

# grapevine

Autumn/Winter 2018

## Inside this issue:

A Day In the Life...

Back to the 1940s

Our Volunteers

Safety this Christmas



# Thank you



# Hello everyone!

**So let's start again with some people news then. After a thorough recruitment process, the good news is that our new Finance Director (FD), Becky Edwards, will start with us in December 2018. More to follow about Becky in the next edition of Grapevine but she joins us from the City of Bristol College, where she was the Executive Director of Finance.**

I am also pleased to announce that **Felicity King** will now be working with us as our FD on an interim basis until Becky joins. Felicity's most recent role was as the Interim FD at Knightstone Housing, now part of Liverty after the merger with Devon & Cornwall Housing.

In July, **Leaine Thompson** joined Brunelcare as our Housing Governance & Compliance Lead. Leaine is already making good progress on our readiness for an In Depth Assessment (IDA) from the Regulator of Social Housing and will also be responsible for our risk management strategy, internal audit function and overall governance processes.

These appointments will further strengthen the senior team at Brunelcare.

So, regarding our services registered with the Care Quality Commission (CQC), I am proud to say that across all 11 care homes and community services are currently rated as either Outstanding or Good. This is an exceptional performance

and reflects really well on the consistently high quality of service we provide to people in the south west.

In terms of our financial performance, the year-end audit was completed earlier than last year with no adjustments to the statutory accounts drafted by our Finance team. Income was flat compared with the previous financial year at £33.0m and we made a surplus of £0.7m, which is roughly 2% of our income. Our budget for 2018-19 is to achieve a similar level of surplus again.

See page 11 of this edition of Grapevine for more information from Tim Bridger about our recent Stock Condition Survey undertaken by Ridge Consulting. This has been a really useful piece of work which gives us a good baseline for future investment in our properties in the long-term.

After 8 years and 9 years respectively, our Chair (Steve Boardman) and Vice Chair (Richard Gaunt) will be standing down from their positions on the Board of Trustees at the end of the year. Also after 9 years, Stephen Thorpe has reached his full term as a trustee with us. We wish them all very well for the future and thank them for their excellent contributions in steering Brunelcare to the positive position it is now in.

We are currently in the process of recruiting a new Chair and Vice Chair. More details to follow in the next edition of Grapevine.

**Kevin Fairman**  
CEO



## A day in the life...

**Bibek** (but some know me as Becks)



### Role: Housing Office Manager

#### Time with Brunelcare: Just passed my year anniversary

##### MORNING

- Sign in and grab a drink before I sit down
- Check out of hours Centra messages from the morning and previous day, deal with accordingly
- Deal with paperwork and checked/responded to emails
- 1 to 1 management meeting with Debs (customer service officer)
- Head to St Barnabas Close for a meeting, with Housing operations manager and Housing officers, about new policies and current ones needing updating.

##### AFTERNOON

- Pop home for a quick healthy lunch
- Oversee the allocations and lettings to ensure we have voids filled and people homed as soon as possible
- Help the property department with a few emergency jobs needing to be sent to contractors.
- Monthly meeting at Head Office with housing and property managers to discuss updates in the last month and new changes to come

- Catch up on more emails
- Take a phone call from a daughter trying to get her elderly father into Brunelcare

This is just a random day in the life of Becks. I'm heavily head office based and often you'll catch me in the housing department but always willing to chip in and help out where I can.

##### OTHER DUTIES INCLUDE

- Day to day managing, appraisals and managing the customer service team ensuring we are efficient as we can be
- Liaising with tenants, families and employees
- Dealing with complaints
- Assisting the property department
- Keeping up to date with new laws and relaying information to relevant team members
- Working with Housing benefit, Homechoice Bristol and other 3rd party companies
- Attending workshops and conferences.

### Random fact

**I've been to 30+ countries....and I'm not even 30 yet.**



# Housing Editorial



Clare Rowles

**Hello everyone! I would like to take this opportunity to introduce myself as the new Housing Operations Manager.**

My face may be familiar to some of you as I've worked for Brunelcare for almost 12 years and have been lucky enough to work in all 23 sheltered housing schemes. I never imagined I would end up with a career in housing as my background and study years focussed on art and design.

I joined as a Resident Support Coordinator in 2006 and whilst in the role I lived at Lea Croft. Back then tenants would refer to the live in staff as 'wardens'. I moved on to be a Site Officer in the north of the city and then progressed to Housing Officer for the south in 2010. Whilst working for Brunelcare I have been given the opportunity to learn and develop many skills and build my knowledge in housing.

