

# viewpoint newsletter



Decent Homes Funding Page 3



Tenants Project Fund Page 5



Community Involvement Awards Pages 8-9



Community News Page 10

**BCH  
Property  
Services –  
Best  
Workforce  
in the  
country**

Page 11



Blackpool Council  
BUILDING A BETTER COMMUNITY FOR ALL



# Hello and welcome to our first Viewpoint of 2011

Once again we have a bumper packed edition with lots of information from BCH and the local community.

On February 10th in the splendid surroundings of the Empress Ballroom, we held our 3rd Community Involvement Awards with over 125 involved customers and special guests. Check out the centre pages for all the winners including who won the very first Tony Fitzgerald Award.

We also have an update on the first projects that have received funding from the new Tenants Project Fund, important information on a free Job Club for Council tenants and news of our workforce winning a National Award.

You will also find enclosed with Viewpoint two very important documents; one is information on our new BCH Customer Charter which details what service commitments we have developed with customers over the last six months and a Viewpoint Survey is also included to find out what you think of our magazine.

## SEE YOU IN THE SUMMER

*Mike Glennon*

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## BCH Performance Information

In partnership with the Tenant Liaison Forum (TLF) we have identified tenant's top eleven Key Performance Indicators. These are reported on in Viewpoint, local housing offices, community centres and on the website.

KPI	Description	Good to be	Apr-June 10	Jul-Sept 10	Oct-Dec 10	Target	
BUS03	The percentage of emergency repairs completed on time	High	100%	99.40%	99.40%	99.30%	😊
BUS04	The percentage of urgent repairs completed on time	High	99.50%	99.30%	99.30%	99.80%	😐
BUS05	The percentage of routine repairs completed on time	High	98.10%	97.90%	97.80%	98.00%	😞
<b>BUS05:</b> Performance is below target largely due to the adverse weather conditions experienced in late November and December. External works had to be re-scheduled and were therefore unavoidably completed out of target.							
BUS10	The percentage of empty homes available for letting or awaiting minor repairs	Low	1.90%	1.30%	1.80%	1.80%	😐
BUS12	Percentage of Repairs completed "Right First Time"	High	Not available	Not available	Not available	90.00%	
BUS14	The percentage of non-decent properties	Low	49.80%	45.60%	43.50%	35.00%	😐
CUS02	Customer satisfaction with repairs service	High	0	0	92.00%	97.50%	😐
FIN03	The Percentage of expenditure on planned to responsive maintenance	High	61.40%	61.40%	61.40%	55.00%	😊
FIN05	Current tenant arrears	Low	£356,300	£325,100	£438,300	£320,000	😞
<b>FIN05:</b> A noticeable effect on arrears is due to implementation of the new housing management system and Council's new Housing Benefit computer system – there was a period of 8 weeks where no recovery action could be taken.							
FIN11	The number of tenants evicted as a result of rent arrears	Low	14	20	23	18	😞
<b>FIN11:</b> This indicates the recovery work undertaken prior to the implementation of the new computer systems.							
HEH02a	Average re-let time in calendar days excluding properties undergoing Decent Homes work and major repair work	Low	31.8	30.9	29.9	31	😊

### Key:

😊 Currently meeting or exceeding target. 😐 Currently not meeting target but performance has improved OR currently meeting target but performance has declined. 😞 Currently not meeting target.

get involved... stay involved.

## Aim 1

To provide our customers with high quality homes and services that represent excellent value for money.

# Decent Homes Funding Announcement



Late last year it was announced that Blackpool was no longer on the list to receive any more Decent Homes Funding but after a strong bid was submitted by Blackpool Council and Blackpool Coastal Housing the Government reconsidered and awarded £20.6 million over four years with the final two years provisional.

Cllr Lily Henderson, Cabinet Member with responsibility for Housing, said: "This announcement is such welcome news. Although we haven't received all of the funding we had previously been allocated we have received the

majority which is a huge relief. I promised that we would fight for the people of Blackpool and that's what we've done. Proof of how hard we fought is the fact that many councils received nothing. Decent Homes funding has already transformed the homes and lives of Blackpool residents and I'm delighted that the good work can continue."

Peter Jefferson, Chief Executive of Blackpool Coastal Housing, said: "After finding out we weren't due to receive any funding in the next financial year we've been working hard with the Council to fight our corner. The Homes and Communities Agency have said that only the authorities with the strongest case and most affordable proposals were successful in their bids and I'm delighted that we were one of them. We will now be working with the Council to look at the funding available to us before programming the next phase of works which will start in April."

More information on the improvement programme for the next two years will be published in due course.

## IMPORTANT CHANGES TO YOUR RENT

On the 18th February the Council approved a change in the way it calculates your rent and any charges you pay for services, such as communal area cleaning, caretaking and security. The Council is required to do this due to central Government policy on setting rents in social housing. If the Council did not follow Government guidance it would affect the amount of money available to invest in maintaining your homes in the long term.

