

grapevine

AUTUMN 2024

NEWSLETTER

what's inside



Annual Report 2024

Information about how the charity performed

Alertacall
New Support In Your Home



Brunelcare Strategy 2024-30

Allowing us to be ambitious in our future

Brunelcare in Bloom results!
Announcing the winners



Customer Satisfaction Survey Results

brunelcare.org.uk



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welcome

to Grapevine



Welcome to the Autumn Edition of Grapevine.

As we move into the winter months there are a number of new challenges that we wish to work with you to address to ensure you remain safe and feel supported in your homes.

I know many of you will be concerned by the UK Government's recent decision to change the eligibility for Winter Fuel Payments. This means that this year the Winter Fuel Payment will only be paid to those receiving Pension Credit or "certain other means-tested benefits". As a result, people who only receive the state pension, without any additional means-tested benefits, will no longer qualify for these payments.

The Winter Fuel Payment has been a key support for many of you as it has helped cover the additional costs of heating

during the colder months. This edition of Grapevine includes information about what financial support could be available to you and how we can help you access it.

Another challenge that has arisen over the past few months is the proposal from Bristol City Council to stop funding the Help When You Need It (HWYNI) support service for our sheltered housing residents. This service is currently provided by members of Brunelcare's Health and Wellbeing Service - Janice, Danny, Nikki, Neethd, Zoe and Femi. In Grapevine, we will tell you more about Brunelcare's response to the proposal.

You will also find more information about two key publications from Brunelcare: our Annual Report and our new Strategic Plan for 2024-2030. The Annual Report details how we have performed over the last year, while our Strategy contains ambitious plans for our future.

As always, we want to work with you to improve our services and there are a number of ways you can get involved with Brunelcare. Whether it be joining one of our engagement groups or attending one of our regular meetings on your site - we want to hear from you. I look forward to seeing you soon.

Best wishes,
Michelle Richards

Operations Director - Housing

Annual Report

2023-2024

We have recently published our Annual Report for 2023-24, which includes information about how the charity performed and engaged with customers and stakeholders over the last 12 months.

As part of our commitment to transparency, the Annual Report is a key way for Brunelcare to share information about the organisation with you. It also includes financial statements and a report from our independent auditors.

Some of the key performance measures which are included in the Annual Report and link in with the Regulator for Social Housing's Tenant Satisfaction Measures are set out on this page.

You can view and download the report on Brunelcare's website, by using this link:

Scan me

to view the 2023-2024
Annual Report



www.brunelcare.org.uk/about-us/reports-publications/annual-report/

| | 2023-24 TARGET | Q4 2023-24 PERFORMANCE |
|---|-------------------|---------------------------|
| Asbestos Management Surveys/Re-inspections | 100% | 100% |
| Fire Risk Assessments | 100% | 100% |
| Gas Safety Checks | 100% | 100% |
| Legionella Risk Assessments | 100% | 100% |
| Lift Safety Checks | 100% | 100% |
| Proportion of homes that do not meet the Decent Homes Standard | 0% | 4.1% |
| Proportion of Non-Emergency Responsive Repairs completed within the landlord's target timescale | 100% | 90.5% |
| Proportion of Emergency Responsive Repairs completed within the landlord's target timescale | 100% | 71.4% |
| Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 100% | 79.3% |
| Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 100% | 54.6% |
| Number of Stage 1 complaints per 1000 housing units (whole of 2023-24) | NO TARGET AGREED | 50 |
| Number of Stage 2 complaints per 1000 housing units (whole of 2023-24) | NO TARGET AGREED | 9.4 |
| Number of antisocial behaviour cases per 1000 housing units (whole of 2023-24) | NO TARGET AGREED | 86.1 |
| Number of antisocial behaviour cases that involve hate incidents per 1000 housing units (whole of 2023-24) | NO TARGET AGREED | 0.8 |

Customer Satisfaction Survey 2024: *The Results*

Earlier this year, all housing residents had the chance to take part in our annual Customer Satisfaction Survey.

In total, we had more than 500 responses across all of our sheltered and extra care housing sites. Thank you to everyone who completed the survey - your feedback is vital in helping us understand what Brunelcare is doing well, and more importantly, where we need to make improvements.

2024 is the second year where the survey includes the Tenant Satisfaction Measures (TSM) set by the Regulator of Social Housing (RSH). This means we are able to compare this year's results with last year, as you can see in the table to the right on the next page.



