



## From the CEO

Well Team that was 2016 .....  
Where did that go? .....!!



On behalf of the Board of Trustees, myself and the Executive / Senior Management Team, I would like to thank you all for the unrivalled hard work undertaken in every area of our business function this year, you are "the unstoppable force" to be reckoned with when professionally challenged.

The recently released Staff survey reported some interesting though expected results, it shows that we have the same successes and challenges as that of a much larger organisation, we are proactive in most endeavours and need to improve on others.

Notable challenges for the immediate future will be the external "Annual Audit", we need to support our Accountancy Team through this then NROSH+ will be due thereafter, I know Marlene in particular has really been looking forward to both Audit and NROSH+ this year so we need to support her and all who are involved in that wonderful task. ....!!

Thanks to everyone's hard work we are all now part of a circa £30 million asset based Charity with a circa £8 million turnover that houses in excess of 700 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 218 days, 265 people housed, we are still on track!

Obviously I expect us to have welcomed all our new faces to the team being Nareene Fletchman and Casey Willis (us men are still being slowly outnumbered...!)

Finally I wish everybody a very Merry Christmas and a prosperous new year, we have some exciting plans to reveal and release around the business moving forward in 2017 and beyond so watch this space .....

(PS: New website is cool by the way, fantastic effort by all!!)

*Kevin Appleby*

## A Step To Independence

Last month I was given the opportunity to travel down to our Southern area to go and gain an insight to our tenants who enjoy the sunny South coast. The most memorable and humbling visit was in Bournemouth. I visited a property which provides tenancies and support for people with acquired brain injuries. I was privileged to meet all the tenants at the property and learn about their history, the events that changed their lives and their hopes and plans for the future. They told me of the events that resulted in their injuries and how their lives had changed dramatically and unexpectedly. They told me how their jobs, families, goals, hopes and dreams had changed beyond recognition with the injuries, and how they are now spending much of their life recovering their independence.

It is very grounding to meet such extraordinary people who have faced such difficulties in their past, yet continue to live very independent and fulfilling lives. One of the gentleman has found the tenancy and associated support to have such a positive impact on his life, that he anticipates being able to live independently within the next two years. After I left that night I thought of how we are truly able to provide people from all walks of life with a home, or perhaps even better, to completely rebuild their lives, confidence and independence.



I cannot wait to see what exciting, new and life changing work we provide in the future. Whether it be a home for life, or a helping hand towards complete independence.

*Matthew Fay*

## Well Done Kev!

Kevin Ablewight of 3 Brant Road in Lincoln has impressed everyone with his hard work in painting the whole of the fence panels not just at his home but next doors too! The scale of what he's achieved is difficult to see from one photo but I can assure you there is a LOT of fence to paint and what's even better is the quality of the work, not a drip or splash to be seen!

Kevin, who has lived at Brant Road since March 2015 enjoys being active around the property and gets a lot of satisfaction from making his house a home; he told me he'd like to make this a regular job, along with tending the garden and growing incredible tomatoes! Such dedication should be encouraged and applauded: WELL DONE KEV!!!



*Tim Bray*

# Total Warriors!



We had planned several runs to take part in throughout 2016 and August 7th was the turn of Total Warrior, which was bought as a birthday present for my 21st by BeST. The run was a very muddy, wet and cold affair with the addition of several challenging obstacles. No surprise, the run was somewhat enjoyable as we expected. The run ended with our usual ritual of demolishing Andy's bag of sports mixture!

Here's to next year's runs!

**Louis Beaver**



## Fantastic Foxes

Miracles can occasionally happen and Leicester City winning the Premier League was one of those rare occasions. Jamie Vardy and his team mates went from fighting relegation to Champions League football in a single season. This has had a massive effect on the city and the people who live there, none more so than the tenants at 506 Narborough Road in Leicester.



From L-R Kirsty, Natalie & Luke (Not in picture: Adam)

It was Luke and Adam who came to me first complaining about their football disappearing into the foliage at the back of the garden. Luke's request was to chop down all the lovely mature trees & shrubs which was met with a resounding NO from the BeST referee.

"Foul!" cried the team! We want to play football without rummaging around in the undergrowth searching for our ball! Mahrez and Schmeichel don't have these problems! "How about a set of goals?" I suggested. That would be good was the general consensus but who would pay for it? "These things aren't cheap Tim!" was the cry. No they're not but they will afford the garden some protection & encourage you lot to partake in exercise which is positive for all parties! I think I can get BeST to stump up the cash.

A few weeks later and there it was! I was stood in goal as Luke sent screaming footballs past my head and into the bulging net. I hope the enthusiasm for these goals lasts, at least until Leicester's inevitable decline anyway!

**Tim Bray**

## A Helping Hand

Darryl Peach, a tenant at Old Road, Wigan and Rob Littlewood House manager, identified some marks and scuffs around the property that they wanted to paint.

Darryl and staff contacted BeST and asked if they could carry out the repair. BeST provided staff with identical paint and equipment. Darryl and Rob completed the painting at 51 and 55 Old Road on Monday 24th October. Staff identified some marks, scuffs and holes. The holes were filled with polyfilla and left to dry. Then we painted the scuffs and marks. Darryl said he really enjoyed carrying out maintenance and would like to do it on a regular basis.

We would like to say a huge thank you to BEST for providing us with paint and tools to carry out this work!

**Darryl Peach**



# CIPD Conference

In working with people I've found that constantly learning, adapting and improving what I do is the best way to be happier and more confident in the advice and services which I provide. So, on the 10th of November I attended the annual international CIPD conference. This conference is designed with the intention of sharing new learnings and practices within HR in order to better improve the experience for all staff.

