

Prime Time News



Summer 2025

Welcome to Prime Time News, the newsletter for Curo sheltered housing customers and older residents in the prime of life.



Remembering VE day



Residents of a Bristol cul-de-sac came together on 6 May to hold celebrations for the 80th anniversary of VE day.

"I was born in December 1944, just before the end of the war," said Brenda, one of the residents. "We wanted to put on a celebration because we respect what people did so that we could be free."

The residents hung bunting from trees and decorated the street with banners. They all brought food for a buffet, including salmon sandwiches, corned beef rolls and plenty of cakes, as Glenn Miller classics softly played in the background.

"We help each other out here – my nextdoor neighbours are like family," says Brenda. "We're all different, but we get along and accept each other."

"They are the true definition of community, and a delight to visit," said Tory Oldfield, Sheltered Housing Officer. "They put a great deal of effort into VE day."



Left: Frankie Jones serenades a customer at Hawthorn Court

Tea together

Residents at Hawthorn Court in Keynsham came together to mark VE Day. They ate afternoon tea in a room decorated with Union Jack bunting, with entertainment from singer Frankie Jones. Events were also held in Timsbury and Bath.

Holly Reed, Livewell Officer, helped organise the event, with funding from the joint Curo and Travis Perkins community fund.

Janet, a local resident, said: "Curo always puts everything into the events they hold. It makes us feel like we matter. It's lovely for us all to get together and listen to music we love – and we've been treated to a delicious tea!"



Keeping our customers safe

Your safety is our priority and every year we invest around £6million into fire safety work in our homes.

Part of the work that we've been carrying out over the last five years has been our fire safety cavity barrier project.

Cavity barriers sit in roof spaces to stop fire from being able to spread. Since 2000 it's been a legal requirement for all new-build homes to have these installed, but unfortunately many developers didn't put them in correctly.

We've been working with expert construction consultants Taylor Lewis to check all our homes built since 2000 have the fire protection that's needed to help keep you safe.

Taylor Lewis' Passive Fire Protection Surveyors recently completed their 10,000th inspection – which took place at Curo's Greenacre Court in Midsomer Norton.

To mark the occasion, members of Curo's Fire Safety Team who have been working on the project, and Taylor Lewis' Building Safety Team, held a coffee morning for residents,

with a special celebratory cake, and bunches of daffodils for customers.

Speaking to the Greenacres residents, Matt Steggles, Head of Building Safety at Taylor Lewis, said, "Building safety is so often overlooked as a boring, box-ticking exercise, but events of the past few years have really changed that.

"Now residents see the link that we as property professionals have always known, that safety and being happy in your home go hand in hand.

"Taylor Lewis is proud to have contributed in some small way to resident happiness."

Dawn Adams, Fire Safety Project Officer at Curo said, "We appreciate and value the knowledge and support of the Taylor Lewis Building Safety Team who have played an important part in helping us to deliver this project."



Have you been to a Community Catch-up?

We organise Community Catch-ups to give our Resident Engagement Team the opportunity to speak with customers who may not be able to visit our offices, and who we'd like to hear more from.

This summer, Resident Engagement Officers Neil Rogers and Hannah Gavin (*pictured*) will be hitting the road in one of our vans to meet residents face to face.

Why not say hello if they're in your area?

The duo will be travelling across our operating area, visiting customers in their homes to check in, offer support, and hear first-hand about their experiences. It's more than just a chat – it's a vital way for customers to raise concerns, seek advice and feel heard.

Check the website for the latest dates and ask your support worker if you need help getting online: curo-group.co.uk/ccu

The team held a coffee morning for residents



JOIN OUR BIG GET TOGETHER

This year's free event, Curo's Big Get Together, takes place on Saturday 20 September, 10am-4pm, at The Hub, Mulberry Park, Bath, BA2 5BU.

Our teams will be discussing the progress they've made to achieve our vision that 'by 2034 Everyone Feels Proud about the Quality of our Homes'. This will be your chance to feedback to teams how you think we're doing and what we could do better.

Join us to ask our Executive Team any questions you have face to face. There'll also be tasty free food and refreshments.

The venue has level access with wheelchair-accessible facilities and an induction hearing loop. Limited parking for blue-badge holders can be reserved. Contact us if you need help getting to The Hub:
VoceBox@curo-group.co.uk.

Curo's
Big
Get Together



Book your free tickets online:

www.curo-group.co.uk/cbgt25

Please ask your support worker if you need help getting online to book – they'll be happy to help.

