

grapevine

SUMMER 2023

NEWSLETTER

what's inside



**Welcome
Graham**
Meet our new
Chair of Trustees

**You said,
we did**

Quarterly Site
Meeting outcomes



**Diabetes
prevention service**

Reduce your risk of
type 2 diabetes

**Brunelcare in
Bloom**

Announcing
the winners



brunelcare.org.uk



brunelcare 

contents

- 2** Welcome to Graham Russell
- 3** You said, we did
- 4** Tenant Satisfaction Measures and Results 2023
- 5** Contractor Performance
- 6** Regulatory Assessment / Review 2023
- 7** Investment in our Homes
 - Social Housing Decarbonisation Fund
- 8** Energy bills update
- 9** Residents First Group Voids
- 10** Annual Complaints Report
- 11** Brunelcare in Bloom - the results
- 12** Shared ownership vs leasehold
- 13** Fire doors
 - Virtual noticeboard
- 14** Extra Care Housing
- 15** Extra Care Housing
- 16** Meet the team
- 17** Thank you and goodbye
- 18** Repairs
- 19** Diabetes prevention service

welcome

to Grapevine



Brunelcare is delighted to welcome Graham Russell as our new Chair of Trustees from 1st July. He takes over from Deborah Evans, who stepped down as Chair after four years of service on the Board.

Graham has a wealth of experience working with third-sector organisations, including the housing, education and mental health sectors, as well as working at board level with private-sector companies. His extensive board experience, including his current role as Vice Chair at Gloucestershire Health and Care NHS Foundation Trust, has given him a strong knowledge of organisational strategy and leading organisations through challenging environments.

Finishing a nine-year term as Chair at mental health charity Second Step this November, Graham was interested in joining another

organisation that aligned with his personal values.

Graham has a great passion for working with non-profits, seeking organisations with charitable objectives that work collaboratively and in an inclusive style to make a huge difference in people's lives. He believes there are lots of opportunities to do brilliant things within his new role at Brunelcare.

Graham said: "It's a great privilege to be invited to be the new Chair of Trustees at Brunelcare and carry on the great efforts that Deborah left. I'm keen to get involved, meet lots of people across Brunelcare and become more familiar with the organisation."



To find out more about our Board of Trustees at Brunelcare, visit:

brunelcare.org.uk/about-us/who-we-are/our-trustees/

You said, we did

Quarterly Site Meeting outcomes

We have been busy visiting our Brunelcare sites and participating in the Quarterly Site Meetings (QSM).

The meetings aim is to gather our customer's feedback on areas that are important to you, so that we can respond in the best way.

The customer issues that arose from the most recent Quarterly Site Meetings are detailed below:

You said we did

YOU SAID:

The information you receive needs to be shared in a more timely / up-to-date way.

WE DID:

We are piloting a virtual noticeboard at our Willowbank site, which will provide up-to-date information. The Customer Service Team are monitoring its success. For more information, please see the Virtual Noticeboard article on page 13.

YOU SAID:

On-site directional signage is confusing and needs to be clearer.

WE DID:

We have removed the confusing signage and we

will replace it with new branded signage. This will be done on a site-by-site basis, based on the feedback we have received from you.

YOU SAID:

That you would like to have new grit bins installed at your site(s).

WE DID:

The Maintenance Team are collating information on which sites require either a new or replacement grit bin(s). They are reporting this back to the Customer Services Team in anticipation of placing orders by the end of September 2023 for site installation before the winter.

We will also be looking to relocate bins at some of the sites to make accessing them more accessible.

YOU SAID:

We need new laundry machines.

WE DID:

Brunelcare has procured a new laundry contract with Wolf. The installation of these machines started in July at Blagdon Close, Chestnut Close, St Barnabas Close, Rowan Court, St Johns Court, Emmanuel Court and Whitebeam Court.