The Government wants all Councils and Housing Associations to charge similar rents for similar properties and to charge the full cost for any extra services provided.

At the moment all homes contribute towards the cost of providing additional services whether they receive them or not e.g. block cleaning. From April the Council will itemise the charge for these services separately. This will mean that those

homes which receive services, such as block cleaning, will be charged the actual cost of providing the services received. Those homes that do not receive any additional services (mainly houses) will no longer contribute to the cost of providing these services through their rent. In order to protect tenants from any large increases in charges, the changes will be implemented gradually between 2011 and 2015.

These charges will be eligible for Housing Benefit, so if you currently need to claim Housing Benefit to pay your rent and any service charges, you will still be able to claim up to the full cost, depending on your personal circumstances.

Those tenants affected will receive more detail on why and how the Council is making these changes within your annual rent increase notice.

**Aim 1**

To provide our customers with high quality homes and services that represent excellent value for money.

**Aim 2**

To empower our customers, ensure they are placed at the heart of everything we do.

## A Customer Experience

In the last edition of Viewpoint we caught up with Mark Tugwood who gave his views on getting involved with BCH. Keith Myers features here and tells us about his experiences.



### How did you get involved with BCH?

When the Sheltered Housing Forum was first set up in 2007 I decided to come along and see what it entailed. Four years later I am now Chair of the Forum and haven't missed one meeting!

### What activities are you involved with and how do you think this has made a difference?

I feel that I have a real say in making improvements and developing services. Whilst being a member of the Sheltered Forum we have assisted in creating a local lettings policy. This means that anyone who moves into general needs accommodation above Sheltered Housing must be over 40 and have no known history of substance or alcohol misuse.

I'm a green warden and attend environmental workshops and core group meetings. I'm interested in the local area and community and making sure it's a nice place to live. Being a green warden helps to ensure this as the grounds maintenance contract is monitored through this involvement.

I'm also one of the representatives on the Tenant Project Fund (TPF) Panel where decisions are made on which projects should receive funding from the TPF. We have only been through one round of applications but have so far provided funding to five different projects; I think the fund is a great idea and the panel makes sure that all funding goes to benefitting local communities.

I have completed the BCH Academy and found that I learnt a lot about social housing which has given me the confidence to put my views across. Being involved keeps me active and occupies my mind, especially on the cold and damp winter days!

## Your Input, the Outcome

Over the past few months we have been busy involving tenants through a range of methods, such as meetings and satisfaction surveys, to identify areas for improvement and to develop services. Here are a few changes which have taken place as a result of this involvement:

- 1 The Repairs Improvement Panel have developed property MOT's to ensure that repairs are identified and completed before the need for expensive replacements.
- 2 The Safer Communities Improvement Panel identified that cost savings could be made by opting out of contract phones for the Anti-social Behaviour Buddy service and providing pay as you go mobile phones instead.
- 3 A specific email group has been developed for leaseholders unable to attend the Homeownership Improvement Panel meetings to give their views on relevant topics and suggestions for improvements/developments within the service.

## BCH Academy

Congratulations to the latest graduates of the BCH Academy; David Shakespeare, Barbara Anderson, Sheila Friar, Hazel Walker and Samantha Slater. They have all completed the eight week course, set up in partnership with the Chartered Institute of Housing, to provide tenant representatives with a wider knowledge and understanding of social housing in England. The Academy has now run four times and so far 30 customers have successfully completed the course, which included topics such as housing finance and anti-social behaviour. Well done once again to David, Barbara, Sheila, Hazel and Samantha!

ng that they we do.

**Aim 3**

To contribute to the wider regeneration of Blackpool; creating jobs and opportunities for local people and improving the health and wellbeing of residents.

# TENANT PROJECT FUND UPDATE

You may remember that in the Autumn Edition we told you about the launch of the Tenant Project Fund (TPF). The TPF is a £100,000 pot of money to support projects that will significantly enhance the lives of Council tenants and leaseholders. Our panel of customer representatives met for the first time in December to assess 21 initial applications from a variety of groups, agencies and council departments. The Panel have been trained by the Community Foundation for Lancashire who also administer the fund and chair the Panel meetings on behalf of BCH. A total of five projects have been approved for funding and a summary can be seen below:



**ORGANISATION: Police & Groundwork**

**PROJECT SUMMARY:** Create a community gardening area near Lostock gardens with raised beds/allotments on an area of land that is currently managed by BCH and has been gated. The project is supported by Groundwork.

**Amount funded £7,500**

**ORGANISATION: Lancashire Partnership Against Crime**

**PROJECT SUMMARY:** Organise a 12 week programme of self defence/jiu-jitsu classes for 20 young people in the Revoe & Park Road area in conjunction with The Musubi Martial Arts Club.

