



Celebrating one year
of the Skills Hub
NCLB Party in the Park
Your new housing
committee

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COVER PHOTO:

Families enjoying a day out at NCLB's Party in the Park.



FOREWORD

Big changes are happening as Cheltenham Borough Homes (CBH) joins with Cheltenham Borough Council (CBC).

This means better, more stream-lined services for you, without any disruption. As we navigate this transition, we want to assure you there will be minimal disruption to your day-to-day interactions and you will continue to report repairs and raise concerns directly in the same way as you do now.

Currently, all housing colleagues will continue to use their CBH email address and for now, will continue to wear their CBH uniforms and will drive CBH vans, however, from March 2025, correspondence from us and things like this magazine, will be branded with the Cheltenham Borough Council logo.

For now, communication will feature a combined logo, as on the cover of this issue, to reflect our move towards becoming one team. You may have noticed the first change is that CBHNews is now "Tenant Voice – tenant and leaseholder news" we'll be bringing you the same great content, with a brand new name.

In this issue, you'll find out about how we'll be making sure your properties are safe through our planned surveys, review the key outcomes of our annual report, celebrate the success of our Skills Hub and take a look at what's been happening in your communities.

It's an exciting future ahead. Thank you for being a part of CBC. Together, we can make Cheltenham a place everyone is proud to call home.

Cllr Rowena Hay, leader of the council and Gareth Edmundson, chief executive Cheltenham Borough Council

Reminder
You must apply for Pension Credit by 21 December 2024 to qualify for the 2024 to 2025 Winter Fuel Payment.
Visit:
www.gov.uk/pension-credit/how-to-claim for more information.

WE'VE CHANGED OUR GOVERNANCE TO MAKE SURE YOUR FEEDBACK IS HEARD



We've made changes to governance arrangements to improve how housing services are delivered. At the heart of these changes is you and delivering the things that are important to you.

As well as the introduction of Housing Cabinet Committee which oversees delivery of our housing services there are now two advisory panels, one for tenants and one for leaseholders and shared owners. These panels offer you the chance to take part in developing how services are delivered to you.

Through regular meetings, the advisory panels have a direct line into the Housing Cabinet Committee, which also includes representation from two tenants and a leaseholder, and ensures your voices are heard more clearly in decision-making processes.

We're focused on improving the quality of the housing services you receive. This includes faster repairs, better communication, and more efficient management. For leaseholders

more transparent service charges and better communication about maintenance.

We want to make sure you are kept informed and supported. There will be regular updates and opportunities to ask questions or provide feedback.

How to take part in the advisory panel
To find out how to take part in the tenant panel get in touch with Ellen Pollicott, community investment manager.
Email ellen.pollicott@cbh.org
Phone 07990 564622
Or visit www.cbh.org/services/your-community/tenant-panel/

YOU SAID, WE DID

We take your feedback seriously, whether it is through complaints, general feedback or satisfaction surveys, we use the information you provide to improve our service to you.

Recent feedback has identified that customers feel there is a lack of clarity around repairs to their homes which may require further works beyond an initial visit. To make improvements in this area, our repairs team is rolling out redesigned calling cards, aimed at providing you with clarity around the works carried out at your home and what further works may be required.

The hope is that this will reduce your need to call in for an update on a specific repair. We welcome your feedback on these new calling cards, as we will look to introduce similar contact cards in other teams.

We are also in the process of introducing SMS text surveys to record satisfaction levels when it comes to ASB and complaints. The outcomes of these surveys will be used to help shape the services we provide. A survey will be sent at the point that a case is closed and will provide customers with the opportunity to give immediate feedback. See page 11 for more information.

TENANT SATISFACTION MEASURES (TSMs)

The Regulator of Social Housing (RSH) regulates landlords (like CBH) to check that they are giving people good housing and that they are efficient and run well.

Tenant Satisfaction Measures (TSMs) are a new part of the RSH's regulatory approach, aimed at making it easier for people to find out how good a landlord is and compare different housing providers. This means people can see which landlords are better at looking after homes and tenants. The RSH thinks it's important that people know how tenants feel about their landlord, and if landlords are doing what they're supposed to do.

To find our latest TSM report scan this QR code



or visit cbh.org/tenant-satisfaction-measures/

COMPLIMENTS

Here are some of the recent compliments from customers:

Estates

“The communal floor area looks lovely after it was cleaned this week. The floor had deteriorated; however, it is now clean and smells much fresher. It gives peace of mind. With thanks and appreciation.”