The main purpose of my new role is to plan and ensure the delivery of a quality service to all the people who live in Brunelcare's housing accommodation, to enable tenants to effectively maintain their tenancies, promote independence and improve wellbeing.

I am responsible for the day to day services that are delivered by the tenancy, support and customer service teams. This involves overseeing the management of arrears, antisocial behaviour, lettings, complaints and support. Although my new position requires me to spend more time at head office, I hope to get out on site as often as I can, so please say hello!

Bye for now,  
**Clare Rowles**

# Extra Care Housing editorial



Christina Rees

Community Services Manager North

**Hello everyone! What a beautiful summer we have had. I hope sun screen has been worn and plenty of water has been drunk. As we move in to my favourite season I get to share some of the activities and events that have happened with you all.**

All three sites held Summer Fete's raising money for our Tenants funds so we can arrange trips and entertainers for the year. A big thank you to everyone that attended, including the friends and family that came along too. I know we had lots of donations and lots of tenants manning stalls, making cups of tea and being our back bones as usual. What a fantastic team effort at ABC Centre, Colliers Gardens and Waverley Gardens.

Colliers Gardens have had a local artist brighten up the place, I now find myself hovering in the corridor staring at all the amazing detail.



ABC have been having regular fish and chip nights, and threw a fantastic party, just because, in August. I have seen lots of photos and lots of smiling faces.

Waverley Gardens have been to Weston and The Stag and Hounds for lunch and are arranging lots more trips out.

All three schemes have been lucky again this year with the help of our fabulous volunteers, we are always grateful for the help they give us.

I would like to end by recognising what a fantastic job everyone does to make our Extra Care Housing Schemes such a lovely place to live. I would also like to thank everyone who lives in our schemes for their support and dedication to our activities, and for contributing to the positive atmosphere of the schemes.

I hope to see you all soon when I spend time at the schemes, I love hearing your feedback so please share your stories with me and give me any advice or ideas of how we can improve.



# Apple & Blackberry Crumble

**Prep:** 10mins  
**Cook:** 25mins

## Ingredients:

- Crumble Topping
- 120g Plain flour
- 60g caster sugar
- 60g unsalted butter (room temperature & cut into pieces)
- Fruit Compote
- 300g Braeburn apple
- 30g Unsalted Butter
- 30g demerara sugar
- 115g blackberries
- ¼ tsp ground cinnamon
- Vanilla ice cream, to serve

## Method

- 1 Heat oven to 190C/170C fan/gas 5. Tip 120g plain flour and 60g caster sugar into a large bowl.
- 2 Add 60g unsalted butter and then rub into the flour using your fingertips to make a light breadcrumb texture. Do not overwork it or the crumble will become heavy.
- 3 Sprinkle the mixture evenly over a baking sheet and bake for 15 mins or until lightly coloured.
- 4 Meanwhile, for the compote, peel, core and cut 300g Braeburn apples into 2cm dice.
- 5 Put 30g unsalted butter and 30g demerara sugar in a medium saucepan and melt together over a medium heat. Cook for 3 mins until the mixture turns to a light caramel.
- 6 Stir in the apples and cook for 3 mins. Add 115g blackberries and ¼ tsp ground cinnamon, and cook for 3 mins more.
- 7 Cover, remove from the heat, and then leave for 2-3 mins to continue cooking in the warmth of the pan.
- 8 To serve, spoon the warm fruit into an ovenproof gratin dish, top with the crumble mix, then reheat in the oven for 5-10 mins. Serve with vanilla ice cream.

# Brunelcare in Bloom 2018

## The Results



	1st PLACE	2nd PLACE	3rd PLACE
<b>Community Garden</b>	Colliers Gardens	Westminstere Court	Maple Close
<b>Container Garden</b>	Emmanuel Court	Chestnut Close	Colliers Gardens
<b>Edible Garden</b>	Eglin Croft	Emmanuel Court	Blagdon Close/ Maple Close
<b>Bristol Balloon Fiesta</b>	Chestnut Close	Westminstere Court	Blagdon Close/ Linden Close

# Your Food, Your Health

**Back in July, Rowan Court residents prepared and shared a cottage pie lunch with Bearnie from Wellspring as part of the Your Food Your Health sessions running this year.**

This was followed by sugar free chocolate brownies and banana cake! People enjoyed working as a team to produce the delicious meal and there was plenty of conversation and laughter around the table.