**Amount funded £1,000**

**ORGANISATION: Lancashire Partnership Against Crime**

**PROJECT SUMMARY:** To establish a Friday night Youth Club at Whiteholme Community Centre. The club will be aimed at young people between the ages of 13 to 18 and will offer them a positive place to meet as there is currently a lack of facilities.

**Amount funded £3,998**

**ORGANISATION: Environmental Protection**

**PROJECT SUMMARY:** Purchase video recording equipment that would enable the already existing noise recording equipment to be linked with a visual footage system. This would enable evidence to be captured in relation to ASB incidents – useful for the BCH ASB team when dealing with problematic properties or people.

**Amount funded £6,370**

**ORGANISATION: Housing Strategy**

**PROJECT SUMMARY:** Complete regeneration of the Gateside Playground on Grange Park. The new park will include new modern equipment and improved security for young people.

**Amount funded £10,000**

# Shopping is not a Mystery

We recently conducted a specific mystery shopping exercise to help ensure our services meet the needs of our lesbian, gay, bisexual and transgender (LGBT) customers. The results are currently being reviewed by the Access and Customer Care Focus Group who will develop an Action Plan according to the findings. This Action Plan will be monitored by enGAYge, our LGBT customer group, to ensure that the recommendations are implemented. We will report on the findings and actions in a forthcoming edition of Viewpoint.

We are always looking for volunteers to take part in our Mystery Shopping Scheme. If you are interested in becoming a member please contact the Customer Involvement Team – contact details can be found on page 15.

# Young Tenants Group

Congratulations to Steph Collier who recently won a night out for two at the Odeon Cinema! Steph was the winner chosen at random for taking part in the BCH Young Tenants Group, which helps to ensure the views of young tenants are heard and the services BCH provides meet the needs of young people. If you are aged between 16 and 25 and would like further information on this group, please contact the customer Involvement Team – contact details can be found on page 15.



## Aim 5 To reduce the impact on the environment

### Everybody needs good neighbours!

Living in a two storey block of flats can be difficult. For those of you who do, you have people above or below you, and you have to share landings and other areas. It is therefore important to bear in mind that what you do affects your neighbours.



Remember if you live in a two storey block, everyone is jointly responsible for keeping the communal areas clean and tidy. This includes the stairs, landing and hallways. You must arrange

with your neighbours to keep these areas clean, including any windows.

You must not leave rubbish or any personal items on the stairs or in the hallways. Ensure that you dispose of your rubbish carefully by putting it in the appropriate bin and try to recycle wherever possible. Please try and keep the area around the bins tidy as well.

If you have any larger items to dispose of, contact Blackpool Council Customer First on 01253 477477 who will arrange for the Bulky Matters Service to collect the items for a pre-paid fee. Or you can remove the rubbish yourself and dispose of it free of charge at the Council's Waste Recycling Centre:

- Bristol Avenue, Bispham
- Saltcoates Road, Lytham
- Everest Road, Lytham

## HOUSING BENEFIT UPDATE

### Thinking of Moving? Think Again...

As an organisation, we think it is important that we prepare our tenants for what they might have to consider if they make the decision to move into alternative accommodation. If you are considering a move to a property in the private rented sector, then you need to be aware of some important changes that are being made to the Housing Benefit Local Housing Allowance (LHA) scheme from April 2011.

#### Did You Know?

- If you rent a property in the private rented sector, your entitlement to benefit is based on the relevant Local Housing Allowance (LHA) rate for the size of your household. You **MUST** check what the LHA rate is for the property you are moving into. It could be that you have to pay the difference between the LHA rate and the payable rent. Can you afford this?
- At present, if you rent a property for less than your LHA rate you can keep the difference – this could be up to a maximum of £15 per week. From April 2011, this will change and you will not be able to receive benefit above the level of rent you are charged.
- The way in which the LHA rates are calculated will also change from April 2011. The effect of this will be a lowering of the rates used to calculate benefit entitlement – so you could be responsible for paying a 'top-up' on your rent.

#### Need More Information?

Contact Blackpool Council's Housing Benefit Department, Customer First Centre, Municipal Building, Corporation Street, Blackpool FY1 1NF or Telephone: 01253 477477.

**Aim 1**

To provide our customers with high quality homes and services that represent excellent value for money.

**OUT OF HOURS  
HOTLINE  
0800 073 0184**

In August 2007 Blackpool Coastal Housing launched a new out of hours ASB reporting service for tenants. Since it was first launched, over 400 tenants have used the service at some time. The service runs Monday to Thursday from 5pm to 9am and over the weekend from 5pm on Friday to 9am on Monday. This service is manned by our existing out of hours emergency repairs service and operators will take reports of ASB, give advice and email your ASB Officer the next working day. The operators can also provide contact details of other services.