Areas for Improvement

As shown in the table to the right there were some areas which saw lower scores or significant drops this year compared to 2023's survey, including our approach to handling antisocial behaviour and whether Brunelcare makes a positive contribution to your neighbourhood. We will work with you to devise an action plan to improve our services in these areas, and share that information with you.



Extra Care Housing

In general, the survey results for our Extra Care Housing schemes were higher than in sheltered housing. Respondents from our three ECH sites gave an overall satisfaction rating of 90%.

We also received some very high scores for the care provided on our ECH sites, with 96% saying they are satisfied with the quality of care and 96% also satisfied with the level of involvement in deciding your care and support needs.



| SHELTERED HOUSING | 2023 RESULT (%) | 2024 RESULT (%) | CHANGE YEAR ON YEAR |
|--|-----------------|-----------------|---------------------|
| Overall Satisfaction | 80 | 83 | ↑ |
| Home is safe | 89 | 87 | ↓ |
| Home is well maintained | 86 | 87 | ↑ |
| Communal areas are clean and maintained | 86 | 83 | ↓ |
| Overall satisfaction with repairs service | 90 | 85 | ↓ |
| Time taken to complete last repair | 90 | 84 | ↓ |
| Brunelcare listens to my views and acts on them | 69 | 68 | ↓ |
| Brunelcare keeps me informed | 80 | 80 | = |
| Brunelcare treats me fairly and with respect | 85 | 81 | ↓ |
| Approach to handling complaints | 45 | 52 | ↑ |
| Brunelcare makes a positive contribution to my neighbourhood | 80 | 65 | ↓ |
| Approach to handling antisocial behaviour | 74 | 64 | ↓ |

KEY: ↑ UP ↓ DOWN ↓ SIGNIFICANTLY DOWN = EQUAL

You said,

Your feedback is vital to help improve our services, maintain your homes and support you better.

Here are some recent examples of issues raised by residents, either at Site Meetings or through our engagement groups, and what we are doing as a result.



Site Meetings

Based on feedback from residents, we changed the format of our meetings, which are held every three months on all of our sites. We now offer Site Surgeries before these meetings, where you can meet with a senior member of the housing team one-to-one to discuss any issues relating to you and your home.

The meetings are a great chance to hear the latest updates from Brunelcare, both about what's happening across the charity and specific to your site. We have also invited guest speakers to some recent meetings, to discuss topics ranging from fire safety and how to make a will to the proposal for the future of Brunelcare's Help When You Need It service. These have been well received, and if you have any ideas for guests you'd like to invite to future meetings, please let us know.

We've noticed that turnout has been a bit low at these meetings on some sites, so we'd really appreciate it if you could help spread the word and even bring along a neighbour next time. If you have any suggestions for how we can encourage more people to attend, we'd love to hear from you!

We can't wait to see you there

If you have any questions or need to speak to someone before your next QSM, you can contact our Customer Service Team:

Email: customer.service@brunelcare.org.uk

Telephone:
0117 914 4257

we did...

Site Noticeboards

Throughout Autumn and Winter, the Communication and Engagement team will be out and about on your sites, focussing on site notice boards, to ensure that they are regularly checked and kept up to date with useful information.

Based on feedback from residents, we will also use notice boards to highlight any changes within the Housing Team who support you, so that residents are aware of new staff members and how to contact them. We are also continuing to trial the use of a 'Digital Noticeboard' at our Willow Bank site.



Tenants Handbook

As part of our ongoing efforts to improve our communication and the information available to you, we are in the process of putting together a new Tenants Handbook for all sheltered and extra care housing residents.

This idea originally came from a resident during a site meeting at Good Shepherd Close. It was then discussed by the Residents First Group, where members suggested that it should be produced with residents so that their input could be incorporated at every stage.

Over the last few months, a small group of residents have been working closely with Brunelcare to develop the new Handbook, looking at what information to include. We'd like to thank the group for their time, ideas and honest feedback - it's made the editing process much smoother! The aim of the Handbook is for it to be a resource for you to refer to throughout the duration of your tenancy, not just for new residents as they move into a Brunelcare property.

We are planning for all residents to receive a copy of the new Handbook before the end of the financial year.





Brunelcare's New Strategic Plan 2024-2030

We have recently unveiled our new Strategic Plan which will take us to 2030 and allows us to be ambitious about our future.