**If you would like to join in future sessions, just turn up or call Bearnie if you have any questions on 0117 304 1427.**

## Puzzle | Suduko

Every sudoku grid always contains some partially completed grids with digits. The objective of the game is to fill the missing digits into the grid. You need to use and fill digits from 1 to 6

In each column, row and block you can use each digit only once.

**Answers on page 19**

		3	4		2
	5	2	6	1	3
			1	6	
	6	4		3	
			3		
3	2				1



# Back to the 1940s

**Waverley Gardens held a 1940s themed afternoon after a suggestion by tenant Chris Moon.**

We had memorabilia brought in by Hannah Pengelly including an old uniform, medals, a gramophone, an air-raid siren and a decommissioned rifle. Kinlay brought in the Bronze Star Medal awarded to her Grandfather who was an American soldier in the D-Day landings.

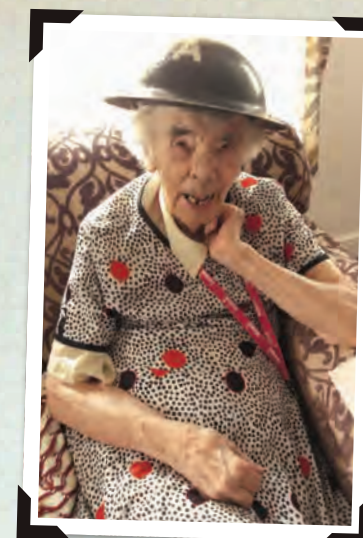
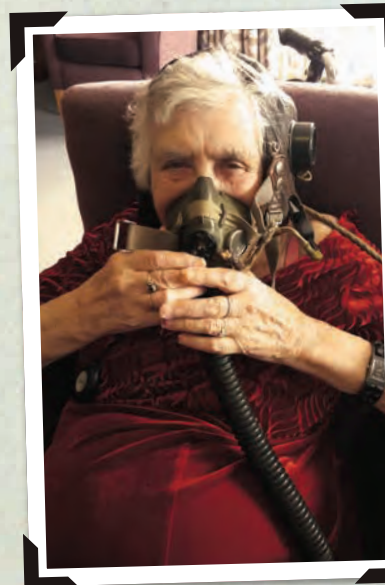
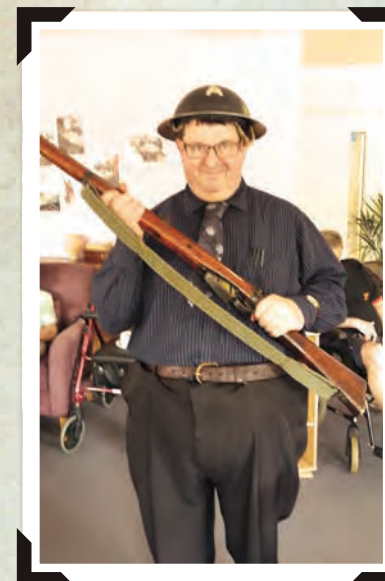
Our very own tenant Len Tozer brought us his original flying helmet and oxygen mask. Len joined the RAF in 1941 having volunteered as he felt this was the right thing to do. He joined Bomber Command and flew many missions over Europe in the Halifax Plane. Len once flew the famous 'Friday The 13th' Halifax and served a year in India.



*Len and Eileen married on Len's return in 1945 so that's 73 years of wedded bliss!*



We all had a great time trying things on, looking through old newspapers and books and having a good old 1940s sing song.



*A Bristol street party celebrating the end of the war.*





# Maintenance Update

**Rebecca Caborn** - Maintenance Team Manager



## Goodbye

Unfortunately after 18 long years, **Pete Uzzell** our locksmith & carpenter has decided to leave

Brunelcare for a new career path. Pete has been an integral and widely respected part of our team who was much loved by staff and tenants across the business. He will be greatly missed but we wish him the best of luck in his new adventure. Farewell Pete!



## Welcome

We have **Hope McCalla** joining the property department as Property Compliance Admin Officer covering Laura Jones who went on maternity leave in September.