**Examples of ASB include:**

- Nuisance neighbours
- Rowdy and nuisance behaviour
- Yobbish behaviour and intimidating groups taking over public spaces
- Vandalism, graffiti and fly posting
- People dealing and buying drugs on the street
- People dumping rubbish and abandoning cars
- Begging and anti-social drinking
- The misuse of fireworks
- Hate Crimes including racial harassment, gender, sexual and faith
- Domestic Abuse

If you experience any of the above outside of normal working hours please don't suffer in silence. Pick up the phone and call 0800 073 0184. Blackpool Coastal Housing is committed to reassuring our customers.

**CUSTOMER SATISFACTION SURVEY**

Congratulations go to the lucky winner of the October to December 2010 free prize draw. Mrs Hanley from the Mereside area has won £25 in high street vouchers after completing and returning a satisfaction survey to give her views on the service provided. This picture shows Yvonne Johnson, ASB Team Leader, and Janet Flint, Area Housing Manager, choosing the lucky winner!



**Enforcement Information**

In partnership with the Safer Communities Panel, we have agreed to provide quarterly information on enforcement and the action we have secured to tackle anti-social behaviour. Here are the statistics for October to December 2010:

<b>Notices of seeking possession (secure tenants)</b>	<b>7</b>
<b>Notice of proceedings pending (introductory tenants)</b>	<b>0</b>
<b>Introductory tenancy probation period extended</b>	<b>1</b>
<b>Possession Orders granted</b>	<b>1</b>
<b>Possession Orders suspended</b>	<b>1</b>
<b>Evictions</b>	<b>2</b>
<b>Anti-Social Behaviour Injunctions</b>	<b>1</b>
<b>Acceptable Behaviour Contracts signed</b>	<b>7</b>
<b>ASB warning letters issued</b>	<b>164</b>

**DID YOU KNOW?!**

BCH hold regular Anti-Social Behaviour (ASB) Surgeries on the following days and locations:

- **Kincraig School & Family Centre**  
every other Monday, 2.00pm to 3.00pm. (the next session is on 28th March and continues fortnightly thereafter)
- **Queens Park Housing Office**  
every Tuesday, 10.00am to 12.00pm.
- **Grange Park Housing Office**  
every Wednesday, 10.00am to 12.00pm
- **Mereside Housing Office**  
every Thursday, 2.00pm to 4.00pm.

No appointment is necessary. The BCH ASB service also has a dedicated reporting line during office hours you can call on telephone: 477555.

# celebrating success community involvement awards

The dancing shoes were definitely on for those who attended the Community Involvement Awards held recently on Thursday 10th February. An afternoon Tea Dance and Awards Ceremony was hosted at the Empress Ballroom in the Blackpool Winter Gardens to thank customers who regularly get involved with us at Blackpool Coastal Housing. Over 125 community volunteers and invited guests attended and enjoyed the afternoon which included afternoon tea, the awards ceremony, ballroom dance demonstration from amateur young dance champions Christian Agopyan and Elisha Snowden-Evans and group dance tuition from Rita and David Harrod.

The Tea Dance was not only a chance to practice some moves, but also provided the opportunity to celebrate the fantastic contribution made by individuals, community groups and agencies in developing and strengthening our local communities. Many nominations were received for the nine different award categories and the winners were:

John Simms of Edmonton Place, Bispham, won the **Good Neighbour Award** for his dedication to his neighbours, particularly during the cold winter months where he cleared snow from walkways and ramps and made regular shopping trips for those unable to get out themselves. The judges also highly commended Bill Rogers for the work in his local neighbourhood, the errands he runs for neighbours and the general help and support he provides to the local community.



The **Community Project of the Year Award** was won by Mereside Youth Action Group for the work with young people on the Mereside estate which provided a go-karting exercise and incorporated team building, health and safety, budgeting and confidence building. Since the karting project was completed, incidents of anti-social behaviour and criminal damage have



decreased within the area. The Dr Who and the Heart of the Park project was also highly commended for involving the Grange Park community in producing and performing a play which developed skills and built community spirit.

Charlotte Kalthoeber was nominated and won the **Young Persons Award** for her hard work and dedication not only in the Mereside area where she lives but for her work throughout the whole of Blackpool. As well as studying at College, Charlotte volunteers at her local community centre and Palatine Leisure Centre, attends all PACT meetings, assists with funding



**Good Neighbour Award Winner**

applications and also helps with a disabled drama group based on Whitegate Drive.



The **Mature Persons Award** was won by Brenda Giles of Ibbison Court for her active involvement in her local community centre as well as with involvement activities at BCH. Brenda regularly helps her friends and neighbours with shopping and hospital trips and also cares for her husband on a full time basis. She also works one afternoon a week voluntarily in a Charity shop and regularly raises funds for charity by completing the race for life and holding community fetes.