We are now in the process of reviewing the sites where laundry contracts will shortly be coming up for renewal, and will notify those sites in advance.

HOW YOU CAN GET INVOLVED

Together 
with **Customers**

Our Together with Customers Strategy details Brunelcare's commitment to putting our customers at the centre of our values, culture and ethos.

We want to maximise your participation and engagement so that you can influence and shape the services you use and how they are delivered.

Although various groups have already been set up, we are always looking for new members.

You may want to review key Brunelcare policies and services. You may have a passion for making a difference towards achieving carbon net zero, or perhaps you would like to get involved in writing or contributing to publications you read, such as Grapevine.

If you would like to get involved, please let us know at your next QSM or get in touch:

Visit our website:
www.brunelcare.org.uk

Email: together@brunelcare.org.uk

Call us on: **07557 568565**



Tenant satisfaction

Measures

Brunelcare commissioned Acuity Research and Practice (Acuity) to conduct a Customer Satisfaction Survey of Brunelcare's housing tenants earlier this year.

The survey was based on the new Tenant Satisfaction Measures (TSM), which have been introduced by the Regulator of Social Housing (RSH) to:

- Provide an up-to-date picture of tenants' satisfaction with their homes and with the services provided by Brunelcare.
- Introduce the new TSM questions to familiarise Brunelcare with collecting and publishing the required data.
- Inform decisions regarding future service development.

Next year we will be able to compare the performance of Brunelcare with questions that match the previous survey.

TENANT SATISFACTION RESULTS 2023



80%

overall satisfaction with Brunelcare



Satisfaction with the handling of ASB (antisocial behaviour) is

74%

which is an increase of

12%

from the previous survey



86%

are satisfied with home and communal repairs



89%

of residents are satisfied they have a safe home and community



90%

satisfaction with repairs

TENANT SATISFACTION RESULTS 2023



Satisfaction with the contribution to the neighbourhood

80%



Treating customers fairly and with respect is at

85%

However, slightly lower levels of satisfaction were reported concerning:

69%

are satisfied with how views are listened to and acted upon

74%

are satisfied with how anti-social behaviour incidents are dealt with

45%

are satisfied with how complaints are handled

We are currently working on an action plan to improve our services in these areas, and this information will be shared with our tenants at the next round of Quarterly Site Meetings.

Contractor Performance

Sometimes we require the use of contractors to complete specific or specialist tasks.

The contractors that Brunelcare use to undertake routine testing, inspection and maintenance of our properties have all been through our procurement process, with checks to ensure that they are competent to undertake these roles and that are in-line with statutory requirements.

To ensure that our contractors are doing a good job, we hold monthly

contract meetings with them and challenge any discrepancies or issues that there may be. We are currently looking to increase our checking process so that Brunelcare employees can audit completed works themselves.

With the new IT system, we will be able to have more accuracy over the first-time fix rate. This will mean that Brunelcare can scrutinise figures and take quick measures when targets are not being met.





Regulatory Assessment / Review 2023

At least every four years, Brunelcare has an inspection of all of our housing services.

On 29 March 2023, the Regulator for Social Housing (RSH) published its regulatory judgement of Brunelcare following an 'In-Depth Assessment' (IDA). This involved a review of documents, interviews with members of the Board and Senior Leadership Team of Brunelcare, and observations of meetings.

Customers involved in the Net Zero Group got the opportunity to feedback to the inspection team.

Based on evidence gained from the IDA, the RSH has confirmed that it has the assurance that Brunelcare continues to comply with the governance and financial viability elements of the Governance and Financial Viability Standard.