## Puzzle

## Cross Word

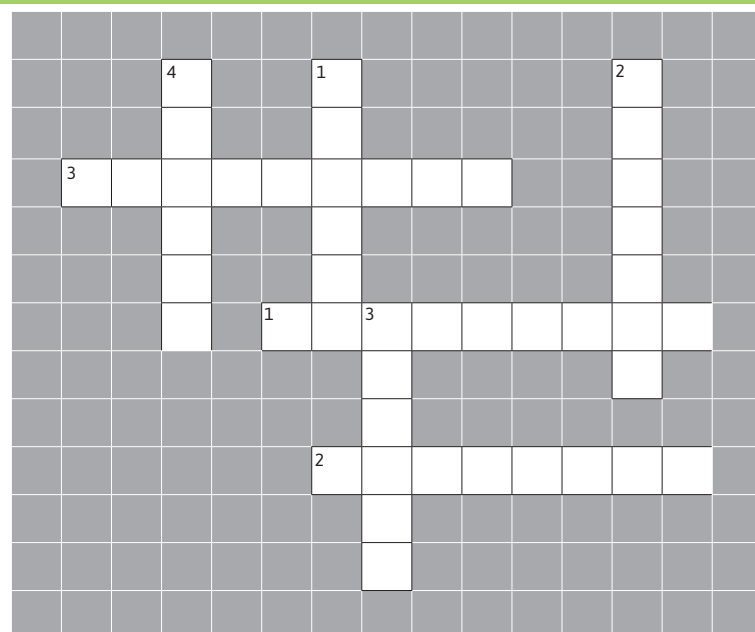
Answers on page 19

### ACROSS

1. Perform routine maintenance or repair work on (a vehicle or machine).
2. A written guarantee, issued to the purchaser of an article by its manufacturer, promising to repair/replace it if necessary within a specified period of time.
3. The necessary items for a particular purpose.

### DOWN

1. Physical harm that impairs the value, usefulness, or normal function of something.
2. a small part on or attached to a piece of furniture or equipment.
3. Restore (something damaged, faulty, or worn) to a good condition.
4. Not working or made correctly; having defects.



# MAINTENANCE REPORT

25

Properties had decoration works completed

1,701

Jobs completed in June, July & August

27.8

Jobs a day completed by 9 operatives

During June, July & August our in-house Maintenance Team completed **1,701 Responsive Repair jobs across the business, consisting of Emergency, Urgent and Routine works.**

Our team of 9 response repairs operatives averaged 27.8 total jobs per day and 5.3 jobs per operative each day.

Works that our dedicated in-house team also carried out during this time were decoration works which have included new bathroom and kitchen installs to 25 void properties and decorative improvements to some internal and exterior communal areas.

We spent 3 weeks installing a mammoth 100 meters of concrete fencing at our Waverley Gardens Extra Care site.



We are also in the process of installing up to 10 new kitchenette areas in some of our Care Home dining rooms.

We've also installed a new Level Access Shower for an existing tenant whose medical needs have changed, and we'll also be installing another one in September. This will enable these tenants to stay in their homes for longer, hopefully improving their quality of life.

*Our Brunelcare Maintenance Operatives have certainly had a busy few months!*

## Customer Satisfaction Survey

### We want to know what you think!

Providing our customers with an efficient, timely, friendly service with minimum disruption is very important to us. Knowing when we are getting it right or wrong helps us to improve our service to you in areas that need it.

We are introducing a weekly satisfaction phone survey. A member of the team will be calling 5 customers who have had jobs completed each week to ask questions about the service we have provided. We would appreciate an honest response so that we can continue to provide you with the service we all expect. Your answers will be treated confidentially but we may wish to contact you if you have raised a grievance that needs to be dealt with further.



# REPORT HOW TO A REPAIR



**Before you report a repair, make sure you have all the relevant information ready to report it.**

For example, if you have a leaking tap, is it the hot or cold tap? Where is the tap located? Is it a slow drip or is it leaking? Does it turn off properly? This way we can understand the issue, how urgent it is and arrange the relevant person to get it fixed.

We will need your name, the property you are calling from and a contact number, when you might be home or if you are happy to give us permission to enter if you're out. We may ask you if you have a family member or friend that can assist you with a repair. Also you could let us know if you have reported the repair before and if so how long ago.

## When will your repair get done?

**We set priority timescales for different categories of repair depending on what the job is.**

**Emergency:** These are repairs which pose danger to health, the property and to safety. We aim to get these repairs done within 24 hours. This may mean temporarily sorting the issue whilst making an arranged appointment to re-attend to sort the repair properly. This would include repairs such as a blocked or leaking toilet, no hot water or heating during the winter months or a flood from leaking pipes.

