



**Alliance Homes  
Group**

*Celebrating 10 Years*

*2006 to 2016*



It was ten years ago that the Board of what is now the Alliance Homes Group met in the Winter Gardens, Weston-super-Mare, and set the future direction for the fledgling organisation. The key conclusion – maintained to this day – was that the organisation was about people. The buildings matter, but only as a means to meet the needs of people.

That day at the Winter Gardens resulted in a strapline that has remained with the business ever since:

*Stronger Communities, Better Homes, Smarter Business*

The way in which we deliver these objectives has changed over time, but the guiding principles have remained. We work with individuals and households to enable them to achieve or maintain independence in their lives. We seek to deliver homes that are affordable in terms of running costs as well as rents. We are willing to find new solutions and share our ideas with others.

**Clive Bodley, Group Chief Executive**

A handwritten signature in black ink that reads 'Clive Bodley'.

Today, the Alliance Homes Group is a leading social enterprise operating in the West of England. We provide homes, care and support to meet identified needs in the community. Our range of activities extends well beyond the initial thoughts shared in 2006 and we have achieved national, regional and local recognition for our innovative solutions and effective delivery of services.

- On 6 February North Somerset Housing was born out of a stock transfer from North Somerset Council.
- Around 6,700 properties were transferred, representing over 77 per cent of social housing in the district.
- Ninety staff transferred from the council, working from eleven small offices and a temporary Head Office in Clevedon.
- Chair, Chris Perry and Chief Executive Clive Bodley set about creating an organisation with a focus on people and communities. The vision set out in 2006 - Stronger Communities, Better Homes, Smarter Business - remains as relevant today as ever.

- The key emphasis from day one was to deliver the 114 promises made to tenants.
- A new money advice service was opened in Weston with funding of £100,000 provided by North Somerset Housing.
- A focus on supporting people saw the launch of the floating support team to help people regain confidence, recover their independence and achieve their goals.



Smarter Business, Better Homes, Stronger Communities

2006 - 2008

# 2006



TV star, Diane-Louise Jordan opening the new money advice service



Clive Bodley speaks to tenants' at a buffet to thank them for all their hard work in helping to set up the new organisation



Chris Perry, Chair  
2006 - 2012



Clive Bodley, CEO  
2006 - March 2016

- North Somerset Housing and Age Concern Somerset join together to provide a new housing advice and support service for older people.

- Staff and residents take part in joint Action Days to clean up estates.

- The Barcode Youth Café in Weston is saved from closure with a £10,000 donation from the North Somerset Housing Community Fund.

- Link House, in Portishead is transformed to provide temporary accommodation for homeless people.

- Involve!, the tenant participation agreement, is officially signed after months of hard work.

- With a contract worth £48.5m, over 5 years, the North Somerset Housing Partnership (Connaught, Quadron, Gas World and PH Jones) is formed to carry out repairs and maintenance work.

- North Somerset Housing enters into partnership with Arcadia Housing Group to provide up to 30 new homes a year.



Joint Action Day in Congresbury



Clive Bodley, Chief Executive, presents the cheque to Barcode



Chris Perry, Chair, receives the keys for Link House



Signing of the Tenant Participation Agreement

The floating support team collect old phones, clothes, foods and household items to give to those in crisis



# 2007

- Staff move from a temporary office in Clevedon to a new office in Martingale Way, Portishead, and MOLLY (mobile office) brings services to customers' doors.
- The Financial Services Authority blocks a rebrand to New Horizon Homes; as an interim step North Somerset Housing becomes nshousing.
- Millennium Mews in Congresbury provides the first new affordable homes delivered by nshousing.
- The older person's support service is extended to cover people in the wider community as well as nshousing residents.
- The first community wardens are introduced in Weston.
- Repairs reporting and rent payments go online.

- The first of many 'Forward4Life' courses is delivered, teaching life skills and confidence through themed training sessions.
- A new scheme to help ex-offenders is launched and gives support to find accommodation and employment.
- The first free to use cashpoint on the Bournville is installed at the housing office.



Smarter Business, Better Homes, Stronger Communities

2008 - 2011



Street party to celebrate new homes in Congresbury



nshousing sheltered housing team



Forward4Life in action



Free cashpoint at the housing office



nshousing community wardens take to the streets



MOLLY (Mobile Office Linking Locally to You) taking services to the door

# 2008

- Three years after transfer overall customer satisfaction continues to rise from 77 % in 2006 to 85 % in 2009.

- A team of 20, including 4 tenants, go to South Africa to help build homes for families whose lives had been devastated by the HIV/AIDS epidemic.

- The 'junior community wardens' scheme is launched to encourage youngsters to get involved in their community

- A £30,000 grant from nshousing helps the SOFA (Shifting Old Furniture Around) project to open a new shop in Weston.

- The Home from Hospital service is launched to support older people who are returning home after a stay in hospital.

- nshousing invests £1 million to give Marine Parade, Pill, a facelift and homes and flats on the Bournville estate get a distinctive new look.

- Lewis Court, a development of 13 flats is officially opened in Worle and is dedicated in memory of Mike Lewis who worked as a surveyor for nshousing.

- Westonworks opens to provide information and advice on training courses, volunteering opportunities, self employment and work experience.



Marine Parade gets a facelift



Mike's family and friends, nshousing staff, North Somerset Council Chairman Ian Porter, council and board members open Lewis Court

South Africa trip to help families affected by the HIV/AIDS epidemic



Westonworks opens on the Bournville in Weston



SOFA (Shifting Old Furniture Around) is opened in Weston by John Penrose MP

# 2009

- nshousing is awarded Investors in People Bronze status, placing it in the top 3% of accredited organisations in the South West.
- Land on Coleridge Road is transformed into an award winning community allotment.
- The run down Jubilee Hall in Portishead is reopened after a major refurbishment as a community space to be enjoyed by everyone.
- Over 100 staff take part in the 'big day out' to speak to residents to get their views and feedback on nshousing as a landlord.