“The cleaner went above and beyond when on site, cleaning my front door etc. The block is the cleanest it has been for a while with all thanks to the cleaning crew!”

Repairs

“The roofers were swift and smooth, no problem at all and went above and beyond. They were really wonderful, I thought “wow” at the end of the job because of how friendly and helpful they were as a pair, great work done and did more than what was ever expected 10/10.”

“I'm very happy with the works. It's difficult having people you don't know in your home, but the trade was very friendly, helpful, and just a very nice man!”

Customer services

“They have been so helpful throughout my tenancy, sadly I am leaving to go to Bromford but before I do, wanted to say how lovely the team has always been, kind, caring and dealt with any issues raised.”

Anti-social behaviour

“We are incredibly grateful for your prompt and attentive action on this, it's incredibly supportive that you do take these issues to heart. So, thank you massively!!”

Tenancy management

“The new tenancy management officer is a happy chappy, he came and saw us, and he was LOVELY! He is making a positive impact to tenants.”

Benefits & money advice

“Thank you so much, I was, as you know, so stressed and exhausted and extremely low. I really appreciated all your help with PiP and blue badge, I couldn't have got through the stress of it all without your help and support and I genuinely mean I couldn't, so thank you so much.”

PREPARING TO LEAVE COLLEGE

During the spring, the training and employability service team worked with a group of students from Gloucestershire College, to create CVs and improve their employment skills.

They learned about different types of work and how much they can expect to be paid, as well as getting some useful tips on interview techniques. It was an absolutely fantastic group to work with, and it's good to hear they are all keen to complete their college course and progress into the world of work.

They all achieved an **ASDAN Certificate in Employability Skills Development** and TES were pleased to present them with their certificates.

The college has approached us again to continue this partnership and offer more students the same opportunity starting the next academic year.

STUDENT FEEDBACK

“ I have really enjoyed coming to the skills hub. It's a nice change from being in college. ”

“ I feel that I have been treated like an adult. ”

“ Getting my CV completed will definitely help me to get a job in the future. ”

CEMENTING PEOPLE'S FUTURES!

We also recently began a **CSCS course for local residents wishing to work in the construction sector. We were thrilled to have 6 candidates sign up, and we began the course by assigning them to complete:**

- On-line mock test training
- ID cards (required for test)
- CITB Health, Safety and Environment Test (CITB Test centre)
- On passing this test - 6-month probationary card enabling people to work on site

There have been changes to how these work, therefore we now offer a 6-month card not the Green Card.

We will be rolling this out on a monthly basis, please look at our Skills Hub timetable for details:

cbh.org/services/skills-hub-timetable/

THOROUGHLY THRIVING...

This year we have successfully worked with Pittville school, All Saints Academy and Bournside school supporting their students who they identified as at risk of exclusion or potential NEETs (Not in Education, Employment or Training) and engaged with them as part of our Thrive programme.

The aim of Thrive is to offer early interventions which may help young people to recognise their potential and offer a realistic insight into the skills, behaviours and expectations of local employers or colleges following their school career.

This academic year, we offered 18 young people the opportunity to gain an ASDAN Employability Skills Development certificate. Our team delivered employability workshops on site before the young people progressed to the second stage of work experience. This stage offered them the chance to put their learning into practice and experience the world of work with our building services team. A big thank you to all our staff at the depot who made this possible!

The feedback we received from the schools' representatives, and students has been really positive and Thrive will now be an annual offer to these students and schools.

FEEDBACK FROM THE STUDENTS

“ I am really enjoying the work experience, can I do more? ”

“ When I leave school, I now know I want to gain a plumbing apprenticeship ”

FEEDBACK FROM SCHOOL

“ The students are really well behaved in your sessions, and we are impressed at how well they have embraced this opportunity. ”

GARAS

In July this year we met with **GARAS (Gloucestershire Action for Refugees and Asylum Seekers)** to discuss the possibility of working in partnership to support **Cheltenham's resettled families and refugees.**

We had an overwhelming response, and we're pleased to have met and worked with over 20 people during these sessions.

We supported people digitally by offering the following:

- access to laptops
- creating CVs
- registering with job sites
- using Google Translate
- researching jobs
- job applications
- researching local social activities
- forming links with community investment and benefit and money advice teams

During discussions with the GARAS representative we were made aware that these group members were going to be required to apply for E-visas and would be informed by e-mail and expected to complete their applications before December. We will continue working with this group up until the end of the year to assist in this process.

