

NAME ME!

The magazine for Lincolnshire Housing Partnership residents

Winter 2019

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Find out all about the Lincolnshire Telecare Service.

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70 years of social housing in Cleethorpes.

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New homes unveiled on former garage site.

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Plus:

Tell us about the repairs service you'd like with our special consultation.

Competition

NAME ME!

Have you got an idea for a snazzy, new name for our magazine?

Email your idea to us on communications@lincolnshirehp.com and one lucky person could win a Luxury Lincolnshire Hamper!

(Closing date Friday 10th January 2020)



LHP

www.lincolnshirehp.com

Best wishes for the holiday season

We have had another successful year that has seen Lincolnshire Housing Partnership continue to grow and thrive.

One of the highlights of the year was the launch of our Corporate Plan, outlining our organisational vision and values, which shapes the service that we want to provide to you – our customer.

Our commitment to building new homes across Lincolnshire remains, and we were delighted to unveil our latest properties in Grimsby, as part of a project to renovate old garages.

We are looking forward to 2020 immensely and we are excited about the digital and transformational opportunities that are happening at LHP, which will enhance the customer experience.

You will find lots of information on the latest updates from LHP in this magazine and can rest assured that we have plenty more things planned for the upcoming 12 months.

Murray Macdonald

Chief Executive



LHP

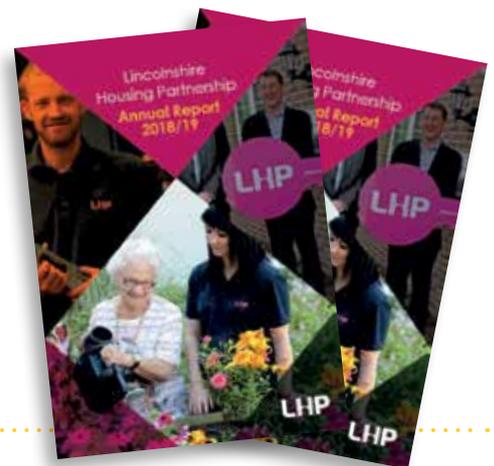
New Chair confirmed

We welcomed Anthony Read as our new Chair at our AGM, which was held on 17 September. Anthony has been meeting colleagues in the past few months and will be getting out to talk to customers in 2020.



Annual Report published

Our 2018/19 Annual Report has been published and is available now on our website. Head to <https://www.lincolnshirehp.com/us/about-us/what-we-do/> to download a copy.



Great news!

We are regulated by the Regulator of Social Housing, who recently did a review of how we run as an organisation. They decided we are still well governed and have good finances. We're really pleased that they have decided to maintain our status of G2/V2. You can read more about the Regulator here [gov.uk/rsh](https://www.gov.uk/rsh)

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Lincolnshire Telecare Service Launch

We partnered with Age UK Lincoln & South Lincolnshire to officially launch the Lincolnshire Telecare Service, at our Mayfields Extra Care Scheme.

Lincolnshire Telecare Service provides equipment, such as Lifeline units, pendants and fall detectors, which enable people to remain independent in their own homes.

The event included introductions from our CEO Murray Macdonald and Age UK Lincoln & South Lincolnshire CEO Michele Jolly.

There was also a short play by students from Bishop Grosseteste University in Lincoln about how the Telecare Service can combat loneliness.



If you are interested in learning more about Lincolnshire Telecare Service, please call **01205 318 588** or email SupportedHousingManagement@lincolnshirehp.com. You can also follow the service on Twitter and Facebook by searching 'Lincs Telecare'.

More great news for our Telecare team below!

LHP's Telecare Service assessed under TSA framework

We have been awarded the TEC Services Association (TSA) accreditation for our Telecare services, following an extensive two-day audit. Our team was assessed under the requirements of the new TSA Quality Standards Framework (QSF).

