

ANNUAL REPORT

APRIL 2017 TO MARCH 2018

THE BLOOMSBURY ESTATE MANAGEMENT BOARD

THE BLOOMSBURY E.M.B. | Tel: 0121 464 1550 | Email: bloomsburyemb@aol.com

Bloomsbury Estate Management Board Office,
1 Medway Tower, 52 Cromwell Street, Nechells, Birmingham B7 5BG



WORKING TOGETHER FOR YOU: THE TENANTS AND RESIDENTS OF BLOOMSBURY



FOREWORD FROM CHAIR, VICE-CHAIR

Hi everyone, my name is Sandra Price and I have recently become Chair of Bloomsbury EMB, having previously been Vice-Chair for a number of years.

2018 has proved to be another challenging year with our Chief Executive Officer leaving the organisation and our finances being squeezed ever tighter.

Nationally there has been some adverse publicity for TMO's following the tragic incident at Grenfell Tower in London during the summer of 2017. Bloomsbury's heart felt condolences go out to all of those involved in this desperate and sad incident. We hope that the ongoing inquest sees that all of those affected get all of the answers and justice that they deserve.

A big thank you must go to our partners Birmingham City Council, for their support in dealing with the issues following this incident.

Bloomsbury is working together with the NFTMO in responding to the Governments' Green Paper on both the future and safety of Social Housing with Bloomsbury paying particular attention to those in high-rise accommodation.

During this year many of you will have seen fire-retardant works being carried out. Many thanks to all of you whilst this work was

being carried out. More works are planned in the future with fire-sprinkler systems being installed.

Welfare Reform and the impact of Universal Credit (UC) continues to be a "thorny" issue. Our Financial Inclusion Team are doing an excellent job on behalf of Bloomsbury tenants and encourage anyone who has concerns to contact the team.

On the repairs side, the recently introduced appointment system is proving to be both popular and highly effective.

Bloomsbury continues to out perform Birmingham City Council across a wide-range of its services when compared to similar estates across Birmingham.

Challenges for the year ahead include ensuring that the ongoing safety works are delivered in a timely and customer friendly manner. The continued struggle to receive appropriate allowances from Birmingham City Council with the ongoing austerity measures having adverse financial implications.

Throughout 2019 Bloomsbury will endeavour to continue to provide the best possible housing service for you, our tenants.

Sandra Price
Chair Bloomsbury EMB.

IT'S BEEN A PLEASURE

It has been my great pleasure to have been Chair of Bloomsbury EMB for many years. I have however, recently made the decision to stand down as chair. I will continue to serve the Board and residents of Bloomsbury, as Vice-Chair. I sincerely wish my good friend, Sandra Price, all the best in her new and challenging role as Bloomsbury's Chair.

As a founding member of Bloomsbury EMB, with almost 30 years of active local involvement, I am proud of the achievements of our organisation. Our aim has always been to make Bloomsbury a better place to live. The estate is physically almost unrecognisable from that of 1990 when Bloomsbury signed its management agreement, the first of its type in the country. As a Board member I am confident that working together with all of our partners, that we can maintain these improvements and continue to build upon them into 2019 and beyond.

Roy Read MBE
Vice-Chair



BLOOMSBURY EMB'S MISSIONS STATEMENT, VALUES AND OFFER

MISSION STATEMENT:

“We will continue to work in partnership to deliver quality homes and services, a sustainable and safer neighbourhood and to improve the lives of our residents”

VALUES:

- **Commitment** to our tenant and resident customers on the Bloomsbury Estate
- Passionate about our local offer and **making a difference**
- Behave with **honesty, integrity and transparency** in everything we do
- Treat everyone with **respect** and courtesy
- Ensure that we work to create an environment of **mutual trust** between our staff, board, all customers, partners and stakeholders
- **Create** and innovative for better services
- **Listen and learn** to be a better business

OUR OFFER AND PROMISE

By adopting our values and embedding them within our service delivery, we will aim to:

- Put trust at the heart of how we do our business and deliver our services:

Always work with you in an honest and straightforward way

- Listen to your views so that we can work to continuously improve:

Consult with you about your experience of living on the Bloomsbury estate; the services you receive and, ensure that you are able to make decisions about the future of your home

- Grow opportunities for participation and involvement

Work in a collaborative way to ensure that we remain genuinely tenant and resident led

- Aim to recruit the best staff with the right skills and experience

Work to offer you high quality services and the best results

- Be a forward thinking organisation, prepared to make the most of new opportunities

Look to grow and change but in a responsible way that is for the benefit of our tenant and resident customers