**Urgent:** Repairs which affect your comfort and convenience. We aim to get these repairs completed within 1-3 days depending on the severity of the job. These would include repairs like a blown light, a leaking tap, a faulty alarm.

**Routine:** These are minor inconveniences which are normally dealt with within 21 days. These may include things such as clearing guttering, rubbish removals, putting up furniture.

**Planned:** These are works which can take 3 weeks or more which may require quotes and booking in the repairs in advance. This can be inspections of damp or cracks, carpet cleaning or fencing.

### Appliances

*Unfortunately, we do not repair appliances such as fridge-freezers, washing machines and dishwashers in your flat. However we can recommend a contractor who can attend to do this for you.*

# Stockwood Amateur Horticulture Spring Show 2018

Congratulations are in order again to our own Yvonne Hawkins of Chestnut Close for being awarded 2nd, 3rd and highly commended prizes for her amazing Daffodils and Grape Hyacinths.

**Well done!**





# My Crematorium Tree

There is a certain emptiness  
which I will fill with love.  
For now I stand here all year round  
and will blossom from above.

Yes, I will give you all the love  
that you will ever need.  
As I spread my leaves and branches  
then my flower will appear.

For I will give you all the love  
that you will ever need.  
And when my petals touch the ground  
it's just a kiss from me.

M. B. Rowsell - St Johns Court



## Autumn Word Search

- BRISK  
CRISP  
FOGGY  
FRESH  
AMBER  
RIPE
- BLUSTERY  
HIBERNATING  
OVERGROWN  
SEASONAL  
VIBRANT  
WOODLAND

Solutions on page 19

O	B	L	F	H	F	T	I	S	B	O	A	E	U	N
W	V	B	U	U	I	G	N	E	L	S	J	D	A	K
H	P	E	R	G	E	N	L	A	I	G	T	P	L	J
R	A	E	R	I	C	P	X	S	R	Q	D	A	W	B
E	S	E	A	G	S	N	W	O	T	B	P	R	L	A
B	V	L	Y	I	R	K	K	N	Z	J	I	U	F	D
M	S	K	R	J	X	O	O	A	Q	P	S	V	R	Q
A	F	C	R	S	K	E	W	L	E	T	A	B	E	K
F	O	G	G	Y	O	Y	Z	N	E	P	G	P	S	L
J	U	Q	S	V	R	D	R	R	L	N	A	F	H	R
M	E	T	I	E	L	E	Y	Q	P	J	C	A	K	O
D	N	A	L	D	O	O	W	B	T	K	A	J	F	M
H	I	B	E	R	N	A	T	I	N	G	X	S	B	H
O	R	X	X	M	U	C	B	C	H	W	Y	C	E	M
K	V	B	C	A	A	U	I	Q	Q	X	L	F	I	R

## Save the date for Brunelcare’s annual

# Christmas Carol Service

Tuesday 4th December  
2-4pm (please arrive from 1pm onwards)

Christ the Servant Church  
Stockwood Rd, Bristol BS14 8SP



## Rechargeable Repairs

As a non-profit charity every penny that we receive helps us to provide you with better housing and care.

Maintaining our properties is a costly business and repairing alterations or damage caused by some tenants either during their tenancy or at the end can eat into that fund. We will be looking at this more closely to ensure that costs that we incur are recouped where possible.

We will also be reclaiming more costs when we carry out works at your request for aesthetic improvements, lost keys or lock changes, rubbish removal, connecting & disconnecting cookers or minor repairs to cookers that have been gifted or are owned by the tenant etc. A more detailed list of these costs will be communicated in the next couple of months; however the maintenance desk will let you know if we feel the request is chargeable.





Light up your home

SAFELY

this

Christmas

You know it's getting close to Christmas when your local DIY superstore or garden centre is flashing, pulsing, rippling or just plain glowing with their annual Christmas lights display.

Sadly, the incidents of house fires can rise up by 50% during the festive season often caused by poor quality Christmas lights. Thankfully, this year's trend is for LED Christmas lights, which have major advantages in terms of Christmas light fire safety.

So, before you dig out those old lights for yet another year, consider replacing them instead. Inevitably, setting up traditional mains powered fairy lights will include tracking down the one bulb that has blown in the set, which involves a lot of fiddling and cursing in my experience. Then, just as you get them onto the tree and switch them on, another bulb blows.