**Mature Persons Award Winner**



Sevenoaks Over 50's and Social Club were crowned **Community Group of the Year** for their hard work over recent months including introducing new entertainment, activities and organising regular outings. Over the past few months membership has increased dramatically and events are already planned for the forthcoming

**Community Group of the Year**

year. Bostonway Residents Association was also highly commended for creating an active community and providing trips and social opportunities for local residents.



# 2011

## The first ever Tony Fitzgerald Award Winners



Read and Errington won the **Agency/Partnership Award** for going beyond their contract by organising a wide range of successful community projects such as sponsoring a local youth football team, providing kitchen and bathroom facilities to Chepstow Community Gardens and creating an outdoor classroom at Moor Park Primary School. Muir Housing Group was highly commended for their work alongside BCH staff on the Grange Park Estate and for arranging a number of community initiatives such as the young person's art project and the development of an annual calendar which includes information on local relevant services.

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The final award of the afternoon gave recognition to customers who have made an outstanding contribution to Blackpool Coastal Housing by helping to develop housing services. BCH decided to rename this award in honour of highly regarded retired colleague Tony Fitzgerald who sadly passed away shortly before Christmas. Tony was the Customer Involvement Manager for just over three years but had worked for the housing service in Blackpool since 1990 until his retirement in 2008. Maurice and Elaine Christian won the **Tony Fitzgerald Award** for their dedication and commitment; from joining their local Tenants and Residents Association approximately 10 years ago, they are now involved with 17 different involvement activities. Maurice and Elaine demonstrate real enthusiasm and drive to improve and develop services and have completed both the BCH Academy and a CIH Level 2 qualification in Housing to improve their knowledge of housing and develop new skills. A number of nominations were received for this award and the judges had an extremely difficult decision to make when selecting the winner. They also highly commended John Scholey, Irene Bishop and Ron Whittaker for their work on a number of Service Improvement Panels and specialist involvement activities such as green wardens and tenant inspections.

## Outstanding Contribution to the Community

was awarded to Liz Welsh for her work in the Horsebridge Road community, which has included organising activities and events in the local community centre as well as trips out, helping elderly residents especially through the cold snap by regularly visiting and ensuring they had adequate food supplies and creating a new Residents Association at Horsebridge Road.

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## Outstanding Contribution to the Community

As well as recognising the achievement and contribution made by customers, the Awards Ceremony also provided the opportunity to recognise a member of staff who had gone the extra mile. Julie Rhodes, Sheltered Housing Scheme Manager, won the **BCH Staff Award** for her work on the Bostonway Sheltered Scheme. The customer who nominated Julie expressed their gratitude and appreciation of the work she completes on a daily basis to help ensure that sheltered customers benefit from support but can also retain their independence.

## BCH Staff Award Winner



Once again we'd like to congratulate all winners and thank those who attended and helped support the afternoon, including our sponsors: Forrest, Builders Supplies (West Coast), Howdens Joinery (Poulton), Technical and Electrical Services, Mears, BAAS, Read and Errington and Heckford Advertising.



## Group Dancing

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## Presents galore!

A big thank you goes to the team at Forrest who, just before Christmas, were busy making and distributing Christmas hampers to residents in the Bispham area who have recently had their kitchen and bathroom refurbishments. Forrest also ensured that every child currently residing in our Emergency Housing Accommodation received a gift from Santa in time for Christmas!



## Residents let down their hair at Sevenoaks Christmas Fayre!



Sevenoaks Over 50's and Social Club held a Christmas Fayre which was a great success. The party was very well attended by people from the local community and further afield. Entertainment by Derek Duncan and the Choir from Anchorsholme Primary School was well received and the Christmas Dinner which followed was also enjoyed by all!

The Social Club are always looking for new members who are more than welcome. Details of forthcoming activities can be found in the What's On Guide on page 14.

## Beware of Bogus Callers

Since the last edition of Viewpoint, we have received further reports that bogus salespeople are still operating throughout the area offering a number of products from loft insulation to magazine subscriptions. Please be aware and ask callers for identification. If you find bogus callers operating in your area, please report them to Blackpool Council Trading Standards on 01253 478375 or contact your local Housing Office (contact details can be found on page 15).

## Job Club

**Do you need support in:** Updating or creating a CV? Job seeking skills? Completing an online application? Writing a letter of application?

A **FREE** Job Club Drop In is held every Monday and Wednesday from 1pm – 3pm at Coastal House, 17-19 Abingdon Street, Blackpool. For further information please call Adult Community and Family Learning on 01253 478131.

## Lancashire Sings Christmas

An interactive carol service organised by Churches Together in Lancashire and Radio Lancashire was broadcast live on 21st December between 7-8pm. It was an opportunity for people to come together in various venues throughout Lancashire, from community centres to pubs to supermarkets and even in Preston Railway Station! Besides a gathering in St John's Square in Blackpool, people came together on Grange Park and Mereside estates to celebrate Christmas. Part of the presentation came directly from Horsebridge Community Centre where a presenter from Radio Lancashire interviewed local residents about their hopes for the future. Lancashire Sings Christmas was enjoyed by hundreds of people throughout Lancashire and the picture shows local residents joining together to embrace the spirit of Christmas at Tarnside Community Centre!