- Work with the best partners and stakeholders to achieve the best outcomes

Be committed to any new customers and stakeholders that we work with now and in the future

- Maximise our resources so that we ensure value for money

Be responsible custodians of our resources

GOVERNANCE STRUCTURE

BOARD MEMBERS

OFFICERS

Chair	Sandra Price
Secretary	Peter Harrison
Vice Chair	Roy Read
Treasurer	Mark Lolley
Membership Secretary	Eve Hargadon
Birmingham City Council Nominated Member	Kate Foley

EXECUTIVE MANAGEMENT

Operations Director	Mark Clarke
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DEPARTMENTS

Neighbourhood Services	Everton McCalla
Technical and Estate Services	David Jones

MEMBERS

- Chris Harrison
- Bob Reid
- Terry Miah
- Mark Wilson



SERVICES

STRUCTURE, DELIVERY AND APPROACH

OUR MANAGEMENT AGREEMENT WITH OUR LANDLORD

Bloomsbury EMB has a management Agreement with Birmingham City Council (BBC). This agreement stipulates which services are provided by Bloomsbury.

Bloomsbury gets an allowance from Birmingham City Council every year and this is a percentage of the total rent collectable



STRUCTURE

Our services are delivered in the following way:

NEIGHBOURHOOD SERVICES

- Concierge and reception services
- Housing and tenancy management
- Older persons support service

TECHNICAL AND ESTATE SERVICES

- Responsive repairs and out of hours
- Voids and empty property management
- Allocated major works
- Caretaking, cleaning and environmental services

OVERALL DELIVERY APPROACH

Our overarching corporate priority and aim is Sustainability. We aim to be a sustainable Business, assist our tenants to sustain their tenancies And, have a stable community.

Our service delivery also reflects this priority – we Have a proactive and preventative approach at the Centre of our delivery, the targets we set for our

Performance and the outcomes we expect to benefit our resident customers. We have active board members, some of whom are “champions” (welfare reform, safer neighbourhoods) who work on our action groups in addition to carrying out their governance role and employer responsibilities.

We also work closely with a range of Partners, Stakeholders and Agencies in order to deliver the best outcomes for our Residents and Neighbourhood. This enables us to be part of a wider approach without losing our local focus.

LOCAL OFFER, LOCAL TEAMS, LOCAL SERVICES

We deliver our services from the estate with Executive and Operational Management based locally. Our residents have access to our office and contact with our staff.

We have specialist teams but with a cross business, joint working approach – our teams work together to ensure the best outcomes for our resident customers.

NEIGHBOURHOOD SERVICES

FINANCIAL INCLUSION AND INCOME MANAGEMENT

Rent and arrears collection can be a difficult subject – if tenants do not pay their rent, we cannot provide a service. Changes to welfare, including the proposed changes to all benefits in the form of Universal Credit means that these are challenging times for our resident customers. However, nearly everyone is striving to pay their rent – thank you, it really is appreciated.

No one wants to hear from us about unpaid rent but early intervention can help and stop things from getting worse. Bloomsbury's specialist income management team offers an accessible service, including appointments and home visits.

ANY TENANT NEEDING TO USE THIS
SERVICE CAN CONTACT OUR OFFICE
0121 464 1550

2017/18 COLLECTION TARGET APRIL 2017-MARCH 2018

Target	97.80%
Actual	99.40%
Arrears Cases	
Start of year	171
End of year	219

OUR PERFORMANCE

Birmingham City Council set the rent levels and the targets for collection of rent and arrears reduction. However, our business approach has resulted in the following result and continuous improvement:



TENANCY MANAGEMENT AND SAFER NEIGHBOURHOODS

Our specialist Neighbourhood and Safer Neighbourhood team deal with all aspects of housing and neighbourhood management for the estate. Ensuring everyone complies with the terms of their tenancy is a key aspect of our approach to ensure the best quality of life for everyone. The majority of tenants do – thank you it is appreciated.

As part of this approach, one of the key priorities is the prevention and management of anti-social behaviour. This can be a difficult area and anti social behaviour takes many forms.

We have a range of tools at our disposal including our own in house mediation service. We also work closely with our partners to ensure sustainable tenancies and a safer neighbourhood.

The team offers appointments and home visits. Anyone experiencing difficulty with this and any other concerns about their tenancy can contact our team on 0121 464 1550.

CUSTOMER SERVICE OUR CONCIERGE AND CUSTOMER CENTRE

Bloomsbury EMB is the only area in Birmingham where our resident customers have access to a 24/7, 365 days front line concierge, reception and other services. We have dedicated staff working to provide a local point of contact and this includes the link into our own Out of Hours emergency teams.