The published outcomes were:



The provider meets our governance requirements [ratings are G1 and G2 - complaint; G3 and G4- non-compliant]



The provider meets viability requirements; it has the financial capacity to deal with a reasonable range of adverse scenarios but needs to manage material risks to ensure continued compliance [ratings are V1 and V2 - complaint; V3 and V4- non-compliant]

Piloting new consumer standards

As part of the inspection process, Brunelcare worked with the RSH to pilot its new arrangements to review compliance with the five RSH Consumer Standards:

- Home Standard – quality of accommodation and repairs and maintenance
- Tenancy Standard – how properties are allocated/exchanged and terms around tenure
- Neighbourhood and Community Standard – issues around neighbourhood and communal areas and anti-social behaviour
- Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement
- Tenant Satisfaction Measures Standard (TSMs)– reporting against the TSMs, which covers information on areas such as repairs, safety checks and complaints (applies from 1 April 2023). See page 4 for more information

The RSH concluded that there was good evidence of Brunelcare meeting the new Consumer Standards but identified areas where improvements need to be made:

- understanding diversity of tenants
- understanding satisfaction rates better
- transparency and involving tenants more in decisions



Investment in our Homes

One of our main aims is to ensure that you, as customers are proud of your home.

To help us to achieve this, we have a large capital investment programme of £7million to spend across our Sheltered Housing, Extra Care Housing and Care Home Sites.

This year, the main areas of expenditure will be on:

- Replacing kitchens that have come to the end of their life,
- Electric heating,
- Fire detection systems,
- Fire door improvements and replacements,
- Fire compartmentation and breaks,
- Replacing windows,
- External decorations.

We will let you know when any works are due to start so that you can plan ahead.

CLIMATE CHANGE: SOCIAL HOUSING DECARBONISATION FUND

Ensuring that our homes are land carbon and energy efficient is not only an objective within the 'Asset Management Strategy', but also a Government target for social housing providers through their 'Clean Growth Strategy'. By 2050 we have to achieve net zero for all of our homes.

You may already be aware that following a detailed application, we have been awarded £2 million of Wave 2 (Social Housing Decarbonisation Fund) funding. We have to spend

this over a two-year period on improved insulation, space and water heating. Brunelcare will match this funding with new windows and explore renewable energy across two of our sites.

As we develop our approach to improved energy performance, we are much clearer on how we can achieve this. However, we also hope that we will be able to take advantage of future technology and design changes.

We will start to retrofit our poorest-performing properties with an Energy

Performance Certificate (EPC) rating of D and below.

We have undertaken some detailed property assessments, which has provided us with a much better understanding of how the retrofit will take place.

The next stage will be to start consultations with some of our tenants in phase one about what that could mean for them and their homes in the first phase. We will also bring this to the upcoming Net Zero Group meeting, so watch this space!

An update on energy bills

The large increase in energy costs was a big shock for everyone last year.

For some people, energy bills went up by 300%. Whilst we were able to pass on the government subsidy introduced in October '22, as well as tenants being able to claim the £400 payment, the removal of government

subsidy meant that tenants were facing another big hike from April.

To avoid this, we were able to negotiate a new deal with our energy supplier -EDF, whereby they spread the increase over 18 months, so that you can benefit from the fall in energy prices. Since then, the government have said that no one who is part of a communal supply

or heat network should have to pay more than a customer who pays directly to an energy supplier. We had to submit details of all our sites and meters by July 25th and we are now waiting to find out if we can apply a rebate and if so, how we feed this through to your service charge. As soon as we know more, we will update you at the QSMs and on our website.

Have your say

We would love to include news and stories from you in publications such as Grapevine.

Please get in touch with us if you have a story or would like to share news from your community with other residents.

Would you even like to contribute to or write an article?

Use our 'Share your story' form on our website.

SHARE A STORY WITH US

Go to our 'Share your story' page on our website to complete the form at:

[brunelcare.org.uk/
share-your-story](https://brunelcare.org.uk/share-your-story)

Have you got a story to tell?



Residents First Group

The Residents First Group (previously Customers First Group) has been established to help ensure that residents are actively involved in shaping the services Brunelcare provides and its future.

Rosemary of Whitebeam Court said:

'I joined the Residents First Group to help to be part of a solution, working with, not against, Brunelcare.