ASBESTOS IN YOUR HOME

Asbestos is a naturally occurring mineral that was used extensively in building materials from the 1950s onwards. Its use was phased out from the 1980s and it is considered that since 2000 all new buildings and building products are free from asbestos. If the home you are living in was built before 2000, it probably contains asbestos.



We are legally required to carry out specialist surveys on communal areas of our blocks and homes where we are undertaking works that might disturb asbestos. These surveys identify the location and condition of any asbestos. We hold a register of where asbestos has been identified and we update this through our ongoing surveys. Your tenant pack will contain a copy of your home's asbestos survey report which identifies if there is asbestos in your home. It is important that you read this and understand where any asbestos is. If you did not receive a report, please contact us.

It is very hard to identify asbestos containing materials by sight, but if you suspect that they are present it is best to treat suspicious materials as asbestos until proven otherwise:

- don't panic. Leave the material alone.
- wherever possible prevent people from disturbing the material.
- if you believe a potential asbestos material has been disturbed prevent people from entering the room it is located in, if it is indoors.

- contact us to determine whether a material contains asbestos and how to deal with safely.
- do not attempt to remove any form of asbestos yourself.

Many people have concerns about asbestos, but undisturbed asbestos poses no risk to health. However, care should be taken to prevent the release of fibres, which is why it is important for you to understand where there might be asbestos in your home.

During maintenance and repairs, we make sure there is no accidental release of asbestos fibres. We will not normally remove undamaged, well maintained, and undisturbed asbestos products, as they are perfectly safe.

If you are concerned that the condition of any material you believe to be asbestos is in a poor state please contact us.

You can find out more via our website [cbh.org/services/your-home/asbestos/](https://www.cbh.org/services/your-home/asbestos/) or call us on 0800 408 0000 or via email: technical.services@cbh.org

FLY TIPPING AND THE LAW



Whilst the illegal dumping of waste, known as fly tipping, has seen a slight decline in the last year, it continues to be a significant problem with a staggering 1.08 million incidents recorded in England during 2022/23.

Locally, the problem is alarmingly prevalent. CBC properties alone reported 1,701 fly tipping incidents within their property boundaries and green spaces in 2022/23, and the number has slightly increased to 1,739 in 2023/24.

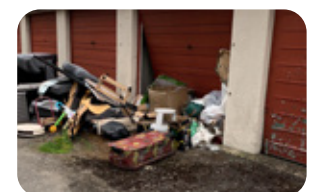
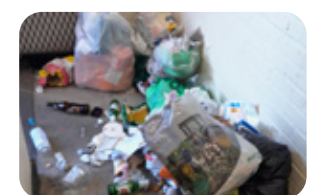


In response, we have intensified efforts to combat this illegal activity. Our efforts have already yielded significant results, the council has issued fixed penalty notices amounting to thousands of pounds. In one notable case, a tenant was taken to court and fined over £900 for dumping waste on council land.

Despite these efforts, authorities face huge challenges in securing convictions and issuing fines without sufficient evidence. This is where the community's involvement is crucial. Residents who can provide witness statements, photographic or video proof of fly tipping incidents, or even note vehicle registration numbers (VRNs) involved in the illegal activity, are encouraged to report these details. Such evidence is vital in helping us take action against offenders. Fly tipping not only blights the environment but also poses significant risks to public health, wildlife, and increases the potential for fires.

Residents are reminded that disposing of waste illegally is a criminal offence, punishable by fines of up to £50,000 or up to 12 months of imprisonment.

For those who need to dispose of waste that is not suitable for regular household collection, several options are available. Residents can arrange for a bulky item collection through Cheltenham Borough Council by contacting 01242 262626 or by visiting [cheltenham.gov.uk/bins-and-recycling](https://www.cheltenham.gov.uk/bins-and-recycling).



Alternatively, waste can be taken to your local recycling centre. Booking in advance is required. As we continue to fight against fly tipping, the message is clear: the community's cooperation is essential in keeping the town and the areas you live in clean, safe, and free from the dangers posed by illegal waste disposal.

ALWAYS IMPROVING OUR SERVICES TO YOU

We believe feedback about our services, or your experiences, is vital for continuously improving our services to you. Maybe you have had a really positive experience and would like to thank a particular team. Or maybe you have had an experience in which you feel we could have done better. We are always keen to learn and will be led by your views and suggestions.

