

Snippets

Edition 11



From the CEO

"There is no better than adversity. Every defeat, every heartbreak, every loss, contains its own seed, its own lesson on how to improve your performance the next time" Malcolm X.

- We have completed the 2018 'Annual Audit', posted our accounts and we've had a fantastic year, thanks to everyone for all the hard work.
- Confirmation on some numbers, due to acquisitions so far, we are all now part of a circa £80 million asset-based charity with a circa £13 million turnover that homes 1414 vulnerable adults.
- Our business strategy and goal of being 'awesome' at what we do from our time in Fort Augustus, has gathered vast momentum and we are more than on track to achieve all we set out to do. However, there is still a long way to go to achieve the inevitable. 'Launch night' was a huge success and we've had some great feedback on our re-branding from all who attended. Further away days will be led towards achieving our success.
- I expect us to have welcomed all our new faces to the team; Andrew, Georgina, Hannah, Irene, Kim, Nathan, Romaan, Will, Zoe. Some team members have moved on to new pastures and we wish them all the best.
- New schemes planned for 2019 and beyond are still under discussion and meetings with all stakeholders remain positive. Thorntree Farm will have some open days later in the year; further details and invitations will be released in due course.
- We are committed and working closely with the regulator, to which they have welcomed our commitment to ensure we continue to meet the regulatory standards.

Kevin Appleby

Farmer Kev

Diggers, power tools and big boys' toys (we're all big kids really)! The earthworks have truly been broken and buildings rise from the ground. The amount of progress made so far has been staggering, although we have a small delay due to pipework being in the 'wrong field' at the 'wrong time' (long story). However, we are still looking at an August scheme opening date (fingers crossed).



Orangery being built as we speak, foundations are there, keep watching this space...!

See inside what our team member, Hannah, thought from her first visit to the farm.

Kevin Appleby



We're Rebranding!

In November 2017 we embarked on a path of change. Our structure had not kept up with the growth and we did not have the right resources to deliver the BeST service and the BeST homes for the BeST tenants.

We began work and held workshops, internally and externally, to restructure and also came up with a fresh new feel.



More on this inside

Rebel Racing

The Rebel racing season is nearly upon us! Will this be my BeST season? This year my race car exhibits a concept by an inspirational young man called James Connaughton. James is a smiley, happy teenager, who has a rare form of cerebral palsy. James' parents Julie and Paul, founders of JPC Community Farm, have partnered with BeST, to enable their dream of a unique environment for people with varying complex needs in North Yorkshire to become a reality.

One night while I was on Facebook, I came across a post by Julie; she had posted a picture of a car James had designed. I was totally moved by all the comments and seeing how proud Julie was of her son, I told myself there and then "I'm going to bring this to life", without delay I got on the phone to Julie and with great honour she welcomed the idea. Time to get to work!

As commercial director at BeST, I am fortunate to be able to play an active role in making a difference. BeST is a committed charity providing bespoke homes for adults living with autism, learning differences, physical disabilities and mental illness. This summer we will open the doors to one of our latest developments, Thorntree Farm. Inspired by James' parents, the farm in Stokesley will provide homes for adults with special needs offering individual, shared and respite accommodation. Future inspirations will also provide an indoor and



Farm Visit

When we first arrived at Thorntree Farm there was a lot of building work happening; diggers, workmen, you name it! We started off with a tour, the flats were starting to take shape and the communal kitchen is being converted into a café.

JPC, who are the support provider we are working with, also explained how they are going to grow fruit and vegetables and even have some chickens to produce eggs, which as with the café, the residents will be getting involved in.

The barn conversion is looking amazing and really coming together now, the flats in the barn are bigger than the others in the house as 3/4 of them are adapted for wheelchair users.

I had a really great time looking around and getting to know Julie and Paul, from JPC and their family and I now understand how much this means to everyone. I am looking forward to the opening day and cannot wait to visit again

Hannah Mansfield



outdoor recreation area featuring an animal petting farm, equestrian arena for riding, musical horticultural therapy gardens, trampoline / rebound therapy, hydrotherapy pool, café, day centre and much more.

JPC's story is truly inspirational, when you read their story you will be as moved as I was and inspired to think about the little things we can all do to give something back to our society. It's not just the big things but the little things we can do that make an impact and enrich people's lives.

You can check out Julie and Paul's story at www.jpccommunityfarm.co.uk

Steve Boyd

Internal Relaunch

We're Rebranding

continued from cover

From our intensive workshops we agreed our
New Ambition

Why?

Vulnerable people must have the BeST homes.

What?

BeST Homes, BeST Kit, BeST People.

How?

The BeST way.