Last month, customers and colleagues joined us at Brunelcare's Head Office for a launch event and watched a short film we had put together to promote the new strategy.

The Strategic Plan has been designed hand-in-hand with our customers. Over the last six months, we have been out and about talking to residents, relatives and colleagues to understand from them what our priorities should be. We also consulted with the Residents First Group and incorporated their feedback, before the Plan was signed off by the Board in June.

We are very grateful for all of the contributions, as it means the Plan properly reflects our customers' priorities, which are:

- ✓ Great customer service in every interaction
- ✓ Making our homes fit for the future
- ✓ The right care and support tailored to you
- ✓ A great place to work and thrive

We have set out how we will achieve these through our strategic aims, and each year we will report back on how we have done.

Scan me



To read more about the Strategic Plan, you can visit our website: www.brunelcare.org.uk/about-us/who-we-are/our-strategy/ or you can request a copy of the brochure from: together@brunelcare.org.uk



OUR strategic AIMS

A PLACE TO CALL HOME

Great homes that are fit for the future

To achieve this by 2030 we will:

- ✓ Have good quality property standards with a major improvement and investment plan for our priority housing sites and care homes.
- ✓ Have met customer expectations for comfort and safety with all homes meeting an EPC C by 2030 and be on the road to Net Zero.
- ✓ Implement best practice in design for dementia in our care homes and sheltered and extra care housing.
- ✓ Expand the range and provision of extra care housing, and care homes through targeted redevelopment and conversion of selected sites.

Customer services that go the extra mile.

To achieve this by 2030 we will:

- ✓ Have co-designed housing services to address customers' expectations of service and standards.
- ✓ Adopt care standards and customer services that will

maximise choice, quality and independence, with 'making the most of every moment' at their core, and co-designed with our customers.

- ✓ Our governance will be positively shaped by customers.
- ✓ Have reviewed all service charges, including catering, in our homes so they represent a high quality and are good value for money.
- ✓ Achieve at least 90% resident satisfaction across all services.
- ✓ Improve all services through completing the digital switchover in all our housing sites and by expanding digital services in care.

THE RIGHT CARE & SUPPORT

To achieve this by 2030 we will:

- ✓ Have developed a best practice 'Brunelcare Pathway Model' of linked care and support for the provision of older people's care, and particularly, dementia care with a reputation as leaders in this field.
- ✓ Achieved at least a 'Good' Care Quality Commission (CQC) rating across all our care services and aspire to be 'outstanding'.

- ✓ Implemented a 'Care Futures' plan for investment in our care homes and services with environments and services that reflect their local communities.
- ✓ Support residents living with dementia or other conditions to continue to live well in their own homes.
- ✓ Innovate in the use of personalised adaptive technology to support our customers in their independence.

A GOOD QUALITY OF LIFE IN THE COMMUNITY

To achieve this by 2030, we will:

- ✓ Support the wellbeing of our customers through partnerships and active engagement in our neighbourhoods.
- ✓ Connect our housing and care services with our local communities in each area through partnerships, volunteering and our workforce.
- ✓ Sustain and grow our community connections to signpost and support our customers.



Digital Switchover Project

Currently, all of our sheltered and extra care housing properties are fitted with alarm call systems, but within the next few years the technology they rely on will become out of date.

The government has advised that all analogue alarm systems need to be switched to a new digital system by January 2027. This will require upgrading of phone lines from the current hard-wired phone line to a modern fibre or wifi enabled system, and this upgrade will render our current call systems unusable.

As a result, Brunelcare has been investigating alternatives which will move us away from hard-wired systems. We have identified a solution for our sheltered housing sites, which is a service provided by an organisation called Alertacall.

Alertacall has developed a portable touchscreen device, which can be plugged into mains electricity in your home, and enables two-way contact between you and Brunelcare.

Features of the device include:

- ✔ An 'OK each day' button which allows residents to let us know they are safe and well.
- ✔ Enhanced two-way digital engagement with residents (via written or audio messages, as well as pictures and video)

- ✔ Ability for you to report repairs & antisocial behaviour
- ✔ Access to the customer portal
- ✔ Online reporting for staff

We have held two demonstration sessions for both Brunelcare employees and residents to see and explore the system and service on offer.

Alertacall is unique in the fact it is the only provision of its type that is eligible to be paid for by Housing Benefit or Universal Credit.