I believe that the thoughts and views I have are valid. There will always be frustrations, but by working together and demonstrating that we are trying to improve the services we use and the homes we live in,

I can help with change and improve communications for the benefit of all residents.'

To date, the Group has met twice and has agreed to focus on the following areas over the coming months:

- **Communication:** this was identified as being the major common concern.
- **Service charges:** the Group felt that there was a lack of clarity in relation to service charges and how they are calculated and so a fundamental review of how they are communicated was important.

- **Approach to the allocation of homes:** a review of the allocations process was felt to be needed.

Meetings have been scheduled for the remainder of 2023-24, with the next meeting due to take place on 13 September 2023. This meeting will focus on Service Charges and their communication. The outcome of all meetings will be shared in future Grapevines, at your Quarterly site meetings and on our website.

To find out more about the Residents First Group: together@brunelcare.org.uk

07557 568565

Improvements to our voids process: Giving our residents more choice

We perform quality control checks on all works without exception to ensure that standards are met.

We have included a new pre-inspection sheet to allow us to capture items required to ensure the property is safe, clean, clear and ready for the new resident(s).

Most of our work is completed by our in-house Maintenance Team, who thoroughly know the work required to provide a quality home for new residents to thrive in.

We understand how challenging a home move is and do what we can to make the move as smooth as possible.

We have also introduced the option of a decoration pack from Dulux Paints, allowing incoming residents to decorate the property with colours of their choice as and when they wish to take this option.

We have had some great feedback with these and are happy to provide residents with a choice.

Annual

complaints report

We are committed to continuously improving the quality of services we provide by understanding the experiences of people accessing those services.

Your feedback helps us improve our services and develop as an organisation. Here is a summary of our Complaints, Compliments and Concerns Annual Report for 2022 - 2023

Read the full report at:

www.brunelcare.org.uk/about-us/our-performance/complaints-performance-reports

In 2022 - 2023 we received:


102

stage 1 complaints


49

compliments

Of these complaints, we received:

87 by email

6 by telephone

6 by letter

2 in person

1 via Facebook

CASE STUDY




You said:

17% of complaints related to Repairs and Maintenance. These included a number of complaints regarding planned works being undertaken by an external contractor.






What we did:

- Improved communication processes and recruited an additional Multi-trade operative and a Repairs Team Leader to improve the service provided by Brunelcare and communication with subcontractors.
- We are developing a new housing management system which will provide better tracking of works in progress and allow both customers and subcontractors access to that portal for greater transparency and communication.

TOP REASONS FOR COMPLAINTS:

-  Repairs and maintenance
-  Communication
-  Standards of care

You can raise a complaint:

-  By emailing us at: complaints@brunelcare.org.uk
-  In writing to: Feedback and Complaints, Brunelcare Head Office, Saffron Gardens, Prospect Place, Bristol, BS5 9FF
-  By completing and submitting the form on our website.
-  By phoning us on: 0117 914 4200
-  In person at any of our offices or developments

Brunelcare in Bloom the results

The results are in, and we are happy to share with you the winners of this year's annual Brunelcare in Bloom Competition.

The judging day took place on Tuesday, 25th July, and the rain stayed away! We had eight sites enter this year, and we would like to extend a huge thank you to all who participated. We know how much time and effort goes into making your gardens look beautiful, not just for the competition but all year round.

We would also like to thank Landscape Services, who volunteered to help judge some of the sites.

