

## Blackpool Tenant Story

Working as a support worker in supported living is a great experience for myself. Having a good team to work with and the communication between everyone is brilliant. With its structured working and daily plans we are able to give the service users the time they deserve whilst in supported accommodation and hopefully the skills to progress in their lives.

### Phil Wilson- Support Worker, Blackpool

*Chat with Natasha Hardie  
- service user at Eden Futures Blackpool  
moved in 02/09/16, our first tenant*

I like living in my flat. I enjoy being independent but at times can feel lonely. When this happens I go to the hub and spend time with support staff and other service users.

I like that the flats are close to town, the train station and supermarkets.

I think the building and outdoor areas are good because they are spacious and everything is close by.

I feel happy with the support I get from staff, as when I struggle I can ask for help. I enjoy group activities because I get to know other people better and have fun. I have recently been to the pleasure beach, theatre and the zoo.

I feel safe in my flat and like that I have been given some responsibility to manage my own bills and the upkeep of the flat.

I enjoy having family and friends to visit.

I like living in Blackpool because it has brought me closer to my dad.

## The Apprentice, You're Hired!

### Louis



Apprentice Sept 2013 – Sept 2014

I began working for BeST back in September 2013, and was the first product of the successful apprenticeship programme.

As the company was in its infancy when I joined BeST, I was utilised within all departments of the company and this gave me a greater understanding of BeST and developed my skills alongside.

As the company expanded, I became part of the Estates team which allowed me to focus on a specific aspect of the company and gain more responsibilities.

I have since become part of the Project Compliance Team focusing on ensuring that the company is compliant and I am looking at the health and safety needs too.

Since graduating from my apprenticeship, I have gone on to complete the NVQ level 3 in Business Administration and am currently in the process of undertaking my NEBOSH National General Certificate in Health and Safety.

BeST have supported me throughout my time at the company, and have provided me with great opportunities to progress with the company. It was a privilege to join BeST at such an early stage, as it has allowed me to be a part of BeST's progression and growth.



# Snippets

Edition 2

## From the CEO

Well everybody, clocks have changed, spring is here (allegedly) and not long till the summer solstice .....!!

Really pleased with all progress thus far this year, particular to note some hard work from Steve Boyd who has become an absolute asset to us all! Further news on the staff survey to follow from Steve which should bring welcome news to all.

Many thanks to Marlene and the accountancy team for getting past the post with our audited and stated accounts (new batteries for the calculators on order).

Thanks to everyone's hard work we are all now part of a £7.8 million asset-based charity with a £4.5 million turnover that houses 621 vulnerable adults, we should all be proud of that achievement alone!

Our business plan review stages sensible growth moving forward, with the ambition of housing one person a day every day, from plan inception: 39 days, 42 people housed, we are on track!

Obviously, I expect us to welcome our latest member of the team, Nadine, in the role of Senior Housing Officer.

New board members have been inducted: Andrew and Marjie, who are very much service-led specific to our charity. I am sure we will all have the opportunity to meet them in the coming months if you have not had the pleasure already.

Here's to the summer ... (and some sunshine hopefully!)

Regards... Kevin



Staff from Eden and BeST

## Life's a Beach!

A stone's throw away from both the sea and 'the big blue' ride (which is red!), sits one of our new developments with the Eden Futures Group; Burlington Heights.

When the opportunity to visit the property, through the Eden Open Day arose, I volunteered myself to go with 2 other members of my team (Stacey & Holly). A particular interest for myself to visit was because of all the trouble our Chief Business Development Officer, Chris Musson, put me through regarding the various rooms, handover dates, and names being changed throughout the whole process!

After pulling up to the building, I was amazed at the condition of the property as it stood out from the rest of its surroundings, with a rendered finish look outside and the external part of the property looking well treated. We then ventured into the buildings and had a look around some of the apartments and annexes.

Upon entering the apartments and annexes we were surprised at how modern and spacious the actual units were! They had wet rooms, state of the art emergency communications throughout the building, and also a very warm and homely feel.

After a few pictures outside the property, with the Eden staff and the cutting of the ribbon, we ventured into the staff hub for a raffle and buffet, where we got the chance to socialise with the staff and tenants about working and living at the property. All in all, a good day had by everyone and a great property in the portfolio!

Cameron Furlong

## New Starter

A big WELCOME to our latest member to join the team Nadine Currie, who joined us in April in the post of Senior Housing Officer and has already made a big difference to the team.