A blown bulb in a mains-powered traditional set of lights causes the other lights to burn hotter. Now, imagine the effect of a super-hot bulb on a real Christmas tree that has been drying out since you placed it in the house weeks before. It's a fir-tree-fuelled fire waiting to happen.

So, always unplug your lights when you retire at night or if you leave your property. This will ensure your lights are left safe and save you money on your electricity bill. This also gives the transformer time to cool down properly, reducing the risk of overheating.

May I take this opportunity to wish you all a safe and happy festive season!

**Hedley Pitts** – Contracts Manager

# Our Volunteers

As always, we have had a fantastic few months with the help of both our corporate and individual volunteers across all of our sites. Just some of the organisations we've had the help of include RBS, Santander, DEFRA and Lloyds bank.



Colliers Gardens had a group of Lloyd's volunteers painting their communal area and joining them for cuppas and cake!



Sheltered housing sites Lilac Close, Blagdon Close and Longmead Croft benefited from gardening while we had a redecorated lounge at Whitebeam.

The Willows day centre enjoyed a fab day of skittles and lunch with Lloyds.



We will be piloting a voluntary telephone befriending service soon, keep your eyes out for more information.

And much, much more...





During this time we have been interrogating the data to enable us to put together a sensible programme of works to ensure that our properties are 'decent' homes for our customers to live in. Initially we are looking at works that are needed on our properties over the next 5 years and this can include updating kitchens and bathrooms, heating systems and external and internal works to the communal areas of our properties.

**Please feel free to contact the property department at Head Office (0117 914 4200) if you have any questions.**

MacMillan  
Coffee  
Morning

WELL DONE!



# Out of Hours Repairs Reporting

Please provide as much information as possible to Centra as this helps our maintenance

Although you may report the repair out of hours you may not actually need or expect it to be carried out until the next working day or you may be going out, so please make it clear to Centra if this is the case. This then stops our operative attending unnecessarily which will also help us to reduce costs.

# Puzzle Solutions

Don't look if you  
don't want to  
know the answers

Page 07 - Spring Sudoku Answers

6	1	3	4	5	2
4	5	2	6	1	3
2	3	5	1	6	4
1	6	4	2	3	5
5	4	1	3	2	6
3	2	6	5	4	1

Page 15 - Autumn wordsearch Puzzle

O	B	L	F	H	F	T	I	S	B	O	A	E	U	M
W	V	B	U	U	I	G	N	E	L	S	J	D	A	I
H	P	E	R	G	E	N	L	A	I	G	T	P	L	I
R	A	E	R	I	C	P	X	S	R	Q	D	A	W	I
E	S	E	A	G	S	N	W	O	T	B	P	R	L	A
B	V	L	Y	I	R	K	K	N	Z	J	I	U	F	D
M	S	K	R	J	X	O	O	A	Q	P	S	V	R	O
A	F	C	R	S	K	E	W	L	E	T	A	B	E	I
F	O	G	G	Y	O	Y	Z	N	E	P	G	P	S	I
J	U	Q	S	V	R	D	R	R	L	N	A	F	H	I
M	E	T	I	E	L	E	Y	Q	P	J	C	A	K	O
D	N	A	L	D	O	O	W	B	T	K	A	J	F	N
H	I	B	E	R	N	A	T	I	N	G	X	S	B	H
O	R	X	X	M	U	C	B	C	H	W	Y	C	E	N
K	V	B	C	A	A	U	I	Q	Q	X	L	F	I	I

Page 10 - Maintenance crossword Puzzle

[illegible]



## Contact us:

### **Brunelcare Head Office**

Saffron Gardens, Prospect Place,  
Whitehall, Bristol BS5 9FF

T: 0117 914 4200

F: 0117 954 3881

Info@brunelcare.org.uk

www.brunelcare.org.uk

### **Housing Customer Services Team:**

0117 914 4257

### **Emergency Maintenance Freephone**

(8.30am - 4.30pm)

0800 072 6308

# Grapevine needs you

**The next edition of the Grapevine will be out in January.**

**We would love to include all your Christmas and New Year celebrations so keep an eye out for the poster with the deadline details.**

Alternatively please email:

**tianna.williams@brunelcare.org.uk**

**Or send by post to:**

Tianna Williams  
Brunelcare, Saffron Gardens  
Prospect Place, Whitehall BS5 9FF

Registered as a charity (201555) and  
Regulator of Social Housing (LH0269)

Grapevine is also available in larger  
print and other languages.

**For a copy please telephone**

**Tianna Williams on: 0117 914 4200**