A lot of work is going on behind the scenes to get BeST right. In terms of branding, the website is being redesigned and all materials will be changed to reflect our new identity. The next Snippets edition will have our new look and you will receive a letter before we go external, which is currently projected for Summer 2019.

Casey Willis



The Big Reveal: An Evening of Decadence!

Our launch event on 17th May 2019 was a huge success, so thank you to all those who attended. It was a momentous occasion in BeST's history and one that will resonate with us all as our new brand is launched.

Tremendous efforts were devoted to the evening in making it a "night to remember". Glitz and glamour were certainly in abundance on the red carpet and our pictures from the evening speak for themselves.

The reveal of our new logo was a pivotal point of the evening, so much so that 'Queen Elizabeth II' attended to assist our host, Steve Boyd, Commercial Director, in revealing our fantastic, energetic and individual new logo.

Our new brand has a personal story which we have had the pleasure of developing collectively. We should be proud of our new brand and what it stands for as it replicates "who and what" BeST is about. Every vulnerable person must have the BeST home and to achieve this we must have the BeST kit, BeST homes, BeST people.

The last eighteen months have been subject to internal change. It has been tough but we are working hard and have already achieved a great deal together. The pathway to igniting change within our sector, with existing and new partnerships, stakeholders, tenants and employees alike, will not be an easy path - yet we strive towards betterment and continue the hard work.

Shelley Hobbs

New Ambition: The Big Reveal

I would like to start by saying a wholehearted thank you to all the staff who contributed to the evening being such a resounding success – well done!

The event was a celebration of the distance we have travelled together and the journey we want to make. Charity, as they say, starts at home and the 'New Ambition' signifies our commitment to "getting our house in order" with an infrastructure built on robust governance and a culture that embraces change, encourages creativity and new ideas, modelling behaviour that treats people with respect and dignity that enables us to provide not just buildings but homes for vulnerable people.

The 'Big Reveal' was so simplistic but it embodies our corporate branding and how passionate we are about not just providing living spaces, but accommodation that is "homely" (the cushions look fantastic, I want a set for my living room) and sustainable.

We have set our standards high and I am confident we can meet the challenges that lie ahead.

Andrew Bailey

Internal Relaunch



Safe
is who we are
Exciting
is what we do!



Our core values:

- Bespoke
- We are about people
- Safe and secure
- Brave and resilient
- Exciting

Every
vulnerable
person
must have
the BeST home





On our **BeST** behaviour

Everything we do
will be for the
benefit
of the
tenant

We will
beat deadlines
and
expectations

We will be
early for work
and
meetings



We will
own our
own
behaviours

We will
be courteous
to those
we can't see
or hear

We will **make**
the **difficult**
decisions

Nothing
but the
truth



BeST Homes
BeST Kit
BeST People



Welcome to BeST!

Will Fay

My name is William Fay or just Will, will do. I have worked at BeST since May 2016 intermittently whilst at college and university. I have been able to see the company grow and I have seen many new faces over the years. I work as the Revenues and Benefits Administrator with my new family of Hannah, Mario, Patricia and Zoe. We all work well together and are overall a great combined unit. I am excited to be at BeST once more as I have made many close friends and had some great times, such as the away days at Monton Sports Club and the Christmas 'do'.



See you around folks!

Hannah Mansfield

My name is Hannah Mansfield, I am 23. I was a Benefits Assessment Officer for 3 years and was based at home. I decided I wanted a new challenge and to work for an organisation that focuses on helping people. I am a fun, outgoing and bubbly person who will always make sure everyone's needs are met. I love to go for long countryside walks and shopping.



Zoe Davies



I joined the BeST "ship" in February as a Revenues and Benefits Officer. I have a background in housing, homelessness and supported living, working in local government and supported housing projects.

The staff have truly welcomed me as part of the team and I am proud to be part of a team that goes the extra mile to sustain tenancies within the community.

Georgina Cockram

I began my employment at BeST in January as Compliance Project Manager, having been attracted to its charity status. I am RoSPA Level 5 Diploma Qualified and a graduate member of IOSH, with over ten years' experience in the strategic implementation of occupational health and safety in a wide variety of industries including logistics, waste management and landfill, warehousing and consultancy services for compliance.

I met my partner James three years ago and between us we have six children (thankfully only my two live with us right now!) five of whom, were born in March. James has three born on the same day!



We love walking and visiting historic places of interest and going to gigs and festivals. We generally drag the children along with us, which they love having been sufficiently indoctrinated into liking the same music!

I like to read and collect Booker Prize winners (not because I am a book snob, but because time is limited and they are a guaranteed good read).

I also have an unhealthy obsession with Jason Momoa. Too much information?!

What to do if you smell gas



Do...