Calling all gardeners

Show off your glorious garden and dazzling displays to see if you can win some great prizes with our VoiceBox Curo in Bloom 2025 competition. Whether you have a window box, hanging basket or a bigger space, there's a category for everyone.

First prize for each category is a £75 gift voucher and trophy. The second place prize is £50 and the third place prize is £25, all in Love2Shop gift vouchers.

The closing date for entries is midnight Thursday 28 August 2025.

Simply log on to VoiceBox (if you're not a member it's free to join), look for the category most suited to you and upload your pictures to enter your garden into this year's competition. Here's the link:
voicebox.curo-group.co.uk

If you need any help please email us at VoceBox@curo-group.co.uk and someone will get in touch. Ask your support worker if you need help getting online.



Curo Community Awards 2025

Do you think your community is amazing? Is there a community hero where you live? Why not nominate them for one of these Curo Community Awards:

- The Curo Community Award is your chance to nominate your community for all the good things they've done and the impact they have on Curo residents.
- The Curo Community Hero Award is a way to say thanks to that special someone from your community who goes the

extra mile for their neighbours, their community and Curo.

Entries need to be in by **Thursday 28 August 2025**. You can download a nomination form online. tinyurl.com/cawards2025

Ask your support worker if you need help.



Either post it back to the Freepost address provided on the form or email it directly to voicebox@curo-group.co.uk.

A soothing sanctuary

We've opened the doors to a new Wellbeing House in North Somerset, following the success of our Bath-based service.

"We all face stressful times and may need extra support," said Erin Stewart, Team Leader for Curo, who helped to set up the new service. "Wellbeing House is a place where anyone in the area can stay for free for up to seven days' respite when things get too tough."

The new service was set up in response to demand in North Somerset, following the success of Bath's Wellbeing House.

A detached property in a beautiful rural setting, the Wellbeing House has a real sense of peace and connection with nature. There are green outdoor areas, spacious communal rooms for group activities and events, and five guest bedrooms upstairs, all furnished and decorated to create a restorative, relaxing atmosphere.

Downstairs, there's a communal kitchen where residents can prepare their own meals. There's also a gym and space for gardening activities.

Guests can refer themselves to stay at the Wellbeing House or be referred by a GP or

support worker. "You need to be experiencing a decline in your wellbeing," said Erin. "You must also have a North Somerset postcode or be registered with a GP in the area."

When guests come to stay, they can expect one-to-one sessions with on-site support workers, as well as weekly group activities.

"We also work to connect residents with community services and activities," said Erin. "During their stay, everyone develops an exit plan so they know exactly what support and activities they can access afterwards."

"When guests leave, I hope they'll feel calm, equipped with a clear plan and better coping mechanisms – and happy that they've stayed."

➔ If you want to find out more about staying at the North Somerset Wellbeing House, please email the team: wellbeinghouse.northsomerset@curo-group.co.uk

Ask your support worker if you need help getting online.



Above: Inside and outside North Somerset Wellbeing House

Bath's Wellbeing House

A similar service is available for residents living in Bath and North East Somerset (B&NES). If you're a resident of B&NES or registered with a GP in B&NES, you can refer to the service.

For more information, contact Curo on 01225 310748 or email: Wellbeing.House@curo-group.co.uk. Referrals can be taken over the phone or by email.



Improving our repairs service

How we're making progress towards delivering a better service.

We know it's important to you that we complete repairs to your home quickly, efficiently and to a high standard. In summer 2024 we launched our 10-year vision: 'By 2034, Everyone Feels Proud about the Quality of our Homes.'

At the time, we had a large backlog of repairs, we were receiving a lot of complaints, and many of our repairs colleagues were feeling unmotivated and dissatisfied with their work. We knew that we needed to take action so that we could achieve our vision. So, over the past 12 months we've been working to improve our processes so that we can deliver a better service to you, our customers.

What have we been doing?

We've listened to what you told us in the last Resident Scrutiny panel, and have been working on putting in place the improvements that you suggested. We've also held face-to-face sessions, and connected with more than 300 customers digitally, to help us create a smoother repairs process.

We now have a dedicated Damp and Mould team to help us respond to issues more quickly. We've also taken feedback from our colleagues on board, and have introduced new ways of working

that have improved motivation and productivity. This means that we've been able to reduce our backlog of repairs, and improve waiting times for routine repairs from around 48 days to 15 days or less.

What's next?

We're working on ways that we can use the information we have about every customer and their home, to help us deliver a better service.