We received entries from:

- Blagdon Close
- Colliers Gardens
- Emmanuel Court
- Garden Close
- Hanbury Court
- Linden Close
- Westminstere Court
- Woodland Close

Our sites could enter three categories this year; Container Garden, Edible Garden and Wildlife Garden. We are pleased to announce our winners as follows:

CONTAINER GARDEN

WINNER: Westminstere Court
2ND PLACE: Emmanuel Court
3RD PLACE: Woodland Close

EDIBLE GARDEN

WINNER: Emmanuel Court
2ND PLACE: Linden Close
3RD PLACE: Westminstere Court / Blagdon Close

WILDLIFE GARDEN

WINNER: Linden Close
2ND PLACE: Colliers Gardens
3RD PLACE: Blagdon Close

GET INVOLVED

Would you like to get involved with our Brunelcare in Bloom competition in 2024? You may want to have a say on what categories to include, take part in judging, or provide fellow gardeners with some hints and tips ahead of the day.

Please visit our website:
[brunelcare.org.uk/
contact-us](https://brunelcare.org.uk/contact-us)

Email:
hello@brunelcare.org.uk

Call:
0117 914 4200

Landscape Services

(South West) Ltd
contract maintenance



*Huge
congratulations to
you all!*

Shared ownership vs leasehold: What's the difference?

People often wonder what the differences are between Shared Ownership and Leasehold properties, and what are the options available through Brunelcare.

Brunelcare offers affordable homeownership options through its Shared Ownership and Leasehold programs within both Sheltered Independent Living and Extra Care

Housing schemes.

We've put together a simple guide below to help you understand the differences between the two property types.



Shared ownership

Our shared ownership homes are ideal for those who want to share the ownership of a retirement flat or bungalow, offering a cross between buying and renting; you own a share and then rent part at a reduced rate with the possibility to staircase up your percentage. We have three shared ownership housing schemes in Bristol, offering different services.

Shared ownership for independent living can be found at Brean Gardens, Bedminster and Saffron Gardens, Whitehall.

If you are looking for Shared Ownership with a care element available, Brunelcare has twenty Shared Ownership flats available at Waverley Gardens Extra Care Home. Shares can be purchased from 50-75%, with a monthly service charge for communal areas and services.

All of our ownership properties are subject to assessment and approval by Brunelcare in line with our charitable aims and objectives.



Leasehold

Our leasehold properties are designed for older people who wish to have a stake in the ownership of their home.

These homes are for those who choose to lease a retirement bungalow and are happy to live independently without regular support.

We have 12 independent living leasehold bungalows at Orchard Close, Westbury-on-Trym and three independent leasehold bungalows at Sturminster Road, Stockwood.

We also provide a property maintenance service for all these homes, inclusive of the lease, taking a weight off your mind.

How to apply

Please contact the Housing Team:



0117 914 4257



housingadminteam@brunelcare.org.uk

For more information about our shared ownership and leasehold properties, please visit our website: www.brunelcare.org.uk

Fire doors

Fire doors are essential as they protect from the spread of fire and smoke.

Fire doors are fitted at strategic points throughout your building to ensure that all tenants have the best level of protection in the event of a fire. If the fire door has been damaged or altered in any way, it may not be able to stop fire and smoke from spreading and could put lives at risk.

All tenants have an important role in ensuring that, if there is a fire in their home, the entrance door to their flat is kept closed, as it is an effective barrier to the spread of fire and smoke into other homes and communal areas.

- You should never prop, wedge or tie open a fire door. Fire doors should be kept shut at all times (unless there is a device that connects it directly to the fire alarm).

- Tenants and their guests should not tamper with self-closing devices;
- Never alter the fire doors in any way. If any changes are made to the fire door after it is fitted, it may be unable to stop the spread of fire and smoke.
- Tenants should report any fault or damage immediately to Brunelcare.

Virtual noticeboard

The Customer Services Team is currently piloting a virtual noticeboard at our Willowbank Sheltered Housing site.

The information is delivered to our customers via a TV, which has been installed in the entrance foyer of Willowbank. It brings up-to-date information to our tenants on upcoming planned works, contact information for Housing and Repairs and other

relevant community information.

The virtual noticeboard will also be used to update our tenants on any issues that may have been raised at the Quarterly Site Meetings, which are generic to the scheme, showing how both our tenants and Brunelcare are working proactively together to resolve and inform in a timely manner.