The audit was conducted using document sampling, observations and face-to-face interviews with key staff from the relevant service areas across 12 modules of assessment:

The Auditor found our Telecare Service to be person-centred, resilient and positive in its approach to the future.

This is a real achievement for us and is a great acknowledgement of the work that the Telecare and Customer Services Centre teams carry out every day in putting our Customers First.

Alyson Scurfield, Chief Executive at TSA said: "Big congratulations to Lincolnshire Telecare Service for achieving a successful QSF audit and raising the standards of technology enabled care in the UK – we are delighted to have you on board."

For more information on the TSA, please visit their website at www.tsa-voice.org.uk



Calling all knitters! We're after fiddle muffs

Calling all knitters! The Telecare team is looking for volunteers to knit fiddle muffs for customers with Dementia and other needs.

We've been trialling these with customers that constantly press their pendant.

If they are given a fiddle muff this drastically reduces them pressing their pendants for no reason – this is particularly useful for those with dementia or other vulnerabilities.

If you can help, please contact Bev Chapman on **01205 578554**.



Think Shared Ownership isn't for you? Think again...

LHP

Did you know that we have fantastic new homes for you to part rent, part buy in neighbourhoods right across the east coast of Lincolnshire? Shared ownership allows you to buy a share of a property and pay rent on the remaining share which you do not own. Over time, if you wish, you can buy more shares so that eventually you own your home in full.

Read Bradley and Charlotte's story to learn more...

Young Horncastle couple Charlotte Mountain and Bradley Beamer found a cost-effective way to take their first step onto the property ladder through Lincolnshire Housing Partnership's shared ownership scheme.

Shared ownership means that both Bradley and Charlotte are a lot more financially stable than if they had approached any of the other housing options available to them.

"If we were to rent somewhere this size in Horncastle, we would be paying a lot more for our rent than we do for our rent and mortgage combined in a shared ownership property," said Charlotte.

"We now have somewhere that is our own place, and we have security, and don't face the risk of having to move out like you do with a private rented property."

Charlotte feels that the quality of the LHP properties, and the service they have received with their shared ownership means the scheme is something she would definitely recommend.

"If there was the choice for someone between renting and shared ownership, then I would choose shared ownership every time," she said.

"Everything is really high quality; it is a warm house and easy to insulate and we are finding it very economical."



Our latest homes



4 Fairway Drive, Humberston, DN36 4ZQ

- 2 bedroom house with allocated parking
- Full market value: £128,000
- 25% share available from £32,000
- Rent payable on remaining 75%: £220.00 per calendar month

Service charges per annum:

- Buildings insurance: £2.64
- Admin charge: £1.18
- Management charge: £9.17

Please visit our website, www.lincolnshirehp.com/find-a-home/buy-a-home/shared-ownership/ to apply or call the team on **01472 572220** for more information.



107 Bridgeways, Alford, LN13 9DF

- 3 bedroom mid link house
- Full market value: £160,000
- 25% share available from £40,000
- Rent payable on remaining 75%: £275.00 per calendar month

Service charges per annum

- Buildings insurance: £2.00
- Admin charge: £1.66
- Management charge: £14.57

70 years of social housing the world has changed but the excellent service is the same!

Violet Parker, an LHP customer from Cleethorpes, recently shared her story of being a social housing tenant since the end of World War II.

"Our first home was a council property on Davenport Drive in Cleethorpes," she said.

"We moved into a ground floor flat in 1948 – the area was very different than it is now.

"There was no road, no roundabout and no shops – just a small gravel track.

"There were lots of allotments though, as people mainly grew their own fruit and vegetables.

"It was a celebration of getting a house really, many homes had been knocked down in the war, so there was a need for new houses – just to get one was an achievement in itself."

In 1955, Violet and her family moved into a larger house, also on Davenport Drive, she stayed in the property for 64 years, only moving out earlier this year.

"It was a lovely, family home with a large garden," she recalled.