Our aim is to approve this system as the solution for our sheltered housing sites and be able to install during 2025, and following that, we will consider options for our other sites,

THE FUTURE OF Help When *You* Need It Service

Earlier this year, we contacted residents regarding the future of the Help When You Need It (HWYNI) Service for our sheltered housing residents, also known as the Health and Wellbeing Team.

now confirmed it will remove its funding after 31 March 2025.

The Council is facing a significant budget shortfall, and is looking to make savings across a range of its services.

Thank you to all those residents who have voiced their support for the service by responding to the public consultation in the Autumn, by contacting your local MP or Councillor and by speaking at the Council meeting where the final decision was made. Your efforts are greatly appreciated.

We understand how important this team and service is for so many of our residents, so Brunelcare will now look at whether we can continue to provide this support in different ways.

If you have any concerns or questions about the future of the service, please don't hesitate to reach out to the Health and Wellbeing Team or the Customer Service Team.

SCAN ME

to find out more information or visit the website below



www.brunelcare.org.uk/our-care/help-when-you-need-it-support-service

Bristol City Council, which currently funds this service, was considering a proposal to withdraw funding at the end of the current contract. Unfortunately, the Council has

Housing Proactive®
Know your customer. Know your property.

- Transform engagement
- Grow self-service
- Improve resident safety
- 365 days a year

Put our touchscreen in every home for better two-way digital engagement and proactive human contact.

alertacall
bring contact to life

0800 1234 5678

Designed for older and higher needs people, our portable touchscreen combines 2-way digital engagement and self-service with the option of our unique OKEachDay® for Housing service to confirm occupancy, exchange information and offer high-quality human contact from a specially trained team 365 days a year.

Customers can contact you easily by writing or recording a message using their voice. This can be sent to a housing officer, help desk or both.

See live video of visitors and talk to them before allowing them access from the comfort of a chair. Safer and easier for customers, who can also see any missed callers. (Compatible IP door entry required)

Our team is available 365 days a year to allow customers to notify us that they are going away, to relay housing-related info or to change settings.

Reporting repairs is now easy because we give the option of a call with your repairs team or take the customer through multiple-choice questions with intuitive icons to select.

OKEachDay® for Housing (optional)
Customers are given the choice to engage with our OKEachDay® button in their own time to confirm occupancy, or otherwise receive a call from a specially trained person up to 365 days a year.

This powerful anchor of connection can be used to exchange housing-related information with customers and reduces risks by using follow-up processes to investigate unusual contact or absences.

As a by-product of these exchanges, social isolation can also be markedly reduced. We can also provide useful data about usage patterns through secure online reporting and the service can be adjusted in a number of ways to ensure it works for you and your customer in the best way.

Benefits

- Substantially grow self-service activity
- Detect changing customer needs
- Avoid undiscovered tenant deaths
- Increase feelings of safety and security
- Improve tenant satisfaction
- Empower and focus housing teams

Check rent, pay bills and self-service by integrating your own self-service portal or app onto our touchscreen, instantly boosting your digital engagement aspirations.

Listen and learn about your customers' needs by broadcasting surveys such as Tenant Satisfaction Measures. Customers can also be prompted to complete a survey after pressing the OKEachDay® button.

Call us now on 0808 208 1234 or visit www.alertacall.com

Keep customers informed with text and picture messages, which they can send to individuals, groups or areas you define. These can also be made to "pop-up" when the OKEachDay button is pressed.

Connect customers using video calls, which they can make to each other, and set their own approved caller list. Your team can also call customers from their own smartphone or computer. (This is an additional cost option)

Reporting ASB is now easy because we give the option of a call with your team members or taking the customer through multiple-choice questions with intuitive icons to select. (Available in 2024)

Pricing - From just £3.99 to £6.49 per week with zero setup or capital costs. Typically eligible to be paid by housing benefit where levied as a service charge. Includes all presentations and installation.

Connectivity is "built-in" with a multi-network 4G SIM card

alertacall
12:34pm

Message Landlord | Door Entry | Report Repair | My Surveys | Received Messages | Video Call | Report Antisocial Behaviour | My Account

OK EachDay

Extra information about OKEachDay® is available in a separate leaflet.

Extra information about OKEachDay® is available in a separate leaflet.