If you ever feel that you need to make a complaint, you can do this in a variety of ways:

- In person
- In writing
- Via My CBH portal
- On the telephone, by calling 0800 408 0000
- By minicom
- By typetalk
- By email to cbhcustomerrelations@cbh.org

OR visit our contact us page and fill in our online form at www.cbh.org/contact-us/

We follow a two stage complaints process – you can read more about this at

www.cbh.org/contact/making-a-complaint/

You can also contact the Housing Ombudsman Service at any point during the complaint process.

The Ombudsman cannot investigate your complaint whilst it is going through our complaint's procedure, however they may be able to provide you with advice.

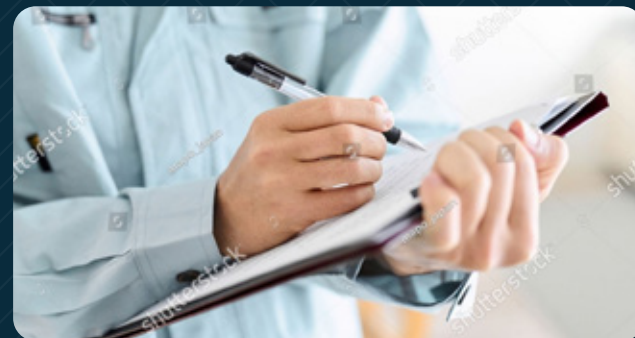
Telephone 0300 111 3000

Email info@housing-ombudsman.org.uk

housing-ombudsman.org.uk

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.

ALL HOMES ARE TO BE SURVEYED DURING 2024-2025



As your landlord, it is our responsibility to keep a record of the main building elements inside and outside your home, such as the kitchen, bathroom, wiring, heating, roof covering, windows etc. This is necessary to ensure we can accurately plan for when the building elements will need renewing in the future, and to also identify opportunities for improvement.

Specialist consultant, Rand Associates, who has significant experience and expertise in this field, has been appointed to undertake surveys to review and update our records on these elements.

Each survey should take no longer than an hour and it will not be necessary for carpets to be lifted or furniture moved, and please be assured they will not be recording how you are maintaining your home.

A rolling programme of surveys will commence in July and is planned to be complete by April 2025. Rand Associates will be in touch during the coming year to inform you of when they will be in your neighbourhood, at which point you are encouraged to arrange an appointment for them to visit.

Due to the important nature of the survey, it is not optional unless exceptional circumstances apply.

If you'd like more information or you have any questions, please contact either:

Rand Associates' Liaison Team:

Tel: 0800 035 3051

e-mail: surveys@rand-associated.co.uk

Contact us:

Tel: 0800 408 0000

e-mail: mark.campbell@cbh.org

Thank you in advance for your assistance.

VISITING OUR OFFICES

Customers are kindly reminded that when visiting either Hesters Way Resource Centre or Oakley Resource Centre to use the postboxes provided and if you need to speak with a member of the team to use the intercoms available to request to speak with the appropriate team.

Hesters Way

The postbox at Hesters Way is located near the rear door by the carpark and is available for all housing related post.

If needed, please make use of the intercom which is located on the wall by the reception desk. Your call will be answered and a team member from the appropriate team will greet you downstairs in the lobby.

The Tenancy management team are based on site at Hesters Way from 9am-5pm Monday to Friday.

Oakley Resource Centre

The postbox at Oakley resource centre is located by the main entrance and is available for all housing post.

Customers wishing to speak to a member of the team should use the intercom located by the main entrance.

Oakley resource centre is manned in person between 9am and 5pm Monday to Thursday and via the intercom Monday to Friday 9am-5pm

Rent payments

Cash halls remain permanently closed. We want to make it as easy as possible for you to pay your rent and there are several ways to do so check out our website: cbh.org/rent

SMS SURVEYS

As mentioned in our You Said, We Did on page 4 we have developed SMS text surveys for our residents who have used the anti-social behaviour and complaints services.

The information gathered from these surveys will be key to ensuring that we are getting valuable, timely feedback from those of you that have been in contact with us regarding anti-social behaviour, or due to a complaint, to help us adapt and improve our approach to achieve our goal of delivering the highest quality services that we can for our customers.

An SMS text survey will be sent at the point a case is closed and will give you the opportunity to provide immediate feedback.

We launched this new facility on 6 November.