You asked us to report more frequently on whether we're meeting our targets, so we've added to our monthly performance report information about average wait times for routine repairs, the percentage of appointments that we've rearranged, and overall customer satisfaction with Property Maintenance.

We know sometimes there can be additional issues when we work with contractors, so we're looking at how we can ensure their work is always of a high standard.

Over the next 12 months we'll be introducing new ways of assessing repairs as soon as they are reported, so they can be referred to the right team, and we can make sure that we're fixing more of them the first time we visit.

Introducing our new customer journey maps

We're excited to announce the launch of our new Customer Journey Maps.

These have been created to give every customer who reports a repair a better customer service experience.

The maps outline the process that customers can expect, ensuring that our service is consistent and efficient, and that you are kept informed during every stage of your repair.

We know that we're not there yet, but our goal is to make sure that by December 2026 every customer receives an efficient, transparent and high-quality service, from the moment the repair is reported, until it's completed.

We'll be doing regular surveys with customers digitally and through our Repairs Engagement group to track our progress on achieving this goal.





“
“
If you think
you need it,
just try it.”

Resident Abs Clements shares how Curo's Independent Living Service – and the help of her Independent Living Support Worker – has made a real difference in her life.

Abs Clements lives with her partner and their cat, Stan. She recently spoke to us about how the support of her Independent Living Support Officer has positively impacted her wellbeing – and what she enjoys most about her home.

When did you start using Curo's Independent Living Service?

“It's been a couple of years now – I think it was around January 2022. I was still living in Bath at the time, and my mental health was at a low point. My friends helped me look for support, and we came across Curo's Independent Living Service through a Google search. That's where it all started.”

You have an Independent Living Support Worker, Mark Hooper, who visits. How does he support you?

“Mark is amazing. He helps me with all the organisational tasks that I find difficult. I have autism, so processing certain things – like bills or arranging repairs – can be overwhelming. Mark empowers me to stay independent by helping me get started with those tasks.”

Have you noticed any positive changes in your wellbeing since living here?

“Definitely. I live with a severe depressive disorder, and since Mark started supporting me, I've found that my good days last much longer than they used to.”

Has your Independent Living Support Worker ever gone above and beyond for you?

“Absolutely. He supported me through some of my darkest times. He even helped me request a move from Bath to Keynsham, which brought me closer to my friends and support network. That's made a huge difference. And it's not just about admin – he's also a friendly face. Just having someone to chat with has really helped ease my loneliness.”

Would you recommend Curo's Independent Living Service to others?

“Without a doubt. It's an incredible service that's helped me in so many ways. If you're struggling and need extra support, I'd say: if you think you need it, just try it. It might help you live your life better - just like it has for me.”

What is Curo's Independent Living Service?

Our tailored service supports people to live independently in their own home.

We support anyone over the age of 18, living in Bath and North East Somerset (B&NES), Bristol, South Gloucestershire and North Somerset.

Whether you need help applying for benefits, doing your weekly shopping, or managing everyday tasks, our friendly, experienced support workers are here to help.

➔ For more information call us on 01225 366135, or you can visit us online at: curo-group.co.uk/ils



“Magic. I love the alarm. It helps me feel secure at home”



*All our packages include a FREE digital alarm





It feels
good to
help
others

Livewell Officer Rowan Edwards shares how her passion for helping others led her from hospital care to supporting customers in the community.

What drew you to your role?

As a Curo resident myself, I'd done a lot of work with the Resident Engagement Team, so I knew it was a good organisation to work for. The colleagues I'd met really seemed to care. When the role of Livewell Officer came up, I decided to go for it, as it combined problem-solving and caring for people.

What did you do before?

I was a healthcare assistant at the Royal United Hospital, Bath. The role involved providing personal care and carrying out observations for patients, working on all sorts of different medical wards.

What do you like about your job?

Every day is different. All the customers are really interesting – they have complex needs. I find it satisfying that there are lots of ways I can help them and point them in the right direction, for example, applying for benefits.

What does a typical day look like for you?

In the morning, I'll call customers to check on their wellbeing. Then I might be checking alarms, updating Livewell plans, and carrying out other tasks.

I do four or more visits a day. I visit customers in Larkhall, Batheaston, Bathford, Bathampton and Widcombe, although my area is expanding.

On my first visit, a customer told me I'd really helped her by sorting out her water and electricity bills. That felt good.

What do you like to do in your spare time?