- **Open doors** and windows to allow fresh air in.
- **Put out** any flames if you are able and it is safe to do so.
- **Turn off** the gas at the gas meter, which is usually near the electricity meter by turning the gas control valve a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply.
- **Leave** the property.
- Phone the **National Gas Emergency number on 0800 111 999**. Only use a mobile phone from outside the property. The number is free and available 24 hours a day.
- Follow the advice given by the emergency adviser.
- **Wait** outside for a gas engineer to arrive.
- If you are feeling unwell, visit your GP or hospital immediately. Tell them you may have been exposed to a gas leak or carbon monoxide poisoning.
- Keep people away from the area.

Don't...

- Smoke, light a match or use any other naked flame.
- Turn any electrical appliances or switches on or off.
- Use doorbells, mobile phones or any other electrical switches which could cause a spark.



Hi Folks! I thought I'd share some pictures of me and my sister Pearl on our recent holiday to the doggy day farm! Pearl and I have made so many new friends and had a wonderful time playing and splashing about in the paddling pool and on the trampoline, it's so much fun!

Mummy tells me that Pearl and I are soon to get a passport of our own which means that we can go on some family holidays abroad too, which will be very exciting. We can play in the sea and dig on the beach together but Mummy may need to get us some doggy life jackets as Pearl only has little legs and isn't the best swimmer yet.

My family are back from their holidays now and Pearl and I have returned home. We are glad to be back home, but we have had so much fun. We can't wait for the next time we visit the farm to see all our new friends. I will update you all on our next adventures, chow for now!

Eric, BeST Mascot



Health and Safety

I am delighted to be streamlining health and safety compliance throughout BeST properties and promoting a safer and healthier culture internally.

Induction for new staff has included a full suite of safety awareness training, investment in personal protective equipment and policy and procedure review. A decision has been taken to prohibit work at height carried out by BeST staff. Instead, BeST will only use contractors, trained and competent to undertake any maintenance or repair tasks requiring work to be carried out above ground level.

The safety of residents is crucial and as such significant funding has been sourced to invest in spearheading Phase 1 of the Legionella Risk Assessment Project. BeST has engaged an accredited partner to carry out these assessments across the North / North West area, before rolling out across the country.



The process of accident and incident reporting has come under scrutiny and there is now an internal process for communicating accidents and incidents involving staff, tenants and contractors at Sentinel House and within BeST properties.

An issue has been highlighted recently where contractors have been unable to complete work due to restriction on space. Whilst we understand any work being carried out can create interest, please could we ask that a safe working distance of three metres is left between staff / tenants and the area. This is to ensure the safety of all involved. Work areas should always be cordoned off in advance and any incidents involving contractors should be raised immediately through our maintenance team.

Georgina Cockram

Meet Our Tenants

Hello Clive

Say hello to Clive! Clive is our newest resident at St Helens, after moving here in February. All of us are proud to say that Clive has fully settled in and is making friends already. This has been helped massively by the fact he used to go to school with another one of our fellow tenants, Gillian, and plays sports with one of our other guys, Steve. He has also made some great friends with the staff here (even if he is a Manchester United fan)!



Prior to moving into St Helens, Clive actually lived just down the road from us for 12 years and before that, he lived in his previous home for 22 years! So, as expected, it took Clive a lot of courage to move into his new home here with us, but he is doing a tremendous job, so well done Clive! Here's to many more years at St Helens!

Steven

Steven is our very own lion who lives at St Helens supporting our local community charity, **Changing Minds**, based at Newport Mind and **Ieuan the Lion Memorial Fund**, also based in Newport.

Changing Minds provides support for children struggling with their mental wellbeing, whilst Ieuan the Lion is dedicated to making memories for families that have a limited time together due to terminal illness.

As well as this, Steven takes part in a voluntary placement with Newport County, where he helps in assisting with a variety of jobs.



Race Way for Headway at Savoy Gardens

The tenants and support team at Savoy Gardens came together to raise money for their local charity, Headway.

They came up with the idea of riding bikes from Savoy Gardens to Land's End on stationary bikes in the property. Everyone took turns to ride the bike to keep building miles up until they had ridden the distance.

It was long and gruelling but everyone persevered through and did so well, they actually rode the bikes even further than planned and collectively cycled 342 miles in 8 hours, over 2 days.

The tenants also used this event as a great opportunity to raise awareness about keeping fit and eating healthily. Snacks such as healthy salads, vegetable sticks, fruit, nuts and sugar free drinks were provided during the event to everyone participating.

Savoy Gardens managed to raise an amazing £269.74 for Headway.

Well done to everyone involved! You have inspired everyone here at BeST and we look forward to seeing your next event soon!



Jay Johal and Matthew Fay