- Aller Parade gets a facelift and a giant gold dandelion artwork.
- Staff and tenants are consulted as plans are put in place to change the company name.



nshousing gets Investors in People Bronze award



Coleridge Road allotment before



Coleridge Road allotment after



Jubilee Hall following its refurbishment



Golden dandelion artwork on Aller Parade

# 2010

- Alliance Homes is formally recognised and accredited as a social enterprise – an organisation that has the community and the environment at the heart of its work.

- The 114 'Promises' made to tenants on transfer are completed ahead of time.

- nshousing rebrands to become Alliance Homes and the memorable 03000 telephone number is launched as a single point for all customer enquiries.

- Harbour Court offices are opened in Portishead and repairs and maintenance services are brought in house with the launch of Alliance Homes Property Care.

- Homes in Clevedon are the first of 1,400 Alliance properties to have solar panels fitted. Alliance Ventures goes on to lead the sector in large scale solar installations.

- The Information Station opens on the Bournville – an information point and drop-in centre for customers using a range of community enterprise services including a credit union and employment services.

- Bournville Area Residents Association's (BARA) idea for a relaxing community space becomes a reality with the opening of the Chocolate Garden designed by residents, for residents.



nshousing becomes Alliance Homes



A property in Clevedon becomes one of the first of 1,400 properties to have solar panels

the *i*nformationstation



Harbour Court offices are opened in Portishead



Opening of the Chocolate Garden

# 2011

- The Carbon Savings Alliance is launched, led by Alliance Homes, the Alliance is made up of 30 landlords whose focus is to deliver energy efficient schemes to tenants.
- The Chocolate Garden wins top prize in the South West in Bloom award for the best neighbourhood entry.
- The job club and the pop up business school are launched as new ways of supporting local people back into the work place.
- Staff raise £3,000 for the Alliance Homes Charitable Fund with 100 mile charity cycle ride.
- Alliance Homes Support Plus service is launched to help people looking for extra support to help them cope at home.

- Care leavers and young homeless celebrate six years of the 'Step Up' project – providing skills to run a home and live independently.
- Gas servicing and repairs is brought 'in house'.
- The first zero carbon homes in the West of England are completed in Portishead and Alliance Homes commitment to energy saving schemes wins 'Green Business' Award.



The charity cycle ride team



Tower group with the Olympic torch



6 years of the Step Up project celebrations



Gas servicing and repairs team is brought in-house



Picking up the Green Business award

# 2012

- FutureClean is launched to support people with disabilities and other disadvantages to find training and employment.

- The Support Alliance and Older Person's Support Alliance are established as Alliance Living leads a range of partners to deliver support services across North Somerset.

- The Life and Soul project wins top national award for helping to overcome social isolation amongst older residents.

- Alliance Homes invests £4 million to improve the energy efficiency of homes in order to help residents with rising gas and electric bills.

- The customer reward scheme gets underway to say thank you to residents for paying their rent on time and looking after their homes. Over £600,000 worth of reward points have been awarded to date (2015 / 2016).

- Alliance Homes apprenticeships scheme wins Weston College Construction Employer of the Year award.

- Gold follows Bronze as Alliance achieves Investors in People Gold award.

- Chris Perry, Chair of Alliance Homes retires and is succeeded by Simon Sweetinburgh.



Futureclean launches



Gold Investors in People award



Simon Sweetinburgh becomes Chair



The Life and Soul project wins national award



The first zero carbon homes are completed

# 2013

- Alliance Living links up with Crossroads Care, Age UK and North Somerset Community Partnership to lead the Crossroads Alliance and provide support to unpaid carers to help them carry on caring for their loved ones.

- The Festival of Ages is launched as a way of uniting generations and is attended by over 500 local people.

- Alliance Homes becomes a dementia friends champion as staff are shown how they can make a positive difference to people living with dementia.

- Big lottery funding gives £180,000 boost to the 'Growing Together' project aimed at supporting volunteers and the community to make the most of outside spaces, from gardening to forest skills.

- Alliance Homes zero carbon homes win award and Alliance is crowned energy champion landlord by the National Energy Foundation for work to make its solar panel framework available to other landlords.

- The purchase of a care agency in Clevedon marks the Group's expansion into home care services and Alliance Living Care is born.

- Alliance is crowned 'Employer of the Year' and 'Business in the Community' winners by North Somerset Business Leaders.



National Energy Foundation awards



Growing Together project



Alliance Living Care colleagues



North Somerset Business Leader awards

# 2014

- The “I love the Bournville” campaign is launched and ‘Selfies’ flood in as people were keen to share their love for the area.

- Dame Esther Rantzen presents Alliance Homes with a top award for the Festival of Ages work to bridge the gap between older and younger people across North Somerset.

- A group of staff raise £10,000 with a charity cycle ride from Portishead to Paris. Money goes towards supporting the Alliance Homes Charitable Fund, which provides “a small amount, when it counts” to people in need.

- Alliance develops its first homes outside North Somerset.

- Twelve months after Alliance Living Care is launched, the Care Academy is set up to offer training and support for those looking for a career as a carer.

- A ‘ground breaking’ ceremony marks the start of work to build a new £10m Extra Care Scheme in Worle.



Care Academy successful applicants

Ground breaking ceremony in Worle



I Love the Bournville campaign



Portishead 2 Paris charity cycle ride



Dame Esther Rantzen presents award for Festival of Ages

# 2015

*A big thank you to our staff, **board members** and many tenants who have supported us over the years and helped to shape the Group into what it has become today.*