The use of the virtual noticeboard is proving to be a beneficial way of communicating with our tenants at Willowbank. At the end of the pilot, we will look to roll this new communication tool out to several other Brunelcare schemes.



Colliers Gardens



On Thursday 29th June we celebrated the Chinese Dragon Boat Festival. We were joined by so many people; from our lovely tenants, to tenants from Woodland Court, as well as others from the local community.

Together with the Chinese Community Wellbeing Society, we hosted a wonderful event, with various workshops taking place, including jewellery making and dumpling making. We were also treated to a fabulous singing performance.

Refreshments were provided by A Taste of the Orient, and our very own Chef; Andy.

Please join us for our regular events:

- Our Digital Sessions take place every Tuesday from 10:30am
- Our FAB cafe is proving very popular. Join us every Friday from 2:00pm



BRINGING THE LIBRARY TO YOU

YOUR LOCAL LIBRARY AT YOUR DOORSTEP

Bristol **Home Library Service** delivers books to isolated readers who cannot get to their local library due to a disability, poor mobility or caring responsibilities.

This is a truly valued service that is flexible and can work around a volunteer's existing commitments. To access the service or to find out more about becoming a **Home Library Service** volunteer contact us today.

For more information, please ask at your local library, or call Royal Voluntary Service on **07714 898 558**, email us on bhlsvisits@royalvoluntaryservice.org.uk or visit royalvoluntaryservice.org.uk.

All volunteers are fully compliant and DBS checked. Registered charity 1015988 (England and Wales) & SC038924 (Scotland). CS2276 0222



RETIREMENT VILLAGE

Woodland Court

We have had two reasons to celebrate recently, with Woodland Court reaching a 10 year milestone as part of the Brunelcare family, who took ownership of the building in April 2013. In addition to this, our Village Manager, Nicky Hunt, also celebrated 10 years in June.

We are having some much needed work completed at Woodland Court at the moment, with workmen on-site for the next couple

of months, painting the outside of the building.

Every Monday, our tenants enjoy a day trip out, with our most recent visit being to the Hinkley Point Visitor Centre. Everyone had a had a fab day.

We are looking forward to our Village BBQ this month August and have everything crossed for good weather!

ABC

ABC Centre celebrated LGBTQIA+ Pride in style in June, and we had a fantastic time. We held a Pride-themed quiz to share and increase our knowledge of Pride. Our tenants and colleagues also participated in a Pride parade around our gardens and throughout the building.

We held our Summer Festival in July and had such a great day. Various acts were performed throughout the event, including singing, dancing and music. There really was something for everyone! The sun even came out when the ice cream van arrived, and the day concluded with a splash as some of our colleagues volunteered to be a part of 'Soak the Staff'!



Waverley Gardens

Waverley Gardens has been spending time on prevention rather than cure, and we have joined the Care Homes with their Falls Prevention Project.

We have already had an "Able with Mable" session for our tenants, which includes focused exercises and assessments for individuals to prevent falls from happening.

We have also hosted internal and external groups, including diabetes prevention and deaf awareness, and are planning a session for Dementia awareness. All sessions are open to our tenants and the local community and are proving very popular.

We have partnered up with Catt Community Transport.

From the 1st of August, we will be having Waverley Trip Tuesdays. If you have a membership to the Catt Bus Scheme, you will be eligible to go on a trip put on by the Catt Community Bus every Tuesday for free.

On the 18th of August, we hosted our Waverley Barn Dance from Midday onwards.

It included a BBQ-style lunch, unlimited soft drinks, a fancy dress competition, a bouncy castle, fun and games for all the family and live entertainment from THE TWERZELS!

Everyone had such a fantastic day. Thank you to all who came and made it such a great success.



As always, all activities are open to everyone, so if you would like to attend, please get in touch with Connie or Jane at Waverley Gardens: 0117 964 1888.

