Although the focus will be around health needs, the plan can also involve housing, skills, employment, long term care and wellbeing.

The service is delivered in Lancashire, funded by the East Lancs CCG and NHS England, in partnership with Alocura.

"I am really happy with the support that I have received from Be Well. I feel that my Advocate held my hand and helped me to look forward, I can now see a future again, other than in a dark room, I want to improve my mental and physical health, and feel that the Personal Health Budget will support me to do this."



James Sanderson
@JamesCSanderson

Following

Impressive #PersonalisedCare outcomes achieved for people in East Lancashire by @Calico_Group



Be Well



Case Study

BF was well known in the local community and was identified as one of the top 100 attendees at Burnley General Hospital (BGH). He had been street homeless for over 25yrs, he was living with an alcohol addiction and drank all day every day until he would pass out, this was either in the town centre or just by the roadside. He struggled with any meaningful communication or positive decision making due to his alcohol usage; this often resulted in local services such as police, ambulance etc being called out. BF had no independent living skills and was unable to function without alcohol. He needed support as it was identified at BGH that if he was to carry on "living" the way he was, he wouldn't survive another winter.

BF was offered a property with Calico with a support package in place from MEAM (Making Every Adult Matter) and he started to make positive changes, but due to funding cuts the support ceased. This resulted in his taking a turn for the worse and he became more intoxicated to the point he was close to death.

Due to his lifestyle and presenting behaviours, he had a hostile relationship with his family over a long period and this became estranged at times.

Be Well provided an intensive support package to BF, supported by other parts of the Calico Group. He attended Acorn Recovery group sessions which helped reduced his addiction and Calico's Independent Living

services provided intensive support around tenancy sustainment and independent living skills. Examples of how he was helped include:-

- Getting up and dressed
- Support with shopping
- Supported to make positive decisions around his associates
- Support with benefits and managing his money
- Support with ASB issues at his property liaising with police and Calico Homes and independent living services
- Support with accessing locals groups such as RAMP with Acorn, 1 to 1 sessions with drugs workers and counsellors to address his alcohol addiction. Assisting with getting BF to appointments and then taking him home.
- Support with cleaning his flat
- Support with accessing local community groups such as gardening, Valley Street community Centre, support with assessments for social care, community solutions.
- Session with Calico- going for coffee and a chat daily to develop positive communication skills

- Support with building on his family relationships
- Organising multi agency meetings

As a result, he is now leading a more positive lifestyle. He has significantly reduced his alcohol intake and has had long periods of abstinence, where he has been able to communicate and make positive decisions around his lifestyle. He has built some of the relationships backup with his family and does have more contact with them now.

Wearing his hearing aids enables him to communicate more effectively; he has started to access community resources and has reduced his isolation.

BF is accessing A&E on a much less frequent basis and due to his reduced alcohol intake he is having less contact with the police. As a result there is a significant cost saving to emergency services.

He now has a reason to live. He was extremely thankful for the support and is aware if Calico staff hadn't supported him when they did he would more than likely be dead. BF says he trusts Calico and he 'loves' the staff and his house which he has never had before and he doesn't want to lose the relationship or his home.

Be Well - Stats



Our People

“We firmly believe that our difference lies with **the people who work here**. It’s how we do what we do that makes us **so successful**.”



Staff Wellbeing

Our staff's wellbeing is a key part of the social impact we create. We look after our teams making sure that they have the emotional and physical support they need to live their lives well. We believe that happy and engaged teams will be more effective and will always go the extra mile for our customers. Group-wide, during 2018 there were 535 instances of an employee engaging with a wellbeing initiative.

Some fantastic new initiatives took place including the Three Peaks Challenge, Menopause Workshops and Retirement Planning sessions, and over 100 employees engaged with the Centre for Financial Education's open access sessions.



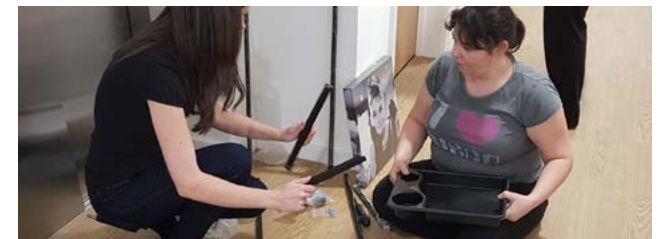
In June, staff took part in the Chartered Institute of Housing's (CIH) Presidential Cycling Challenge to raise money for CIH President Alison Inman's chosen charity Women's Aid, which supports women and children affected by domestic violence through a range of services across England.



Our Living Well event in July was an opportunity to gather information about leading a healthier lifestyle, and how Calico and other services can help with this. Food was provided by Calico Catering, whilst attendees took part in a fun raffle with a range of prizes, and to enjoy a performance from the Calico Choir.



Olivia from the Skills team held a fundraising coffee morning to raise funds for 3 weeks volunteering in Uganda where she was part of a Calico cohort providing support as teaching assistants in a primary school.



Employees went One Step Further by taking part in opportunities including assisting with the launch of Barley View and Gateway, and helping to set up the homes of people being assisted by the Syrian Refugee Programme.

Staff Wellbeing

Emma's story

"Hello my name is Emma McMillan. I have worked for Calico Enterprise for three years.

"I started as bank staff on the Clean and Clear team only a few days here and there, some weeks just one day. The weeks turned into years and I become the supervisor of the Clean and Clear team.

"I'd wanted to progress for about a year so I was invited me to come and shadow in the offices for one day a week to see what was involved. I did this for about three months but then ended up back full time with the Clean Team. This year I approached my manager Lindsey and explained how I was desperate for a change and I was getting very unhappy just staying in my role.

"Lindsey offered me a secondment position helping the Careers team doing pretty much everything from supporting with schools projects and careers events to learning about the administration involved.

"I'm so happy I could burst! I am absolutely in a better place at work and home now. My confidence is now through the roof, I have learnt so much on the computers and I have found in myself people skills I never knew I had!! Thank you."



In September we held an Enterprise Day off-site; a chance for all services to share and showcase their work, to promote inter-service collaboration.



Emma supporting networking and careers events in her seconded role.



Emma in her previous role with the Clean Team