I have a 13-year-old daughter, so I love spending time with her. I also enjoy cooking and baking.

STAY SCAM AWARE

Several customers have recently been approached by someone pretending to be from Curo. The person told them they were visiting on behalf of Curo to discuss energy discounts. If you're not sure a person calling, or visiting your home is who they say they are, **call us on 01225 366000 to check if they are genuine.**

It's important to be aware of scams. Scammers try to trick you into giving away personal information or money. Always double-check unexpected messages, avoid clicking on strange links, and never share personal details with people you don't know. Being careful can help keep you and your loved ones safe.

Remember that anyone carrying out work for Curo will always have a Curo ID card/badge with them. Always insist on seeing this card and check that the photo matches the person. A genuine caller will never mind being asked.



Summer tea-break teaser

Congratulations to Janet Harding who won £50 in Love2shop vouchers in our spring wordsearch competition.

This issue we're giving away £50 in Love2shop vouchers. For your chance to win, courtesy of MyCuro, find the spring-themed words below in this issue's wordsearch.

MyCuro is a great way to get in touch with Curo online. You can use MyCuro to see the status of repair requests, check your rent balance, make payments to your account, all in a safe and secure environment. You can also send us an enquiry through Livechat, where you can speak to a colleague in our Contact team.

If you'd like to find out about MyCuro, ask your Livewell Officer, Sheltered Housing Officer or Independent Living Officer to show you more or, if you have access to the internet, have a go at registering yourself by visiting my.curo-group.co.uk. You'll just need your tenancy number to get started.

Find all the hidden spring words listed, and either email your wordsearch to ils@curo-group.co.uk with **Prime Time Wordsearch** as subject, or to send by post just address it to: **Freepost CURO**, to arrive by 30 August and we'll pick one lucky winner.



High fibre carrot cupcakes

Enjoy as a mid-morning treat with a cuppa in the garden.

Ingredients

- 185g light muscovado sugar
- 185g sunflower oil
- 200g wholewheat self-raising flour
- 3 medium free-range eggs
- 125g grated carrot
- 120g sultanas
- 50g glace ginger or finely chopped stem ginger
- Zest of 1 large orange
- 3/4 tsp bicarbonate of soda
- 2 tsp ground cinnamon
- 1 tsp ground ginger

Cream cheese frosting:

- 100g unsalted butter, softened
- 150g cream cheese, room temp
- 575g icing sugar, sifted
- 2 tsp vanilla bean paste

Method

- Preheat oven to 170°C (fan). Line a muffin tin with paper cases.
- Whisk sugar into oil until smooth, then beat in eggs. Stir in grated carrot, sultanas, ginger and orange zest.
- In another bowl, whisk flour, bicarb and spices, then fold into the wet ingredients. Divide between 12 muffin cases.
- Bake for 12-15 minutes. Cool in tin then transfer to a wire rack.
- For the frosting, beat butter until soft, then add cream cheese and mix until smooth. Gradually add icing sugar. Stir in vanilla.
- Pipe frosting onto cooled cakes. Store in the fridge for up to three days.



How many summer-themed words can you find?



N	O	L	E	M	R	E	T	A	W	W	L	Y	L
P	A	V	P	S	R	H	H	A	H	O	M	L	E
L	A	Q	I	M	G	Q	B	U	R	G	I	F	M
F	E	S	T	I	V	A	L	S	M	S	W	R	O
S	K	V	L	Y	T	G	U	G	I	I	S	E	N
T	E	Y	A	S	F	E	V	N	I	B	D	T	A
O	A	S	L	R	U	L	N	M	C	R	D	T	D
D	B	K	S	D	T	E	G	M	D	F	X	U	E
M	A	F	C	A	T	W	T	N	Y	Y	X	B	S
E	C	I	T	S	L	O	S	H	H	K	Q	H	I
I	V	R	W	J	U	G	D	Y	Q	C	O	R	H
J	S	I	P	J	O	N	N	C	Z	R	A	N	G
E	U	C	E	B	R	A	B	U	T	A	F	E	P
B	L	V	N	R	O	Q	F	S	S	C	L	S	B

- BARBECUE
- BEACH
- BUTTERFLY
- DAYLIGHT
- FESTIVALS
- HUMID
- LEMONADE
- SHORTS
- SOLSTICE
- SUNGLASSES
- SWIM
- TENNIS
- TRAVEL
- WATERMELON

Name:

Telephone:

Full T&Cs available on request or at www.curo-group.co.uk/competitions