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# AWARD WINNERS!

Our Property Services Operational Team has recently won the National Housing Maintenance Forum award for the best workforce in the country. The awards ceremony was a National event with many organisations from all over the country taking part. Chair of the Blackpool Coastal Housing Board of Directors, Doreen Wightman, and Operations Manager, Ian Butterworth, received the award at the National Housing Maintenance Forum Awards ceremony in Stratford.

The award was in recognition of the outstanding service given to the customers of Blackpool Coastal Housing together with our use of information technology, Value for Money credentials and our new supply chain arrangement with Builders Supplies West Coast.



## VALUE FOR MONEY

In the current economic climate it is more important than ever to ensure that BCH is providing a Value for Money (VfM) service for all customers. Because of the government funding cuts that directly affect the council there will be a direct impact on services customers receive, as well as reductions in both the Supporting People and Decent Homes funding in 2011/12.

Other areas funded by central government that could affect customers are also under review. This includes organisations providing both debt advice and legal aid.

To ensure that the best use of resources is made BCH is currently undertaking a number of service reviews. These include Debt Advice, the Void Property and Lettings Service, Anti-Social Behaviour, Access to Services and Emergency Housing. In addition there are a number of ongoing tenders including the 2012 gas contract, printing and stationery and all of the Estate Management contracts. Customers have, or will be, involved in all of these. Numerous initiatives have also been undertaken throughout Property Services, including negotiating the contract for providing materials and the introduction of Property MOT's.

To ensure that customers are involved as much as possible, VfM has been introduced as a standing agenda item on all Service Improvement Panels, so if you have any ideas please feel free to come along and raise them.

As well as the above the Staff VfM Suggestion Scheme also encourages staff to put forward their own ideas that will generate savings, or by providing additional services at no extra cost.

## Aim 3

To contribute to the wider regeneration of Blackpool; creating jobs and opportunities for local people and improving the health and wellbeing of residents.

# New Loyalty Scheme at Builders Supplies West Coast!

Apply for your FREE loyalty card today and enjoy access to discounts, special offers and much, much more. This card has been designed with customers of Blackpool Coastal Housing in mind who wish to undertake DIY projects and would like to pay by cash or credit/debit card. FREE delivery also applies to the Blackpool area. To apply please call into our Fleetwood or Cleveleys depot or phone 01253 776600 or email [sales@bswc.biz](mailto:sales@bswc.biz). Why not have a look on our website [www.bswc.biz](http://www.bswc.biz) to see what's on offer?

**BUILDERS  
SUPPLIES**  
West Coast Ltd

## Aim 1

To provide our customers with high quality homes and services that represent excellent value for money.

# FIND YOUR PEACE OF MIND WITH LOW COST CONTENTS INSURANCE

Blackpool Coastal Housing and Blackpool Council have recognised some of the problems that tenants and leaseholders face in obtaining Household Contents Insurance. Because of this we have arranged a simple contents insurance scheme which is geared towards your needs. Underwritten by Royal & Sun Alliance, this scheme offers peace of mind, with no need for a bank account and no excess payable on any claim. Low cost premiums are payable weekly, fortnightly, monthly or annually. For further information and an application form contact your local housing office – details can be found on page 15.

## BLACKPOOL IS COUNTING ON YOU...

**2011 Census:  
27th March 2011**



### Help tomorrow take shape

The Office for National Statistics (ONS) carries out a census to find out more about the people who live in England and Wales and about the make-up of local neighbourhoods. The next census will take place on 27th March 2011. ONS will be sending out questionnaires for around 25 million households to complete, asking about work, health, national identity, citizenship, ethnic background, education, second homes, language, marital status and so on.

### Why should this matter to you?

Census population statistics are really important in understanding people's needs and making sure all communities get the services they need where they live. It's simple, if the census can't see you, the organisations responsible for delivering the services you need won't be able to see you either. In discovering and understanding communities, the census could make a very real difference to people's lives.

### What will you need to do?

Just answer a few questions about yourself and the people who share your household with you on census day, 27th March 2011. You'll be able to do it online or by post, but you must do it. If you need help and advice, you will be able to find everything you need online and on the census telephone helpline from 4th March 2011 and you will receive your census form in the post after that date. The form can be completed either in writing or online at [www.census.gov.uk](http://www.census.gov.uk). Your questionnaire has a unique bar code and once the form is sent back, it will be ticked as returned. Households who have not returned their form can expect a follow up visit from a Census Collector, who can provide help and guidance.

### Security

Whatever you tell the census will be in strictest confidence and will only be used to produce statistics. Any personal information an individual provides on their Census form is strictly confidential and protected by law. Personal details are not released by the Office for National Statistics for 100 years. ONS will not share your personal information with any other government department or organisation.

