

All Ready for a New Year!



We've had a great many staff changes this year! We've welcomed many new faces into the BeST family and we have said a sad farewell to others.

Since the last issue we have had six new members of staff join us in several of our departments!

In the Housing department, we have welcomed Helen D'Arcy, Maynette Francis and Sarah Evans all of whom have been doing outstanding work!

Alan Winstanley is now leading the Maintenance department and taking it to even greater heights!

Imogen Whelan is our newest recruit in Accounts just in time for the audit period and Georgia Dawson has joined us as our newest apprentice!

We're all ready for a new year in 2018 with our growing family!



The Apprentice, You're Hired! Georgia



I started working for BeST back in August as the Facilities Administrator apprentice in the HR and Admin team. I am in the process of completing my Apprenticeship now, and I can honestly say I have learnt so much during the short time I have been here! I have also been fortunate enough to move around the office and learn what the other departments do as teams and individuals, this has given me a better understanding of how the company works.

My colleagues are amazing, if I am ever stuck with anything, I know I could speak to the relevant person and they would help and support me 100%.

With the support from everyone at BeST I am hoping to go far. I'm fortunate enough to watch the company grow and me with it! Starting an apprenticeship with BeST is the best decision I've ever made!

Georgia Dawson



Snippets

Edition 7



From the CEO

"Where has this year gone!! It's nearly xmas again!!"

- The annual audit is now well under way and our finance team will have already spent many hours with our new Auditors Mclintocks. I am sure you will all offer any support that you can to Marlene and her team during this process. It is our aim to have the accounts completed and filed by the end of 2017 or the early part of January 2018 a good 3 months earlier than last year.
- NROSH+ statement filed and having received their guidance and decision on the report against numbers owned and numbers managed, we are now clear as to the complexity that NROSH+ response requires and the mechanism and reporting strategy required which will create further positive scrutiny and overview from the HCA.
- Confirmation on some numbers, we are all now part of a circa £37 million asset based Charity with a circa £9 million turnover that houses almost 900 people vulnerable adults.
- Our business strategy of housing one person a day every day, from plan inception 470 days, 556 people housed, we are more than still on track!
- Obviously I expect us to have welcomed all our new faces to the team being Helen D'Arcy, Maynette Francis, Sarah Evans, Alan Winstanley, Imogen Whelan and Georgia Dawson. Some team members have moved on to pastures new and we wish them all the best with their future endeavours.

- We released our exciting plans in relation to the Big Picture re Blue Sky in early Jan and updates will be released separately, we have strong initial momentum from all stakeholders to support this initiative.
- New schemes planned for 2018 and beyond are still under discussion however meetings with all stakeholders are positive, this includes a ground breaking farm scheme concept..... watch this space!!
- Our first and second integral Staff conference day having now taken place, we look forward to discussing relevant feedback with further planned for 2018, details to follow.

Kevin Appleby

Coleman Street Handover

Our successful partnership with Voyage continues to grow with the handover of 237 Coleman Street. This is an existing scheme being transferred from Registered Care to Supported Living.



We have seen a trend in recent times for people to be given more choice and independence in their homes and BeST, with our expertise in Supported Living, are the ideal Housing Association to make a seamless transition from registered care to Independent Living. It has been reported Supported Living is adding to people lives in many ways included having more say with the care and hours they use, more income through decreased living costs, more security through Tenancy Agreements and more choice on who people live with and what type of environment they share.

With all changes there have been difficulties and doubts but I'm pleased to announce the takeover has gone ahead and has been a complete success. Coleman street is a 6 bed shared house with 8 apartments annexed next door all sharing the same care provision from Voyage Care. The properties are fully occupied and we welcome our new tenants to BeST Housing and to supported Living as well as adding more high quality properties to our portfolio.

We will be taking on many more registered units throughout the year and a big thanks goes to everyone (especially Matt) who makes this potentially difficult time for our tenants smooth safe and successful.

Andy Bowler



We Need You!

BeST will be holding it's second year of 'The Hunt for the Most Beautiful Christmas Tree!' and we need your help!

Last year we scoured the country for the first of it's kind and the Most Beautiful Christmas Tree winners from 2016 grace us on our Christmas cards this year!

If you would like to be in with a chance of winning the front cover of our card for 2018 along with a £50.00 gift card, then please spruce up your spruces, snap a pic and send it over to us via: beautifultreehunt@bestha.co.uk before the 7th January 2018!

Good luck everyone and Merry Christmas!



Thank you to our 2016 Hunt for the Most Beautiful Christmas Tree winners pictured here

Away Day

The first of many new beginnings!