OUR PERFORMANCE

Reported A.S.B. 2017-2018	75.86%
Cases closed successfully	
Response times to new ASB cases	
TARGET - Response time	5 days
Actual response time	1.68 days

The following figures show how residents use this service:

Contacts to Office 2017/18		9665
Breakdown	Personal Visit	5049
	Telephone	3938
	Intercom	678

* No data for August & September intercom system was down.

Reasons for contact 2017 - 2018

(figures differ because of multiple reasons for contact).

Repairs	3956
Rent/Arrears	2353
Appointments	739
Gas Issues	701
Letting Queries	285
ASB	715
Other	1004

OLDER PERSONS SERVICES CAMROSE TOWER

Camrose remains one of the few schemes with a dedicated Support Officer. Bloomsbury EMB are committed to continuing this service as that is what our older tenants want.

Our resident customers who live in Camrose are offered an individual package of support provided by our Support Officer and our agency partners.

We also provide support to some residents on the wider estate.

TECHNICAL AND ESTATE SERVICES

REPAIRS AND MAINTENANCE

Bloomsbury EMB has a locally based, dedicated maintenance team. They have responsibility for all day to day responsive repairs, empty property management and, emergency out of hours. This is one of the core offers to our resident customers, and over the years, this continues to be a major part of our offer.



OUR PERFORMANCE

Over the years we have consistently exceeded our targets in this area and our average figures can be seen below:

Day to Day		
Total reported jobs		1875
Total jobs completed		1875
Jobs completed %		100%
Target		96.00%
Out of Hours		
Jobs completed		174
Jobs completed on time		174
Jobs completed %		100%
Target		100%
Empty Property Management		
Received		26
AVG time to complete	standard	10.26
	MPW	32.31
Target		21

CARETAKING, CLEANING AND ENVIRONMENTAL SERVICES

Bloomsbury has four caretakers and each have their own defined areas. This means that our residents have dedicated caretakers for the high rise blocks and low rise blocks including the communal areas.

The teams also look after some aspects of the environment surrounding our properties.

Our caretaking team also provides support to the rest of our technical services teams assisting with void works and minor repairs.

MAJOR PLANNED WORKS FROM BLOOMSBURY EMB

REINVESTING FOR THE BENEFIT OF THE ESTATE

ESTATE IMPROVEMENTS

Birmingham City Council retain responsibility for most major capital works, (including things like kitchens, bathrooms and windows), but over the years Bloomsbury has invested money from our own funds to improve homes and the estate. We consult with resident customers, asking them for feedback on where improvements can be made.

We also liaise regularly with Birmingham City Council to ensure that they have a clear set of required improvements to include in their overall Major Works and Capital Works Programmes. Bloomsbury's priority is to try to ensure that the residents of the Bloomsbury Estate have a fair allocation of funding. We also work in partnership with Birmingham in order to deliver on these programmes.



STAFFING STRUCTURE

BLOOMSBURY EMB 2017-2018

DIRECTOR OF OPERATIONS

Mark Clarke

NEIGHBOURHOOD MANAGEMENT STRUCTURE

Everton McCalla Neighbourhood Manager

Helen Gamwell Income Management Officer

Keith Clarke Sustainability Officer (Lettings)

Nadia Malik Income Management Officer

Lee Collier Financial Inclusion Officer

Dianne Moses Neighbourhood Officer

Christian Mensah Safer Neighbourhood Officer

Lukeman Rafiu Concierge (Days)

Maqbool Ahmad Concierge (Days)

Feysal Ahmed Concierge (Nights)

Natasha Parris Concierge (Nights)

Jennifer Codner Camrose Tower Support Officer

TECHNICAL TEAM

Dave Jones Technical Manager

Winston Morton Accounts/Repairs Administrator

Fiona Spence-Reid Repairs Administrator

Jamie Herring Technical Supervisor/Electrician

MULTI TRADERS

Andy Elson

Kuldeep Matharu

Nigel Jones

Gary Davies

Peter Williams

ELECTRICIANS

Jason Defraitus

GENERAL OPERATIVE

Anthony Last

CARETAKERS (ESTATE SERVICES)

Dave Jordan

Mark Hall

Paul Webb

Colin Knott

ACCOUNTS

Bloomsbury Local Management Organisation Limited

Trading as Bloomsbury Estate Management Board. Registration Number: 0026610R

INCOME STATEMENT

for the year ended 31st March 2018

		2018	2017
	Notes	£	£
INCOME		1,419,087	1,406,502
Expenditure		1,601,883	1,686,580
OPERATING DEFICIT		(182,796)	(280,078)
Interest receivable and similar income		1,786	3,947
DEFICIT ON BEFORE TAXATION		(181,010)	(276,131)
Tax on deficit	4	339	789
DEFICIT FOR THE FINANCIAL YEAR		(181,349)	(276,920)