Installing Alertacall in our schemes has been such a positive experience both for Johnnie Johnson residents and also our colleagues as well. It's enabled our Housing Officers to focus their time on those residents who need it most, allowing other residents to maintain their independence.

We've also received wonderful feedback from residents about how the touchscreen has enhanced their digital skills and how easy it is to use.

It's great to see how Alertacall is aligned to our digital service offer and we look forward to seeing how new functionality can continue to drive efficiencies, as well as service improvements for our residents and colleagues.

Kate McArdeil-Broome
Assistant Director of Customer & Neighbourhoods

Johnnie Johnson Housing

TSA



CHANGES TO THE **WINTER FUEL PAYMENTS**

The government's **Winter Fuel Payment**, of either £200 or £300, has been in place since 1997. But this year, the UK government has decided to cut the payment for around 10 million pensioners in England and Wales this year.

It won't affect everyone!

If you receive pension credit or certain benefits such as Universal Credit, you will still receive the Winter Fuel Payment. Those who will not receive the payment this year, should have received a letter from the government informing them of the change.

We recognise that many of our residents, who have received this payment in previous years, may be concerned about this change.

LET US HELP YOU!

PENSION CREDIT:

To be eligible for Pension Credit, you must meet specific criteria for its two parts:

Guarantee Credit is available to those who have reached State Pension age (currently 66) and have a weekly income below £218.15 if single or £332.95 if in a couple.

Savings Credit is for people who reached State Pension age before 6 April 2016 and offers extra money if you have savings or income above the basic State Pension.

Our Health and Wellbeing Team can help you check if you are eligible for Pension Credit, if you are not claiming it already. You can also check via the Turn2us benefit calculator using this website address: www.benefits-calculator.turn2us.org.uk/



We can help!

If you are worried, please contact our Health & Wellbeing Team as soon as possible, as there are a number of ways we can help:

Monday to Friday, 8.30am – 4.30pm

0117 321 5551

E: health.andwellbeing@brunelcare.org.uk

KEEPING WARM THIS WINTER

Top Tips

- ✓ Optimise Your Home Heating
- ✓ Layers are your friend
- ✓ Check for Drafts
- ✓ Stay Hydrated and Eat Well
- ✓ Check on Vulnerable Neighbours



As winter approaches, there are measures we can all take to try and stay warm and comfortable in our homes.

Here are some practical tips and advice that we hope you will find useful.

Optimise Your Home Heating

By setting your thermostat wisely. Aim to keep your main

living space at a comfortable temperature, around 18-21°C (64-70°F).

Layers are your friend

Ensure to layer clothes during the colder months. In wearing layers, it allows heat to build between the layers of clothing, ensuring your keep warm! Scarves are also an excellent way of keeping warm this winter too!

Check for Drafts

Seal any drafts around doors, windows, and vents to prevent warm air from escaping and cold air from entering. Draft excluders can make a big difference.

Stay Hydrated and Eat Well

Eating well-balanced meals provides your body with the energy it needs to generate heat. And drinking enough water is essential, as dehydration can make you feel colder.

Check on Vulnerable Neighbours

Winter and colder weather can be particularly challenging for those with mobility issues, disabilities or health conditions. Check on neighbours to make sure they are warm and have everything they need.

New CONTRACTOR GROUNDS MAINTENANCE



We were pleased to welcome idverde as our new grounds maintenance provider from the beginning of September.

With extensive experience in various sectors, from football pitches to the Royal Parks in London, idverde is well-equipped to take care of our estates. They are also committed to sustainable practices, ensuring the preservation and protection of the environments they work in.

Thank you to residents for bearing with us while we procured a new permanent contractor. We established a temporary contract with Ambience this year whilst the process was carried out, however we are aware of the disruption that this caused to many of our

residents and the maintenance of your sites. We want to take this opportunity to apologise for that disruption and the concern it caused.

idverde were eager to get started and throughout September their team conducted site inductions across Brunelcare and set-up a schedule of visits. We hope that you have an opportunity to see them in the coming weeks and months.