MEET THE TEAM

There have been some changes to our housing team, and we wanted to take the opportunity to introduce all of our Housing Team colleagues to our customers; it's always great to put a face to a name!

We would also like to extend a warm welcome to all the new members of our Housing Team.

HOUSING

SUPPORT



David Bull
Tenancy Services
Manager



Emma Palmer-Givan
Housing Team Manager
(South)



Natalie Trott
Housing Team Manager
(North)



Hannah Browne
Extra Care Housing
Officer



Femi Robinson
Support Services
Manager



Bill Keywood
Tenancy Officer (North)



Tyrell Hartley-Welsh
Tenancy Officer (South)



Karen Hislop
Housing Advisor
(North)



Janice Clements
Housing Support
Coordinator



Tracy Parker
Lettings and Allocations
Officer (North)



Charley Butcher-Wood
Lettings and Allocations
Officer (South)



David Thomas
Income Officer
(South)



Debra Holvey
Income Officer
(North)



Daniel Mansie
Health and Wellbeing
Officer

CUSTOMER SERVICE



Suzanne Webb
Senior Customer
Service Officer



Nancy Aldridge
Customer Service
Officer



Elizabeth Phillips
Temporary Customer
Service Officer



Nikki Kurylo
Health and Wellbeing
Officer



Zoe Gibbs
Health and Wellbeing
Officer

Contact the Customer Service Team

0117 914 4257

customer.service@brunelcare.org.uk



Thank you & goodbye

JOE & NEILL

We cannot believe the time has come to say goodbye to two devoted, long-serving members of Brunelcare's Property Team; Neill Vile and Joe Little. Between them, they have a combined service of 75 years, which is incredible.

I have known you both, Neill and Joe, for 24 years, ten years as work colleagues and 14 as a tenant. I wish you a happy retirement. Your kindness, care and workmanship will be missed. Thank you for the shared times of support and laughter.

Thank you for all of your hard work and dedication. It has helped make the service we offer a success. You will be missed!

**Best of luck
to Joe & Neill
in the future!**

I'm so sorry you are leaving; you will be greatly missed. Two of the very best, always helpful, knowledgeable and good fun. You had the answers, the ability and were held in high esteem by tenants, residents and staff. Goodbye, and good luck!

We have known Neill and Joe for 27 years, firstly when working as wardens and then as tenants up here in Stockwood.

They have been a great asset to Brunelcare in that time, part of the "old" school and always willing to go the extra yard for the customer. They will be sadly missed. We wish them all the very best for the future; they deserve a good rest!

Working with you both over the years as part of the Property Team has been fantastic, and it won't be the same without you here.



Housing update: repairs

However you choose to report a repair, whether by phone, email, website or site office, your request will reach our Customer Service Team.



All repair requests are prioritised in the following way:

EMERGENCY

Response
within 4 hours

URGENT

Response
within 1-3 days

ROUTINE

Response
within 14 days

PLANNED

Response
within 3 months

Emergency repairs

When we attend an emergency repair, we will do our best to resolve the issue there and then, but we may need to book another appointment to complete the work (we will always "make safe" before we leave your home).

Uniforms

We have invested in new uniforms for all our Brunelcare repair operatives -you will see these in the coming weeks. We hope that this will improve our on-site visibility.

We will also work with our subcontractors to ensure

they wear branded clothing to give tenants confidence when seen on-site.

Checking Repairs

To further enhance our service, we will shortly undertake a programme of repair post-inspections to ensure the quality of work in your home.

We are proud to report...

Our repairs customer satisfaction results currently sit at 92%! New recruits to our team will help to consolidate this and hopefully make further improvements in the future.



DIABETES PREVENTION

SERVICE

Brunelcare has been successful in securing a funding to the Bristol, North Somerset and South Gloucestershire (BNSSG) Integrated Care Board (ICB) to provide a six-month pilot support service to adults aged over 55, helping to prevent and reduce the chances of developing type 2 diabetes.