BALANCE SHEET

31st March 2018

		2018	2017
	Notes	£	£
FIXED ASSETS			
Tangible assets	5		
Investments	6	1	1
CURRENT ASSETS			
Stocks		15,543	17,107
Debtors	7	550,253	611,097
Cash at bank and in hand		438,286	523,314
		1,004,082	1,151,518
CREDITORS			
Amounts falling due within one year	8	506,773	472,860
NEW CURRENT ASSETS		497,309	678,658
TOTAL ASSETS LESS CURRENT LIABILITIES		497,310	678,659
CAPITAL AND RESERVES			
Called up share capital		41	41
Reserve fund		347,959	347,959
Surplus fund		149,310	330,659
SHAREHOLDERS FUNDS		497,301	678,659

TREASURERS REPORT

FINANCIAL YEAR 2017-2018

The financial year 2017 – 2018 shows our organisation making a deficit of £181,349.

This loss was reduced by having income generated from a small amount of external sales and interest. Whilst I appreciate that this is a substantial deficit this has been met from our reserves.

The principal reasons for the deficit are the much reduced income from Birmingham City Council, due to mandatory reductions of 1% to social housing rents and some estate based physical works. The mandatory reductions are part of the government's policy of reducing social housing rents for 5 years.

Following on from last two year's reports, we have yet to secure from Birmingham City Council an agreement on the methodology for calculating our allowances. It is proving to be an increasingly frustrating process.

Our reserve/surplus fund as of 31/03/18 stood at £347,959

Our thanks go to Nicklin LLP for auditing the accounts and I would like to recommend that we use them again next year. Copies of the accounts as always will be forwarded to Birmingham City Council.

A summary of the accounts is presented here at this meeting and a full copy is available should anyone wish to see them. Many thanks to our accountants D Ball and Associates for all their work and advice throughout the year.

As mentioned at last years meeting, due to retirement, D Ball and Associates (DBAS) will be stepping down as Bloomsbury's accountants at the end of the 2017/2018 financial period. They will continue give support to the newly appointed accountants, S & A Accountants, regarding the completion of the 2017/2018 accounts.

My thanks go to Dave Ball and Jane Preddy for their support, advice and guidance over the years.

Mark Lolley
Treasurer, Bloomsbury EMB



WORKING PARTNERSHIPS

Here are some of our key partners that we have worked closely with during the year. Thanks to you for your support and to those wider partners that are not included within the report.



FREE @ LAST

WORK AREA:

Generic Youth Work,
Youth Clubs, LUSH,
Duke of Edinburgh Awards,
Multi – Media,
Alternative Education, NEET, Say What!
Dads do it too!,
Welfare Benefits & Debt Advice and Family
Residentials

CONTACT DETAILS:

Tel: 0121 327 5959
Email: free@last1.org.uk
Freax: enquiries@freax.co.uk

Family Fun Zone:
free@last1.org.uk
2 Cattells Grove Nechells
Birmingham B7 5RA



REACH OUT RECOVERY

WORK AREA:

Reach Out Recovery offers treatment and recovery services to support anyone experiencing difficulties with drugs and/or alcohol in a range of local community settings across Birmingham. Our services are free and confidential.

CONTACT DETAILS:

Tel: 0121 227 5890(24hr)
Fax: 0121 535 7027
Email:
Birmingham.secure@CRI.CJSM.net
Birmingham.info@cri.org.uk

Scala House, 36 Holloway Circus,
Birmingham B1 1EQ



BRAVE

WORK AREA:

A free, independent and confidential service. We offer support in the following areas of anti-social behaviour, neighbourhood nuisance, loud music/noise at unsociable hours and unsociable behaviour from intimidating groups, harassment, intimidation or aggression.

CONTACT DETAILS:

Tel: 0121 236 3919
Tel: 0845 30 30 900
Email:
birminghamasb@victimsupport.org



BIRMINGHAM CHANGING FUTURES TOGETHER

WORK AREA:

The project focuses on long-term service and system change to support individuals with multiple and complex needs such as: Homelessness, Addiction and problematic substances misuse, risk of re-offending and Mental ill health (HARM)

CONTACT DETAILS:

Tel: 0121 643 4343 Fax: 0121 643 4541
Email: General enquiries:
admin@bvsc.org
Volunteering: volunteerbirmingham@bvsc.org
Conferences:
conference@bvsc.org www.bvsc.org

138 Digbeth
Birmingham B5 6DR

WORKING PARTNERSHIPS



THE POD (NECHELLS)

WORK AREA:

The POD is in the heart of the Nechells community and provides advice, information and guidance, training, diversionary activities and adult and family learning opportunities.