OUR YEAR IN REVIEW

Here's a snapshot of some of our key areas of performance from March 2023 to March 2024

Safe and secure homes



49

Number of affordable homes provided



Average SAP/EPC energy efficiency rating



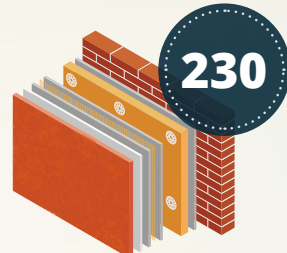
39

New window replacements



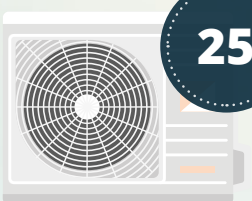
212

Boilers replaced with energy efficient models



230

Improvements made with new or better insulation



25

Number of ground source heat pumps installed



93%

% satisfaction with repairs



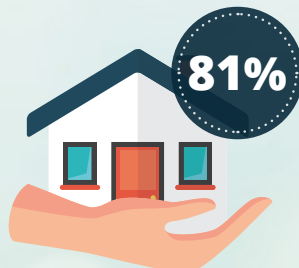
92%

% satisfaction with time taken to complete repair



80%

% satisfaction that your home is well maintained



81%

% satisfaction that home is safe



Scan here
The full annual report is now live.

If you would like to view our full annual report, it will be available this autumn at chb.org. Certain numbers in this infographic have been rounded up or down and might not reflect figures in the full annual report.

Building communities



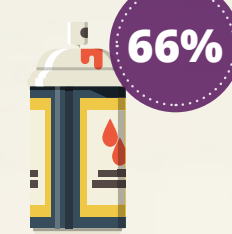
80%

Overall % customer satisfaction



78%

% customers satisfied that we make a positive contribution to the neighbourhood



66%

% satisfaction with our approach to handling anti-social behaviour



288

Number of successful homelessness outcomes



110

Households undertaking training or education



52

Households supported into employment



537

Customers provided with money advice

Improving our services to you



82%

% customers who consider we are easy to deal with



46,993

Number of contact centre calls answered



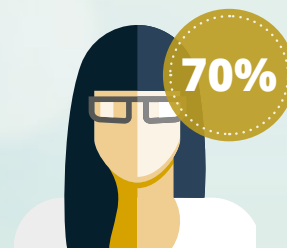
94%

% of calls answered within 60 seconds



83%

% satisfaction that we keep customers informed



70%

% customers satisfied that we listen to views and act on them



43%

% satisfaction with our approach to handling complaints



204

Number of formal complaints received



100%

% complaints handled within target timescales or agreed extension

NCLB PARTY IN THE PARK

PROVES A HIT WITH CHELTENHAM FAMILIES

More than 1000 families attended Pittville Park and Prince of Wales Stadium to experience the lively atmosphere of the No Child Left Behind (NCLB) Party in the Park. The event was buzzing with excitement as families enjoyed a range of free entertainment and sporting activities.

Families gathered to enjoy music, dancing and entertainment in front of the Pittville Pump Rooms. Gold medal winning GB Paralympic triathlete, Andy Lewis was one of the many to take part in the programme of performances on the main stage giving an inspiring speech about overcoming challenges, goal setting and mental health.

Local community organisations offered support and guidance to families at the advice hub and approximately 420 children from vulnerable backgrounds were provided with a healthy lunch during the event. Around 150 families of children with additional needs who would have found the main event overwhelming, took advantage of the scheduled quiet hour.



Cllr Victoria Atherstone, cabinet member for safety and communities, said:

“ It is an absolute delight so many children and parents enjoyed their time at NCLB’s Party in the Park 2024. With so many activities, stalls and entertainment on offer, there was plenty for everyone to enjoy.

There was an incredible atmosphere at the event, full of fun and enthusiasm and it did a great job of bringing families and communities together. We are delighted so many children enjoyed this wonderful day, and that eligible families benefitted from a free healthy lunch, with thanks to funding through the Holiday Activity and Food Scheme (HAF).

I would like to extend my warmest thank you to our event partners, sponsors, and volunteers who helped make the event such a huge success.

”

Thank you to all the event sponsors – Incito McDonalds, Active Impact, Hartpury, Renishaw Engineering and Golden Valley HBD – as well as all partners and volunteers for their support in making the event possible.

ST. PAUL’S WALK SUMMMER FAIR

The sun shone and the crowds gathered for our St. Paul’s Walk summer fair.