The table below gives more details about which services idverde will be responsible for, and how often they should be carried out:

| TIME OF YEAR | TASKS | FREQUENCY |
|----------------------------------|--|---|
| <p>Summer Maintenance</p> | <ul style="list-style-type: none"> Grass cut. Edges trimmed and strimmed. Borders and hardstanding kept weed-free. Litter collected and removed from all areas Shrubs pruned/trimmed as and when required or requested to maintain in a neat and tidy fashion wherever possible in line with good horticultural practice. All debris from the above works to be removed from the site. | <p>Site visited ONCE EVERY FORTNIGHT from mid-March to mid-October.</p> <p>A total of 16 visits</p> |
| <p>Autumn Maintenance</p> | <ul style="list-style-type: none"> Leaves swept and collected. Borders and hardstanding kept weed free. Litter collected and removed from all areas. Shrubs pruned/trimmed as and when required or requested to maintain in a neat and tidy fashion wherever possible in line with good horticultural practice. All debris from the above works to be removed from the site. | <p>Site visited ONCE EVERY FORTNIGHT from mid-October to mid-December</p> <p>A total of 4 visits</p> |
| <p>Winter Maintenance</p> | <ul style="list-style-type: none"> Leaves swept and collected. Borders and hardstanding kept weed-free. Borders forked over as necessary. Lawns edged. Litter collected and removed from all areas. Shrubs pruned/trimmed as and when required or requested to maintain in a neat and tidy fashion wherever possible in line with good horticultural practice. All debris from the above works to be removed from the site. | <p>Site visited ONCE A MONTH in January & February.</p> <p>A total of 2 visits</p> |

Welcome to our New Trustee



We are delighted that Carol Slater has joined the Board of Trustees. Carol was appointed from a strong field of applicants following a formal recruitment process.

Carol qualified as a nurse and has a background in public health; holding senior NHS

and local authority roles. Carol has considerable experience in delivering services within the NHS, social care and voluntary sector across Bristol.

On joining Brunelcare Carol said: "I am so excited to take on this new role. Brunelcare is a fantastic team with a great reputation and provides a vital service across the South West. I'm really looking forward to being a part of it."

Carol will be touring Brunelcare's locations over the coming months. If you see Carol please stop and say hello.

ENERGY COSTS

ENERGY BILLS DISCOUNT SCHEME (EBDS)

Throughout this year, we have been passing payments from the government's Energy Bills Discount Scheme (EBDS) back to residents.

Following the first round of credits earlier this year, we

received feedback from some residents who were frustrated with the approach we took and felt the process was taking too long. Therefore, in Phase 2 we changed our approach.

The majority of our customers who pay us by direct debit received their credit as a direct bank transfer in mid August. We have been contacting other residents who don't pay by direct debit to arrange bank transfers, and this process is now almost complete. For the small number of residents who had rent arrears of more than £1,000 at the time

we carried out Phase 2, their credit was applied to their rental account instead and went towards reducing those arrears.

Our guiding principle has always been to return these discounts to you as swiftly as possible. We would like to thank residents for highlighting their initial concerns and bearing with us whilst we completed this process.

Thank you

Brunelcare in Bloom 2024

the results

We are excited to announce the winners of this year's annual Brunelcare in Bloom Competition!

The judging took place on 31 July, under bright and sunny skies. Six sites took part this year, and we want to extend our thanks to everyone involved.

Your dedication and hard work in creating beautiful gardens, not just for the competition but throughout the year, truly shines through. We appreciate the time and effort you put into making your sites look the best possible.

We received entries from:

- ▶ Good Shepherd Close
- ▶ Westminster Court
- ▶ Linden Close
- ▶ Garden Close
- ▶ Colliers Gardens
- ▶ Blagdon Close

Congratulations to you all!

Your certificates and vouchers will be with you soon.

Container Garden



Winner:

Westminstere Court

Second Place

Linden Close / Colliers Gardens

Third Place

Garden Close

Edible Garden



Winner:

Linden Close

Second Place

Westminstere Court

Third Place

Blagdon Close

The winners from this year's Brunelcare in Bloom competition will win Love2Shop vouchers!

RESIDENTS FIRST GROUP: Update



Since the last update in the spring edition of Grapevine, the group has met **FIVE TIMES.**

The Residents First Group continues to meet on a six-weekly basis, helping to ensure that residents are actively involved in shaping the services Brunelcare provides and its future.

MARCH

In March, the focus was on Brunelcare's Lettings and Allocations policy and the impact that this has on our sites. Site demographics and how these can affect the feeling of community were also explored, with a particular emphasis on anti-social behaviour.

MAY

Brunelcare's Governance & Complaints Officer provided an overview of the self-assessment carried out against the Housing Ombudsman Complaints Code to ensure that our complaints handling policies remain in line with the Ombudsman's requirements. An update on the continued development of the Strategy was also provided.