In partnership with BNSSG ICB, the diabetes prevention service is specifically aimed at adults aged 55 and over who may be at risk of developing type 2 diabetes.

Lauren Freeman is the Service Coordinator and is working with clients to:

- ✓ Identify and reduce their risks of developing type 2 diabetes
- ✓ Provide one-to-one support, and plan pre-agreed outcomes to achieve

- ✓ Make referrals to specialist diabetes professionals for further support where required

- ✓ Make referrals to Brunelcare's Help When You Need It support teams

- ✓ Educate and provide knowledge to enable clients to continue to live a healthy lifestyle when the support ends

The service has been very successful on Brunelcare Sheltered Housing sites and Extra Care Housing schemes and within the wider Bristol community, gaining new referrals, facilitating drop-in, information and exercise sessions, and creating successful working partnerships with local service providers and other community organisations.

Brunelcare is working

closely with GPs to see how we can assist their surgeries in lightening their load and reducing patients accessing their services, where Brunelcare can offer the support instead.

We also recently held a drop-in session for Brunelcare colleagues at Head Office. They were given the opportunity to come along, speak with Lauren and identify their own risks of developing the disease.

FIND OUT MORE

For details on upcoming events, and for more information about the service, please visit our website:

www.brunelcare.org.uk

and keep an eye out on our Facebook and Instagram pages too.

Healthy pepper, tomato & ham omelette



Ingredients:

- 2 whole eggs and 3 egg whites
- 1 tsp olive oil
- 1 red pepper, deseeded and finely chopped
- 2 spring onions, white and green parts kept separate, and finely chopped
- a few slices of wafer-thin, extra-lean ham, shredded
- 25g reduced-fat mature cheddar
- wholemeal toast, to serve (optional)
- 1-2 chopped fresh tomatoes, to serve (optional)

Recipe from BBC Good Food:

<https://www.bbcgoodfood.com/recipes/skinny-pepper-tomato-ham-omelette>

Method:

STEP 1

Mix the eggs and egg whites with some seasoning and set aside. Heat the oil in a medium non-stick frying pan and cook the pepper for 3-4 mins. Throw in the white parts of the spring onions and cook for 1 min more. Pour in the eggs and cook over a medium heat until almost completely set.

STEP 2

Sprinkle on the ham and cheese, and continue cooking until just set in the centre, or flash it under a hot grill if you like it more well done. Serve straight from the pan with the green part of the spring onions sprinkled on top, the chopped tomato and some wholemeal toast, if you like.

Sudoku

5	9	4	3		1		6	
			7	5		8		1
8	1		6	2	9		3	
	8		4			1		6
	5			6				4
4			2		8			
			8	1	2		4	
			9	4				8
		8					1	

Answers - no cheating, cover me up

5	9	4	3	8	1	7	6	2
6	2	3	7	5	4	8	9	1
8	1	7	6	2	9	4	3	5
3	8	2	4	9	5	1	7	6
7	5	9	1	6	3	2	8	4
4	6	1	2	7	8	9	5	3
9	3	6	8	1	2	5	4	7
1	7	5	9	4	6	3	2	8
2	4	8	5	3	7	6	1	9

How to Contact Us

Head Office
Brunelcare
Saffron Gardens
Prospect Place
Whitehall
Bristol
BS5 9FF

Tel: 0117 914 4200
Email:
hello@brunelcare.org.uk
www.brunelcare.org.uk



Housing Customer Services Team:

0117 914 4257 (8:30am - 4:30pm)

Repairs & Maintenance Team:

0800 072 6308 (8:30am - 4:30pm)

Careium Out of Hours:

0800 0241 310 (4:30pm - 8:30am)



INVESTORS IN PEOPLE™
We invest in people Standard

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

brunelcare