

## Newsletter Spring 09

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

### **Message from the Chair, Ken Willey**

As the chair of Community Voice I would like to welcome you to our spring edition newsletter. You will find information and updates on the various meetings that tenant volunteers have been involved with. I would like to take the opportunity of thanking all those people who have given up their time and continue to provide commitment to the various resident involvement structures.



#### Contents:

**Message from the Chair, Ken Willey**

**Funding Information**

**Membership of Community Voice**

**Existing Community Voice Sub Groups**

**Focus Group for Young People**

**New Projects / Resident Involvement**

**Targeting New Areas**

**Training Calendar**

**Ambulance Service**

**Improvement Programme**

**Diary Dates**



### **Funding Information**

We want to encourage resident associations to think about projects that would benefit the areas they live. Examples of ideas could include: gardening, improving environmental areas and activities for youngsters. Funding is available to community groups for various projects, details of websites are below:

[www.awardsforall.org.uk](http://www.awardsforall.org.uk) – lottery grants for community groups.

[www.wren.org.uk](http://www.wren.org.uk) – Waste Recycling Environmental Ltd, small grant schemes.

[www.co-operative.co.uk/en/foundation](http://www.co-operative.co.uk/en/foundation) - grants for community led projects.

[www.bbc.co.uk/pudsey/aboutus/grants](http://www.bbc.co.uk/pudsey/aboutus/grants) - funding for projects

[www.biglotteryfund.org.uk](http://www.biglotteryfund.org.uk) – funding for community groups

Resident involvement can offer further advice if required.

## **Membership of Community Voice**

The new community voice constitution was changed recently. Membership was expanded to cover a diverse range of people. Details of membership are:

- ◆ Majority of membership to be tenants of North Lincolnshire Homes
- ◆ Membership shall be open to all resident associations that are formerly recognised by North Lincolnshire Homes. Two members from each association can attend
- ◆ Membership is also open to the following:
  - Two Youth representatives
  - Two BME representatives
  - Two Sheltered Panel reps
  - One Leaseholder
  - One tenant from each of the geographical areas not represented by an association

## **Existing Community Voice Sub Groups**

There are a total of 12 community voice sub groups who meet regularly to discuss various issues, these include:

- ◆ Home Improvement Panel
- ◆ Decoration Voucher
- ◆ Key News Sub Group
- ◆ Tenant Inspectors
- ◆ Resources Committee
- ◆ Sheltered Panel
- ◆ Internet sub group
- ◆ Gardening Competition
- ◆ Leaseholder
- ◆ DLO Review Sponsors Group
- ◆ Diversity Working Group
- ◆ Humber Tenants Forward

## **Focus Group for Young People**

The first focus group meeting was held for young people on 16th March 2009. This meeting was very successful and we received some positive ideas to be developed in the future.

The two young residents who attended have both agreed to become the young person reps for community voice. They will be invited to attend future meetings.

## **New Projects / Resident Involvement**

There are currently a variety of opportunities for resident involvement and the menu of options has been produced which enables residents to be actively involved in the decision making and monitoring of services. The menu of options is handed out at various events and to those showing an interest in further information. To date we have received a total of 84 completed forms from those showing an interest and these have been followed up by a Resident Involvement Officer. This has resulted in new volunteers being involved in focus groups and resident associations.

## **Targeting New Areas**

A door knock was carried out in South Killingholme and a public meeting held. At this meeting volunteers came forward to form a steering group. The group have now elected a committee and discussed their draft constitution. This will be formally approved at their next public meeting and support will be provided to help committee members establish in their roles.

A door knock and public meeting was held for tenants living in Scawby. There has been some interest but not enough volunteers to progress with an association. We'll keep you updated of any development in this area.

## **Training Calendar**

Tenant volunteers have attended several training sessions which include:

- ◆ Anti Social Behaviour
- ◆ Chairing Skills refresher
- ◆ Equality & Diversity
- ◆ How to Apply for Funding
- ◆ Drug and Alcohol Awareness

The next training session to be held, will be on Customer Care. This session will look at how to deal with difficult people and communications skills. The training will take place on Wednesday 15th April at 9.30am at Meridian House

## **Ambulance Service**

The ambulance service are promoting a campaign called 'ICE' (In Case of Emergency). It is a method of contact during emergency situations. As mobile phones are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case of Emergency). The idea was thought up by a paramedic who found that when he went to the scenes of accidents there were always mobile phones with patients but they didn't know which number to call. He therefore thought that it would be a good idea if there was a nationally recognised name for this purpose.

In an emergency situation, Emergency Service personnel and hospital staff would be able to quickly contact the right person by simply dialing the number you have stored as 'ICE'. If you want to include more than one contact name simply enter ICE1, ICE2 and ICE3 etc.

# Improvement Programme

The improvement works are continuing to exceed initial targets.

The current overall progress with completed works is detailed in the table below:

<b>Summary</b>	<b>Total Completed Year 2 to 30/10/08</b>	<b>Year 1 total Completed works</b>	<b>Total works to date</b>
Electrical upgrades	1565	1286	2851
Bathroom replacements	1346	1118	2464
Kitchen replacements	807	977	1784
Heating Upgrades	867	1436	2303
External wall re-pointing	329	169	498
Rainwater Goods	1683	1548	3231
Facias & Soffits	1683	1588	3271
Roof Replacements	649	725	1374
Chimney Works	312	661	973
Loft Insulation	0	87	87
Windows ( Units)	11993	11930	23923
Windows Properties	2182	1780	3962
Doors ( Units)	4083	3854	7937

## Diary Dates

### **Tenant Inspectors**

5th May 09  
1.30pm  
Meridian House

### **Community Voice**

15th June 09  
1.00pm  
Baptist Church

### **Tenant Inspectors**

4th August 09  
1.30pm  
Meridian House

### **Community Voice**

11th May 09  
1.00pm  
Baptist Church

### **Tenant Inspectors**

7th July 09  
1.30pm  
Meridian House

### **Tenant Inspectors**

8th September 09  
1.30pm  
Meridian House

### **Tenant Inspectors**

9th June 09  
1.30pm  
Meridian House

### **Community Voice**

13th July 09  
1.00pm  
Baptist Church

### **Community Voice**

14th September 09  
1.00pm  
Baptist Church