I attended various seminars which ranged from analytics (helpful for those Monday meetings!) through to positive psychology (creating happy environments for change)! Last year's conference is where we all got Bright HR from and this year I've come away with 5 top tips for improving your positivity at work (and in life):

1. Know and use your strengths instead of focusing on your weaknesses
2. Identify your patterns and triggers to avoid repeating mistakes
3. Practice listening and not just talking
4. Look after yourself physically and mentally to feel better
5. Smile more because life's pretty good!

I am working on constantly improving the HR services that I can provide for everyone through learning gained from this conference and my course.

If there is anything else that you feel would be helpful let me know and I'll try my best!

*Phillippa Bevin*

# One Year Anniversary Celebrations!



To celebrate the first anniversary of Burlington heights, Blackpool. Eden futures hosted a celebration party and invited all residents from both Blackpool and Preston's properties. As part of the celebration's, both staff and tenants organised and took part in a three mile charity walk along Blackpool promenade in their pyjamas, raising money for Eden Futures Autism Fund.

Tenants and their families were welcomed to join in with a raffle, Karaoke and buffet, organised by Rosie Caunt, Team manager and staff at Eden Futures. It was lovely to see tenants from their other service in Preston come together and celebrate.

*Eden Futures*



# Paws for Thought First School Report!

## Temperament Test

Eric came into the day care centre confidently and was inquisitive. He was eager to explore his new surroundings. Eric spent some one-on-one time with Carly the dog trainer getting to know her and the centre. After a short period of time Eric was introduced to different dogs one at a time that were of a similar size and temperament to him. He was great with everyone he met so we put Eric into a small group of dogs where he made lots of friends including Ralf the Labrador and Max the Puggle.

Eric took everything in his stride and he was great with all members of staff and was comfortable with all of his new woofers friends. Eric really enjoyed playing with his new class mates and also loved toy time! Eric impressed us with his responsiveness to commands and also quickly learnt gate training where he passed through the gates from classroom to classroom when his name was called. Well done Eric!

## Recommendations

Eric would benefit from visiting Wags on a regular basis to help him learn more new skills and improve his socialisation skills further. It was great to see him so playful with his new friends and it is clearly something that Eric enjoys a lot and we would recommend that he attends often enough to allow him to carry on enjoying this play time!



*Eric Hobbs*

# New Business

What an exciting, challenging and very rewarding year!

In New Business there has been much focus on building our future partner framework going forward into 2017 and beyond. Working with new developers and funding partners has ensured BeST can continue to deliver high quality, sustainable housing solutions across the country for all and not the few. Our pipeline of developments is building and we expect to see staged, manageable growth in the region of 1 new service per month (pro rata) for the next 2 years. We can expect new services opening in Southampton, Blackpool, Bradford, Lincolnshire and Stafford to name but a few through to June 2017.

I would like to take the opportunity to thank all the team at BeST for the continued hard work and effort, ensuring always that our tenants are at the heart of what we do. Our standards and passion are evident for all to see and that makes the work I do an awful lot easier. Have a great Christmas and New Year.

*Chris Musson*

## The sun shone on some



... but not on others!

### A Spooky Shindig

There were ghosts on the walls and pumpkins strung across warm, spicy, slimy and bubbling food.

The witches brew was drank whole until nothing was left but the entrails, and only the worms were left wriggling on the plate of spooktacular treats.

The chilling chilli bewitched all who dared try but the beetle rice was missing a few beetles.

The trick snack that poisoned the cheese was even devoured!  
So we can say that the feast went down well!  
See you next time,  
and so ends this spell.



**Ellen Sherrard**

## The Apprentice You're Hired!

# Phillippa



I started at BeST mid-May back in 2014 when we were a much smaller operation and I was looking for my place in the world.

Starting off in the Estates department I ended up moving around a lot. I spent some time in Accounts and supported Maintenance with calls and ended up as a Policy and Communication Administrator until earlier this year when I became BeST's first HR and H&S Officer!

Throughout my 2½ years at BeST I have learned enough to fill 10 books, finished an apprenticeship, become an ambassador, started a level 5 CIPD qualification and have had the best times in my life. I've found my niche in HR, and in BeST I think I've found my home.

**Phillippa Bevin**



## Christmas Card Competition

Christmas is quickly approaching, so was the time to organise BeST's Christmas cards. Equipped with two lovely designs from Wendy, a vote was held for staff to choose their favourite of the two for this year's Christmas card. A red box was placed in the kitchen for people to enter their votes, teamed with two enlarged images of the cards. Staff were also given the option to enter their votes via email to myself. After roughly a week, Steve and Holly (to ensure there was no cheating) opened the box to count the votes. We added together the votes we received through email and those inside the voting box. It was a close call with 17 people picking design 2 and 14 people choosing design 1. Impressively, this means there was a total of 31 responses from 25 members of staff... and not everyone voted.

**Ellen Sherrard**

## The Times They Are a- Changing

Maintenance Department was all change in October when we lost Adrian but not to fear as his move was only from our department to the Housing side. After being a dedicated team member for 18 months, it was time for pastures new and he found a role within Housing which enabled him to showcase his skills/talent and experience. With Adrian's departure, we were successful in finding a replacement with Nareene Fletchman. Nareene has settled in the department very well and has quickly taken on the role of filling Adrian's shoes, which was a big task considering he is a size 11!

We also welcomed back Casey Willis, who returned and got stuck in where she left off. It's like she's never been away.

**Hannah Charlton**