One customer said:

“ Just wanted to say how brilliant it was yesterday and how much my boys loved the activities. It was really good to see some familiar faces and meet new service providers. I’ve learned about preventing damp & mould in my home and that there’s an antisocial behaviour team. It made me feel there’s a local thriving community that I can access and I am so grateful for that. I love the Hub and everything you are offering there.

”

Thanks to those of you who gave up your time in the weeks before, planning and preparing to ensure the community had a great time. And they did just that!

With lots of stalls and games to enjoy, the fair raised £375 for Cheltenham Animal Shelter and Gloucestershire Wildlife Trust, both valued partners in the St. Paul’s community.

Big thanks to Andy from the ASB team for getting drenched in ‘Soak the Bloke’. The benefit and money

advice team offered families support with their pre-loved school uniform stall and the damp and mould team were there to give advice to tenants. Our thanks also goes to our partners from University of Gloucestershire, NHS Diabetes outreach team, Tesco and The Rock.

These events are crucial to building relationships with you and are especially important during a time of recent neighbourhood unrest in the area.

WE CONTINUE TO ENRICH

The Enrich project started in February this year and has been very successful. During our sessions we have met 60 people. On a weekly basis we have 20 people attend to have fun and learn new tips to improve their health and wellbeing.

Enrich is shaped by the people who attend and is one of the first projects in Cheltenham supporting people to learn about the link between healthy eating, exercise, sleep and how we can use these practical tools to manage our own health.

Over the coming months:

- we are working with a personal trainer who will be teaching us strength-based exercises which can be adapted to beginners.
- Wiggly Charity will be showing us how to cook recipes from their healthy, budget friendly cookbook.
- The Isbourne will be running sessions on Tai Chi
- Adult Education will be teaching us about Indian medicine

To support those of you who attend regularly, we operate a membership programme where participants can earn rewards for their health when they have attended 10 sessions. So far people have received gardening equipment, cooking equipment and simple things like a good water bottle. Participants can choose their reward depending on their interest and goals.

We love to welcome new people, so if this sounds like something that you would like to try please come along on Tuesdays 11-1pm St Marks Church Hall.

Contact Clare Davies if you would like to learn more
communityinvolvement@cbh.org
 Tel: 0800 408 0000

Address: St Mark's Church, Church Road, Cheltenham, GL51 7AL
Public Transport: The 94, 94U, 94X, 102 and N94 bus routes stop by shell garage (next to TGI's) at the end of Church Road. D and E buses stop round the corner on Gloucester Road. The 99 bus stops on the main Gloucester Road opposite the turn into Tennyson Road. The train station is a 0.4 mile walk.



You are saying:

“ We meet people, learn new skills such as cooking, reflexology, meditation, playing physical games. It's fun. Thank you. ”

“ How ever you are feeling when you arrive at Enrich on a Tuesday you always leave feeling better for coming and joining in. ”

“ Enrich helps me with my anxiety, through breathing exercises and seeing other people. ”

SPIRAX GROUP SUPPORTS CHILDREN TO BECOME CODE NINJAS

At the beginning of this year, we partnered with Code Ninjas and ran two rounds of 8-week coding clubs at Oakley Resource Centre, with the aim of introducing more STEM activities into communities for local children.



Initially, funding was received to provide 16 children the opportunity to join the club at no cost to their families. We had such positive feedback from children and parents that we approached local businesses to seek sponsorship to extend the programme.

We are delighted to announce that we were successful in securing £19,200 sponsorship, generously supplied by Spirax Group, which provides enough money to fully fund places on Code Ninjas for 10 of the previous attendees for 2 years at the courses held at Gloucestershire College! This should allow them enough time to complete the whole programme and provide them with a real positive impact for their future and career pathways.

We hope to offer more opportunities like this in the future with continued work on our sponsorship model.



UPGRADING THE ENERGY EFFICIENCY OF COUNCIL HOUSES

Energy efficiency technology specialists, SERO, has been appointed to coordinate and oversee an extensive retrofitting project of 130 properties.

After funding was secured from the Social Housing Decarbonisation Fund in 2023 there is good progress being made to decarbonise existing properties. Major fabric improvement have already been made to around 50 homes, with works to 20 homes underway (on-site installations), whilst around a further 80 homes have had assessments completed (to confirm measures to be installed) and another approx. 50 homes will benefit from improvements to their energy performance by middle of 2025. The aim is to improve homes to at least an EPC C.