For further information please call 0300 0201 101 or go online [www.census.gov.uk](http://www.census.gov.uk). Please remember that the Census is compulsory and the benefits of an accurate return will help you and your local communities.

get involved... stay involved.

# Healthy Food on a Budget



## Fill your Belly with Italian Meatballs and Tagliatelle!

A healthy and tasty turkey main course meal served with a rich tomato sauce and pasta.

**Preparation Time:** 15 minutes

**Cooking Time:** 20 minutes

### Nutrition per serving:

479 calories, 17.3g fat  
(approx 9g saturated fat)

### You will need:

- 2 tablespoons vegetable oil
- 2 garlic cloves, peeled and finely chopped

- 2 tablespoons tomato puree
- 200g tagliatelle
- 2 onions, peeled and finely chopped
- 2 x 400g cans chopped tomatoes
- 1 medium red pepper, roughly chopped
- 1 medium green pepper, roughly chopped
- ½ teaspoon of chilli powder (or as required to your taste)
- 500g lean turkey mince

### How to make:

1. Preheat the oven to 180°C, 350°F, gas mark 4. Heat 1 tablespoon of the oil in a medium size saucepan and cook 1 onion until softened but not browned, add 1 garlic clove and cook gently for a further 30 seconds.
2. Add the 2 cans of chopped tomatoes and cook gently for 15 minutes until the mixture thickens, then add the red and green pepper and simmer on a low heat.

3. Place the turkey mince, 1 chopped onion, 1 clove of garlic, tomato puree and chilli powder in a food processor and blend until smooth. Shape into 16, golf ball size rounds. Heat 1 tablespoon of the oil in a large frying pan, add the meatballs and cook until brown all over, turning frequently.
4. Once the meatballs are brown, remove them from the pan and place on a baking tray in the oven for 5-7 minutes.
5. While they are cooking, cook the tagliatelle in a large saucepan of boiling water according to the pack instructions, then drain well. Serve the tagliatelle with the tomato sauce and meatballs.

We hope you find the recipes we feature useful and tasty! Why not make the dish and send in pictures of your meal to the Customer Involvement Team at Coastal House? We'll feature any photographs we receive in a future edition of Viewpoint.

## Aim 1

To provide our customers with high quality homes and services that represent excellent value for money.

## Aim 2

To empower our customers, ensuring that they are placed at the heart of everything we do.

## Service Improvement Panels

The Service Improvement Panels have been designed to involve you in an area of the business that is important to you. The next meeting will take place as follows:

### Repairs Improvement Panel

Friday 6th May, 2pm at Coastal House

### Property Improvement Panel

Friday 8th April, 2pm at Coastal House

### Homeownership Improvement Panel

Date and venue to be confirmed

### Rents Improvement Panel

Tuesday 17th May, 10am at Horsebridge Community Centre

### Sheltered Housing Panel

Friday 15th April, 2pm at Dunsop Court

### New Home Panel

Thursday 21st April, 2pm at the City Learning Centre

### Get Involved Panel

Monday 11th April, 2pm at Tarnside Community Centre

### Safer Communities Panel

Wednesday 11th May, 2pm at Kinraig Community Centre

### Neighbourhood Improvement Panel

Wednesday 20th April, 2pm at Argosy Community Centre

To confirm your attendance please contact the Customer Involvement Team on **01253 477911** or email **customerinvolvement@bch.co.uk**

# What's On Guide

## **All Hallows Residents Association**

Open meeting Monday 4th April, 5.30pm at Whiteholme Community Centre

## **Bostonway Residents Association**

Open Meeting, Wednesday 23rd March, 10.30am at Bostonway Community Centre

Annual General Meeting, Wednesday 20th April, 10.30am at Bostonway Community Centre

## **Grange Park Residents Association**

Open Meeting, Tuesday 5th April, 5pm at the Cherwell Centre

## **Friends of Horsebridge Residents Association**

PACT meeting followed by Open Meeting, Monday 4th April, 5pm at Horsebridge Community Centre

PACT meeting followed by Open Meeting, Monday 9th May, 5pm at Horsebridge Community Centre

## **Linden, Edmonton & Washington Residents Association**

Open Meeting, Friday 6th May, 3pm at Lowmoor Community Centre

## **Melbourne, Brisbane and Hobart Tenants Association**

Open Meeting, Thursday 14th April, 6.30pm at Sevenoaks Community Centre  
Open Meeting, Thursday 2nd June, 6.30pm at Sevenoaks Community Centre

## **Munster Avenue Tenants Association**

Annual General Meeting, 3rd May, 2pm at Bispham Community Centre

## **Mereside Tenants and Residents Association**

Open Meeting every last Wednesday of the month, 7pm at Tarnside Community Centre

## **Disability Forum**

Annual General Meeting, Wednesday 6th April, 2pm at the Centre for Independent Living, Whitegate Drive