We work with local schools, voluntary and statutory organisations, local partners and the community.

We are an inclusive and collaborative partnership that aims to empower local residents, provide opportunities for enjoyment and success and ensure a brighter future for all in a cohesive community.

CONTACT DETAILS:

Tel: 0121 681 2173
Fax: 0121 681 2172
28 Oliver Street
Nechells B7 4NX



BIRMINGHAM MIND

WORK AREA:

Birmingham Mind was founded in 1962 as the Birmingham Association of Mental Health. From the beginning it has maintained a concern with improving the lives, opportunities and choices open to people living with mental distress.

CONTACT DETAILS:

Tel: 0121 608 8001
Address: 17 Graham Street, Hockley B1 3JR
In an emergency: Call 999 –
If you or someone else is in immediate risk of serious harm or injury

Contact your GP – if you, a friend or relative is experiencing mental health problems or Solihull Mental Health Foundation Trust on:

0121 301 0000

(This service is for people aged 25 and over)
For people aged 0-25 you can contact Forward Thinking Birmingham Single Point of Access

0300 300 0099



THINK FAMILY

WORK AREA:

Think Family aims to facilitate sustainable improvements to the lives of its most needy families by:

- Sustaining children in education and parents into training or employment
- Reducing antisocial behaviour and crime
- Improving parental capacity

Most importantly, families are at the centre of the approach and their own experiences and knowledge of what works for them will inform how services are developed and delivered.

CONTACT DETAILS:

tfsupport@birmingham.gov.uk



BLOOMSBURY CHILDREN'S CENTRE

WORK AREA:

Bloomsbury Children's Centre provides various activities and opportunities for parents-to-be, babies and young children up to the age of 5, and their families. In partnership with other agencies, they offer holistic support services, which include:

- Financial Advice (Debt & Benefit Advice)
- Parenting skills
- Early Years Learning
- Health Awareness sessions etc.

Support will be given to parents to ensure the well being of the children.

CONTACT DETAILS:

enquiry@bloomsbury.bham.sch.uk
Website: www.bloomsburyscc.com

WORKING PARTNERSHIPS



POLICE

WORK AREA:

We work with the Nechells Neighbourhood team at a local level in terms of:

- Community engagement
- Safer neighbourhoods work
- Attend the monthly POD meetings to discuss neighbourhood issues.
- Attend the monthly SEG meeting at Nechells police station where we can raise any cases that might need to be logged on the police system, or brought to their attention.
- Joint visits to properties where there has been a common interest with speaking to the residents.
- Complete estate/block walks when possible.
 - Can offer specific advice on when you should call 101 or 999.

CONTACT DETAILS:

Tel: 0845 113 5000

<http://www.west-midlands.police.uk/>

FOOD BANK

FOOD BANK

WORK AREA:

Providing essential food for the least fortunate

Open

Monday 11.00am - 1.00pm

Wednesday 11.00am - 1.00pm

Friday 11.00am - 1.00pm

CONTACT DETAILS:

New Jerusalem Apostolic Church

6, Rocky Lane, Birmingham

West Midlands B6 5RQ

0121 359 0272

Shelter

SHELTER

WORK AREA:

Housing support

Practical support day and night from Shelter Housing Support Service, Birmingham.

Domestic Abuse

Our service is for people affected by domestic abuse is citywide and we provide them with support in the family home or where they are living. Families we work with can call the office on 0344 515 1632 between 9am and 5pm (calls will be charged at local rates) and have access to our out-of-hours emergency support line between 6pm and 8am.

CONTACT DETAILS:

Shelter Housing Support Service, Birmingham

Floor 4 Gateway House

50-53 High Street, Birmingham B4 7SY

Tel: 0344 515 1632

Fax: 0344 515 2946

Email families_daproject@shelter.org.uk



ST BASILS

WORK AREA:

Working with young people

St Basils work with adults aged 16 to 25 who are homeless or at risk of homelessness. We help 4000 young people per year across the West Midlands. St Basils have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives and break the cycle of homelessness.

CONTACT DETAILS:

Head Office : 0121 772 2483

Open Monday To Friday 9.00am - 5.00pm

St Basils Centre

Heath Mill lane, Deritend, Birmingham B9 4AX

email : info@stbasils.org.uk

Visitors should report to

71-75 Allcock Street, Birmingham B9 4DY