The process is that initial assessments are carried out looking at energy efficiency levels, heating and hot water services, property condition, ventilation, and occupancy among other factors. There is then a process to define what measures should be included and then a design phase, followed by installation. A professional retrofit coordinator oversees the whole process of energy efficiency improvements from design and installation, through to completion of the works, ensuring that key retrofit standards are met.

The SHDF was introduced in 2021 to support Registered Providers of social housing with the installation of energy performance measures across England.



BMA TEAM AND SCHOOL UNIFORM UPDATE

SCHOOL UNIFORM CAMPAIGN



We were so pleased to be able to help 47 families during our school uniform campaign. Thanks to the kind donations of the people of Cheltenham we received over 600 items and were able to redistribute more than 230 items into our communities.

The donated items equated to approximately £2700 in value of school uniform and we're so pleased to be able to provide that support to those of you who are facing the realities of the cost of living crisis.

During our events, those of you who joined us were also able to receive free benefit and money advice from the team and speak with experts about where to find help for paying bills, finding employment and save energy.

It was thanks to the success of the events and through the number of donations received, that we will be looking to run the campaign again next summer.

WINTER WELFARE WITH DUNELM

We want to do everything we can to help keep the vulnerable amongst our communities warm this winter, which is why we're working together with Dunelm once again on our winter welfare campaign.

Drop in and see the benefit and money advice (BMA) team

Come and join the benefits and money advice team where we host free drop in sessions for customers to get money and benefit advice.

You'll find the team:

Every Wednesday - 10-2pm at Job Centre Plus Cheltenham

Every Thursday - 9-11am at Ron Smith Pavillion, Springbank, Cheltenham.

Last year saw us successfully distribute 74 essential winter items, between the months of October – beginning of Feb to keep our most vulnerable customers warm.

We're in the process of accepting donations of the winter essentials such as duvets, pillows, throws, blankets and bed sets and will be sharing these back into the community during the winter months. If you will struggle to keep warm this winter and will benefit from one of these essential items, please get in touch with our benefit and money advice team.

Email: bma@cbh.org or phone 0800 408 0000

DELIVERING JOY

Delivering Joy is a community event in partnership with Dunelm where allocated tags for several selected schools, care homes and charities within the area were placed on a Christmas tree. We were first involved in the campaign last year and were happy to be asked to nominate tenants who we have been working with, to help alleviate the pressure of Christmas this year.

We have nominated 66 customers who will receive a tag on the tree and a member of the public will be able to purchase a gift, helping to ease the financial pressures during the festive season. Those nominated will be contacted and given their gifts by the team member who has nominated them, in the lead up to Christmas.



These sessions provide customers with the opportunity to raise any money concerns they have with the team, whether that be seeking advice about cost of living, or general budgeting tips. If you're struggling to heat your home this winter, contact the team for a benefit check-up

Not able to make it to these sessions?

You can contact the team by phoning the customer helpline or by sending an email to bma@cbh.org

WE WERE SO PLEASED TO BE ABLE TO HELP:

47

families during our school uniform campaign.

ONE YEAR OF THE SKILLS HUB

The skills hub hosted at Hester's Way Community Resource Centre has now been open and running for a year. We've welcomed 340 of you to our various workshops.

With our most popular, where more than 230 of you joined us, being the work club. Work club runs every Wednesday morning, this is where you can receive support creating a CV, applying for jobs online and pick up interview hints and tips.

Alongside work club, you've been really enjoying our digital drop-in sessions. During these sessions we support you in finishing off job applications, supporting you with your Universal Credit journal or helping you keep on top of your emails.

We have also been working closely with the disability employment advice team at the Department for Work and Pensions (DWP) who have had a drop-in session once a month in the skills hub. The advisor supported 11 customers who have popped in to see her, including renew their forklift license, advise a customer to reach out to the mental health services who was struggling and spoke to another customer about purchasing them a push bike, helping them to get around and hopefully help in their ability to gain employment.

Customers have been saying:

Skills Hub runs every Wednesday and Thursday from:

Morning session 10:00 -12:00
Afternoon session 1:00 3:00

Just drop in, there's no need to book. We look forward to supporting you through our wonderful training and employment service.