## **EnGAYge LGBT Forum**

Held on the second Tuesday of every month, 5.30pm at SHIVER Offices, 102 Dickson Road

## **Tenant Liaison Forum**

If you would like to observe at this meeting please contact the Customer Involvement Team on 477911

Tuesday 10th May, 10am at Coastal House

## **BCH Board**

If you would like to observe at this meeting please contact Samantha Fowler on 01253 477988

Wednesday 25th May, 6pm at Coastal House

## **Spencer Community Centre** (Spencer Court, Blackpool)

Every Tuesday and Thursday, Bingo, 2pm-4pm

## **Sevenoaks Community Centre Over 50's Club**

(Hobart Place, Thornton Cleveleys)

Every Monday and Wednesday, Oi and Bingo, 2pm-4pm

## **Police and Communities Together Meetings**

Take place on a monthly basis, posters advertising meetings are displayed in your local Housing Office, Community Centres, Doctors Surgeries and in nearby shops.

# Useful Contacts

## Blackpool Coastal Housing

**Head Office:** Coastal House,  
17-19 Abingdon Street, Blackpool FY1 1DG  
Telephone 01253 477900  
Email enquiries@bch.co.uk

**Grange Park Housing Office:**  
Telephone 01253 477969

**Mereside Housing Office:**  
Telephone 01253 477968

**Queens Park Housing Office:**  
Telephone 01253 477971

## Homestop Property Shop

Coastal House, 17-19 Abingdon Street,  
Blackpool FY1 1DG Telephone 01253 477047  
Email homestop@bch.co.uk

## The Rents Team

Telephone 01253 477942 Text 07501 921015  
Email rent@bch.co.uk

## Repairs Hotline

0800 073 0184 Email repairs@bch.co.uk  
Text 'Repairs' to 07786 201409

## Customer Involvement

Telephone 01253 477911  
Email customerinvolvement@bch.co.uk

## Homeownership

Telephone 01253 477984  
Email homeownership@bch.co.uk

## Supported Housing

Telephone 01253 477898  
Email shelteredhousing@bch.co.uk

## Customer First Centre

Municipal Buildings, Corporation Street,  
Blackpool FY1 1NF Telephone 01253 477477  
Email customer.first@blackpool.gov.uk

## Welfare Rights

Telephone 01253 477770  
Email welfare.rights@blackpool.gov.uk

## Housing Benefit

Telephone 01253 478847  
Email benefits@blackpool.gov.uk

## Social Services Direct

Telephone 01253 477750  
Email social.servicesdirect@blackpool.gov.uk

## Age UK

89 Abingdon St, Blackpool FY1 1TH  
Telephone 01253 622812

## Citizens Advice Bureau

6-10 Whitegate Drive, Blackpool FY1 9AQ  
Telephone 01253 308400

## Carers Line

Telephone 0808 808 7777

## Blackpool Carers

Telephone 01253 393748  
Email www.blackpoolcarers.org

## Blackpool Police

Telephone 01253 293933 (Non emergency)

## Free Fire Safety Advice

Telephone 0800 1691125 (Non emergency)

## Lancashire Crimestoppers

Telephone 0800 555 111

## National Grid

Telephone 0800 111 999 (FOR GAS LEAKS)

## United Utilities

Telephone 0800 330 033  
(FOR MAINS WATER LEAKS)

## Race Hate Awareness & Prevention (RHAP)

Telephone 0808 8087398

## Broken Rainbow (LGBT Domestic Violence Helpline)

Telephone 08452 604460  
Email www.broken-rainbow.org.uk

# readingviewpoint

Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages.

For more information about these services please telephone 01253 477900 or email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



Spółdzielnia Mieszkaniowa Blackpool Coastal Housing uznaje, iż świadczone przez nią usługi powinny być ogólnodostępne, zatem informacje na ich temat udostępniane są w różnych formatach i wersjach językowych.

W celu uzyskania szczegółowych informacji na temat świadczonych usług, proszę zadzwonić pod numer 01253 477900 lub wysłać e-mail na adres [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk).



En Blackpool Coastal Housing creemos que la información debe estar al alcance de todos. Para asegurar que los servicios de Blackpool Coastal Housing son accesibles podemos ofrecer información en diversos formatos e idiomas.

Para saber más sobre estos servicios, póngase en contacto con nosotros en el teléfono 01253 477900 o por email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



Blackpool Coastal Housing 公司相信每個人都有存取的权利。為確保您能使用 Blackpool Coastal Housing 公司的服務，資訊會以多種格式和語言提供。

有關這些服務的詳情資訊，請致電 01253 477900，或傳送電子郵件至 [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



Blackpool Coastal Housing Ltd.  
Coastal House, 17-19 Abingdon Street  
BLACKPOOL FY1 1DG  
Telephone 01253 477900