JUNE

The final draft of the Brunelcare Strategy for 2024-2030 was presented, with an update on how residents had helped influence it, prior to it being taken to the Board of Trustees for approval. The group members also received a more in-depth report from ARP Research on the results of the Customer Satisfaction Survey.

AUGUST

The group reviewed the previous year of meetings and discussed what it should focus on next, including looking at service charges and value for money. A discussion was held on how the group can help co-design Brunelcare's new Customer Service Standards, so they truly reflect the priorities of residents.

SEPTEMBER

Work continued on designing Brunelcare's new Customer Service Standards. The group also discussed a Governance Review that Brunelcare is undertaking, and how members will contribute to it.

Lets make a difference at Brunelcare!

How you can get involved

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

We want to maximise the opportunities we give you for consultation, participation and engagement, enabling you to

influence and shape the services you use and their delivery.

There are a number of ways for you to get involved. You can volunteer to help us choose and interview new contractors who provide key services. You can review key policies and services in our Residents First Group. Or you may have a passion for making a difference within our Net Zero Group.



Become part of the team!

If you would like to get involved, please get in touch:

Email: together@brunelcare.org.uk

Call us on: **07557 568565**

Grapevine Sub Editorial Board

Would you like to influence what Grapevine looks like?

Interested in becoming a Resident Sub-Editor for Grapevine?

Likely to start ahead of the Spring 2025 edition!

Become part of a group to suggest and review content for Grapevine magazine!

If you're interested in becoming part of the Resident Sub-Editorial Team, or have any queries, please contact the Marketing, Engagement and Communications Team:

Email: together@brunelcare.org.uk

How your help will help us shape the future of Grapevine

1. Better reflect what the residents want to read
2. Better inform our Brunelcare customers about what's happening across the Charity
3. Allow us to make Grapevine an inclusive magazine that residents want to read!

If you have any queries, please contact the Marketing, Engagement and Communications Team: together@brunelcare.org.uk

HAVE YOUR SAY!

HAVE YOU GOT A STORY TO TELL?

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

If you have a story or would like to share news from your community with other customers, please get in touch with us. Use our 'Share your story' form on our website.

Go to our 'Share your story' page to complete the form at: brunelcare.org.uk/share-your-story



Story from Gaynor Powell

Since February 2024, our Trefoil Guild, a group of retired Girl Guides, has been gathering regularly at Woodland Court to take part in a wide range of enjoyable and engaging activities.

These gatherings have become a highlight for many, offering opportunities to explore hobbies and foster connections. Our activities include everything from cake making, hanging baskets, and painting, to more active pursuits like Tai Chi, ensuring that there is something for everyone to enjoy.

In the spirit of community, we recently organised a memorable outing to Weston-super-Mare, as shown in the photograph, where members enjoyed a day of relaxation and camaraderie by the sea.

We extend a warm invitation to all residents to join us at our events, as we are always excited to welcome new faces and share these special experiences with everyone.



Credit: Gaynor Powell (Resident, Woodland Court)

Changes to the Customer Service and Repairs Teams

IMPORTANT

From Friday 4th November, the Repairs Team phone number (0800 072 6308) will no longer operate.

Instead, all enquiries will be directed through the main Customer Services Team number:
0117 914 4257

Following feedback from our residents, we are increasing the resources put into our Customer Services Team and Repairs Team to enable us to provide a more streamlined service.

What will happen from the 4th of November?

When you call the Customer Service Team number, you will be given two options

OPTION 1:

General enquiries and the logging of a **NEW REPAIR**

OPTION 2:

Updates on **EXISTING REPAIRS** only

The team will be split into **Customer Service and Repairs** so that each team has clear responsibilities and can dedicate more time to resolving your queries

CUSTOMER SERVICES RESPONSIBILITIES:

General enquiries
Logging and scheduling new repairs
Site meeting management

REPAIRS TEAM RESPONSIBILITIES:

Monitoring current repairs

How to Contact Us

Write to us:

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

Email us:

Email: info@brunelcare.org.uk

Visit our website:

www.brunelcare.org.uk



Housing Customer Services Team:

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

Careium Out of Hours:

0800 0241 310
(4:30pm - 8:30am and weekends / bank holidays)



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We invest in people Standard

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

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