For details of what sessions are being held at the Skills Hub visit our website: www.cbh.org/2023/09/20/newskillshub-launched-for-st-marks/

“ Great team, always making sure everyone gets the help they need. ”

“ Always very helpful, very nice and polite, nothing is too much to as the staff. ”

“ Fantastic service and so helpful. ”

“ It has been great meeting the team. ”

DATE	TIME	SESSION
Nov 1	10:00 - 12:00	MONEY SAVING TIPS
Nov 1	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 2	10:00 - 12:00	WORK CLUB
Nov 2	1:00 - 3:00	DIGITAL DROP-IN
Nov 3	10:00 - 12:00	MONEY SAVING TIPS
Nov 3	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 4	10:00 - 12:00	WORK CLUB
Nov 4	1:00 - 3:00	DIGITAL DROP-IN
Nov 5	10:00 - 12:00	MONEY SAVING TIPS
Nov 5	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 6	10:00 - 12:00	WORK CLUB
Nov 6	1:00 - 3:00	DIGITAL DROP-IN
Nov 7	10:00 - 12:00	MONEY SAVING TIPS
Nov 7	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 8	10:00 - 12:00	WORK CLUB
Nov 8	1:00 - 3:00	DIGITAL DROP-IN
Nov 9	10:00 - 12:00	MONEY SAVING TIPS
Nov 9	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 10	10:00 - 12:00	WORK CLUB
Nov 10	1:00 - 3:00	DIGITAL DROP-IN
Nov 11	10:00 - 12:00	MONEY SAVING TIPS
Nov 11	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 12	10:00 - 12:00	WORK CLUB
Nov 12	1:00 - 3:00	DIGITAL DROP-IN
Nov 13	10:00 - 12:00	MONEY SAVING TIPS
Nov 13	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 14	10:00 - 12:00	WORK CLUB
Nov 14	1:00 - 3:00	DIGITAL DROP-IN
Nov 15	10:00 - 12:00	MONEY SAVING TIPS
Nov 15	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 16	10:00 - 12:00	WORK CLUB
Nov 16	1:00 - 3:00	DIGITAL DROP-IN
Nov 17	10:00 - 12:00	MONEY SAVING TIPS
Nov 17	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 18	10:00 - 12:00	WORK CLUB
Nov 18	1:00 - 3:00	DIGITAL DROP-IN
Nov 19	10:00 - 12:00	MONEY SAVING TIPS
Nov 19	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 20	10:00 - 12:00	WORK CLUB
Nov 20	1:00 - 3:00	DIGITAL DROP-IN
Nov 21	10:00 - 12:00	MONEY SAVING TIPS
Nov 21	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 22	10:00 - 12:00	WORK CLUB
Nov 22	1:00 - 3:00	DIGITAL DROP-IN
Nov 23	10:00 - 12:00	MONEY SAVING TIPS
Nov 23	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 24	10:00 - 12:00	WORK CLUB
Nov 24	1:00 - 3:00	DIGITAL DROP-IN
Nov 25	10:00 - 12:00	MONEY SAVING TIPS
Nov 25	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 26	10:00 - 12:00	WORK CLUB
Nov 26	1:00 - 3:00	DIGITAL DROP-IN
Nov 27	10:00 - 12:00	MONEY SAVING TIPS
Nov 27	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 28	10:00 - 12:00	WORK CLUB
Nov 28	1:00 - 3:00	DIGITAL DROP-IN
Nov 29	10:00 - 12:00	MONEY SAVING TIPS
Nov 29	1:00 - 3:00	CUSTOMER SERVICE LEVEL 2
Nov 30	10:00 - 12:00	WORK CLUB
Nov 30	1:00 - 3:00	DIGITAL DROP-IN

SCAN THE QR CODE TO VIEW THE SKILLS HUB TIMETABLE





THE MAGICAL CHELTENHAM ICE RINK RETURNS TO IMPERIAL GARDENS



The Cheltenham ICE RINK

29 November 2024 - 5 January 2025

— Imperial Gardens —



FROM FRIDAY 29 NOVEMBER 2024
TO SUNDAY 5 JANUARY 2025

The perfect Christmas activity for all the family!

- One-hour sessions
- Indoor real ice rink
- Skaters welcomed from 3 years old
- Seasonal tickets available for keen skaters
- Accessible for all*
- Concession rates available

Dedicated sessions for...

- Little Gliders (pre-schoolers & parents)
- Relaxed Glide (SEN visitors)
- Student Nights
- Adults Only
- Corporate Parties & Exclusive Hire
- School Bookings



*Wheelchair users are welcome to join us for all sessions with a personal assistant who goes free of charge.

Tickets on sale now: www.visitcheltenham.com/ice-skating