## Poem

written by Debbie Taylor, Blackpool Tenant

New home, new beginnings, new future  
Time to get my life back  
Meals out, zoo trips, a bit of culture  
Being with good people, having a good crack  
Putting the past behind me  
Heading on a good new positive track  
Where I am in charge with the support of the staff

## OUR TENANTS

### Kenny & Sheila

Could you imagine being with the love of your life and almost being pulled apart because one day your needs changed? This was a situation that our lovely couple (pictured) almost had to face. Luckily, with some help from their support provider and BeST; this story has a happy ending.

Meet Kenny and Sheila of 24 Fernbank Avenue, Bradford. This loving couple have been together "too many years to count" as Sheila says. They have been living together in Fernbank since 17th August 2015 with some new friends.

Kenny and Sheila told us that they had once lived together in their own apartment, but due to their deteriorating health and a home that didn't suit their changing needs; Sheila and Kenny needed somewhere new to live. This of course caused everyone involved some worry; nobody wanted them to be separated because of their new requirements.



BeST and the support provider were able to find them a home in an area they were familiar with; but most importantly they were able to stay together. Kenny and Sheila, still madly in love, took myself and Holly around their new home holding hands the entire time before settling down for a good brew. I don't think I have seen such a happy couple in my life, it was truly a pleasure to meet them and hear their story.

**Matthew & Holly**

## The Concept of a 50:50 Club for BeST

A number of charities and sports clubs that I am involved with have taken up the idea of a 50:50 scheme. This is a relatively easy and straightforward method of fundraising for an organisation whilst also offering the possibility of cash prizes to the winners of a small lottery.

The concept is quite simple in that people are invited to take up stakes in a monthly draw and half the monies realised go to the organisation, the rest is used for the prizes. All the organisation would need to do is to set up an account, distribute the information to all parties and accept the application forms. All the organisation needs to do is maintain records in an excel spread-sheet format, liaise with the local authority regarding the license required and submit regular returns of income and expenditure. BeST is geared up for all this through myself, as Promoter of the Lottery.

For example, let us take a hypothetical case (easy maths) of an initial take-up of monthly stakes of 1000

at £1 each. Any individual can take up any number of stakes but they must join for a minimum of one year. Each month the scheme would give out £500 in prizes – a first prize of £300, and 4 runners up prizes of £50. leaving the balance of £500 to the organisation.

The normal method of collecting payments would be in the form of standing orders on either a monthly or annual payment but cheques are also acceptable.

So, that's it – why not fill in a form – join the scheme with your friends and colleagues – and support our charitable work and get a chance to win some cash!!

**David Poppitt**  
Chair of Trustees



## White Emulsion Everywhere!

Although our shiny new offices in Eccles are a fantastic place to work, they are, or should I say were, a little bland with an abundance of white emulsion paint.

We didn't just want to put any random pictures on the walls so we considered a huge amount of images that we feel represent our customers.

A competition was launched amongst our staff to come up with fitting straplines to go with the images. The images are now proudly displayed around the offices and the winners all received a gift voucher to be used in a number of high street and online outlets.

Some of the winners are seen below with their image and winning strapline.



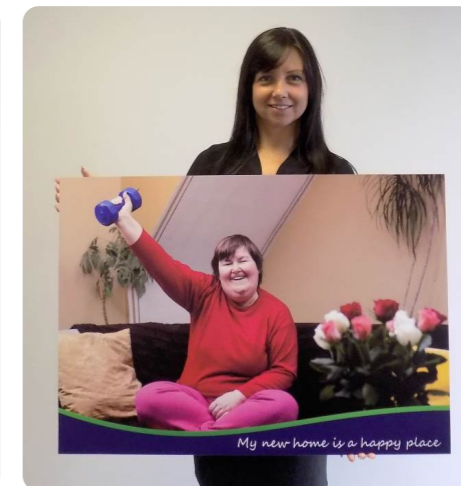
Adrian  
Every journey starts with a single step



Louis  
Knock, Knock... Who's there?  
A tenant for life!



Matthew  
My own space, freedom and life



Shelley  
My new home is a happy place



## Lead by Example

"What can I say? I know you all think I nag about keeping the kitchen clean but I just want to point out that I ask EVERYONE to wash up after themselves... and here's the proof! Thanks Kevin!"

**Marlene**



## Should've gone to Specsavers!

So imagine the scene: SMT meeting in the boardroom and Steve the latest recruit to the group is sat there and raring to go. Panic sets in as Steve starts looking for his glasses all over the place and even apologises for not been able to see the TV screen without them. At this point Shelley loses it and bursts into uncontrollable laughter bringing the inevitable tears quickly joined by the rest of the group.

Yes, you guessed it! They were sat on the top of my head! So no need for an initiation; I created my own!!!

I am, however, not the only SMT member to bring a disruption to that particular group of people. However that's another story for next time.

So if you do see my glasses lying around somewhere, please do let me know.

**Steve**