I would like to thank you all personally for your input to our FIRST and SECOND away day. Both days were fun filled, action packed and involved everybody in some capacity which was great to see. The comradery and atmosphere was certainly encouraging and some collective, creative thinking also shone through.

I thoroughly enjoyed the team building challenges which seem to create some "competitive rivalry" between team members though the purpose of the tasks was well received and understood. It was fantastic to see such a good group of individuals come together and address the challenges internally with a vision and mind-set of change - embracing such change will be our strength, accomplishment of the change will be our success!

What's encouraging is there has already been a distinct change within the office, the atmosphere exudes positivity, and so we did learn something on the day and put it into practice. These were my two goals of accomplishment, so well done team and let's keep this up! As Cameron said "Dream work is Teamwork" - and that's what we are. We all work in synchronisation and are interdependent upon one and other and the "journey of the pound" proved this transition, so thanks to everyone for the presentations that were delivered! Though we have some way to go with this journey, I'm confident we are on the right path to success; we now need to finite what we do to become the "BeST" at what we do!

Here's to another fantastic day next year with you all, let's make it better than the last with more positive outcomes! Looking forward to it team.....we better get to work Steve and Pip!!! TAKETHREE!!!

Shelley Hobbs



Meet Our People: Steve Boyd Commercial Director

Over before it began!

When I am not working with the team at BeST to deliver awesome environments for vulnerable adults to live independently I spend a huge amount of time preparing, racing and then mending my Rebels Racing stock car.

The car is built from the ground up and is basically a fabricated chassis designed for full contact with various removable body parts designed to look like a Ford Pop. The car is powered by a Reliant 850 engine which generates decent speed (power to weight ratio) enough to give you a bit of a headache when you hit the fence anyway!



The pinnacle of our season is the World Wide Rebellion this year held at Buxton Raceway. We compete at various qualifying rounds throughout the season and depending on the points you earn determines where you start on the grid. I started row 12 out of 19 rows 25 laps starting with a 2 lap rolling start.

After the parade lap being presented to the crowd I am strapped in tight, and off we go for the rolling laps the green flag goes down and there is a big pile up on the 1st bend I go for a gap at full speed, the gap closed and off I go somersaulting through the air and landed on my roof before I had even gone past the start line, over before it began!

I managed to get the car repaired for my next race and finished 18th with an aching back and sore big toe all part of the fun.

I carry the logo of BeST on my car and always have publicity material available at every track.

Have a look at www.rebelsracing.com

Sensory Gardens



In late summer, I popped over to Blackpool to meet up with Rosie Caunt, Team Manager, Eden Futures and meet the tenants at Burlington House. This is one of our recently completed tenancies. I was really impressed with the standard of the accommodation as were the tenants themselves. However, nice as everything was, there was one aspect I immediately noticed. It was all a little stark and could do with some brightening up.

I sat down with the tenants and told them all about the BeST Charitable Fund and how we have raised all the money we now wish to spend benefitting the tenants. Our conversation about what they would like and ranged through a water feature, planters with sensory plants and flowers to one young lady's wish for a plastic gnome.

I then liaised with Rosie and we brought in a local gardener to have a look and let us know what could be done.

On 17th November, which was "Children in Need" day which might explain the tenants' costumes in the photos, I went back to see the finished project. It was really satisfying to see the new garden and everyone was thrilled with the outcome.

This is what BeST is all about and I am pleased to say that we plan to work on more tenancies in a similar fashion as more money comes in.

David Poppitt



Paws for Thought School Report!



Eric is a big part of the Wags family. He has been attending Wags for quite some time now and is definitely a huge character in the centre. He comes in each morning with a huge smile on his face and is always raring to go! As soon as he enters the centre his huge character brightens it up! He has a lot of friends here and is always found playing with them all, especially his best friend Hunter the Beagle! This sociable nature is something we always encourage in our woofers and is a key part of being a Wags woofers.



Shelley Hobbs

My Day With a Housing Officer

Once a year, every member of staff at BeST is taken out of the office and brought along by a Housing Officer to meet the tenants.

This year was particularly exciting for me as we were delivering the prizes for last year's winners of the 'Hunt for the Most Beautiful Christmas Tree!' Which meant that I got to meet a lot of interesting, passionate and talented people and give them (a very belated) prize for their amazing trees last year!

I got to see a video and photos of two of our talented tenants dancing, walked through the beautiful gardens at each of the properties that the tenants had decorated, was serenaded by an excellent guitar player and learnt a lot about football that I hadn't known before!!

All-in-all I had a wonderful day, filled with wonderful people and I can't wait for next year's outing!!

Phillippa Bevin