"Everyone around us was so friendly and helped us move in, and I can remember there were mobile vans that used to come once a week and deliver groceries, milk and coal – everything had to be paid in cash – it is a different world today!

"The council were always there when we needed them; we had new windows installed, central heating when that became available and a fresh coat of paint every two years – I have some wonderful memories of us all as a family in that home."

In 2019, Violet moved out of her Davenport Drive home and into one of our schemes in Cleethorpes.

She said: *"LHP were fantastic and let my family have the keys to my new home a week before, so we could get decorated and move my furniture in.*

"Everyone has been so friendly and helpful – it is a really nice place to call home."



LHP presents community award

As sponsors of the Grimsby Telegraph Heart of Your Community Awards, we were delighted to present Graham and Sandra Ellis with the Friend/Neighbour of the Year award.

Graham and Sandra have been Daubney Street residents for almost 50 years, they took over the running of their local Neighbourhood Watch in 2011.

Despite being busy in their own lives and coping with personal sadness, they do so much for others, up at 5am to water the community hanging baskets all year round and educating children on disposing of rubbish correctly.

Graham said: *"Helping out is just something we've always done. It's a way of life for us, keeping everybody involved in the community, and of course it keeps us busy too!"*

James Todd, Area Housing Manager, was one of our representatives on the evening.

He said: *"What an evening representing LHP at the Heart of Your Community Awards.*

"We are so proud to be involved. It was such an honour to be in the company of such wonderful people who really do put the Great in Great Grimsby!"



Filling the skills gap on CVs



We welcomed work experience candidates from Era Employment in September. Era is a new ethical employment agency, based in Grimsby. Their members enjoyed four weeks with us, gaining experience in the Housing, Income, Customer Contact Centre and Lettings departments. Pictured are Kristopher Stothard (left) and Suranga Perera (right) with Era Programme Officer, Rachel Button.

"I had no experience prior to this. Everyone has been really thorough in showing me their roles, and they are really enthusiastic about LHP,"

said Kristopher.

"I had a full induction and everything was really structured – this experience will be valuable for my CV."

Rachel added: *"Era is an ethical employment agency that was launched in January 2019.*

"We work on community-focussed projects with the ultimate goal of getting our users into employment.

"LHP customers can apply to us and they will be matched up with a buddy, who will assist them with their digital training."



You can find out more about Era Employment and the opportunities they provide at: <https://eraemployment.agency/>

New set of trainees gain permanent roles with LHP

A presentation took place for our latest set of Organisational Development (OD) Trainees in Boston. In total, six trainees received their NVQ Level 3 certificates and, after completing their courses, started full-time roles with us.

The OD trainees spent time in different departments during their traineeship, whilst studying for an NVQ qualification, before being offered employment opportunities across the organisation.

"I have really enjoyed my time as an OD Trainee at LHP. It has been such a great experience spending time in each department and learning about what they do and how they fit within the organisation," said Amber Wiltshire, who is now a Lettings Assistant at LHP.



Boston event encourages healthy eating for all

LHP

Our Health and Wellbeing team were on hand at the Encouraging Healthy Weight Loss Across All Ages event, which was held at Boston United Football Club.

Several partner agencies were on hand to deliver engaging sessions on a wide range of topics including, eating disorders, healthy eating in children and young people, adults and older adults.

There was also a Healthy Living cooking demonstration from Boston College



Feeling peckish? Check out our amazing vegan recipe below...

Try our great recipe for Vegan Lemon Drizzle Cake



Ingredients

Cake

250g gluten free self raising flour
2 tsp baking powder
Zest of 2 lemons
Juice of 2 fresh lemons
150g fresh blueberries
175g caster sugar
25ml vegetable oil
50ml coconut oil
250ml Almond milk (unroasted & unsweetened)

Drizzle

75g caster sugar
Juice of 2 fresh lemons
Lemon Frosting
200g Billingtons Icing sugar
Juice of 1 lemon (add to taste)
2tbsp pure dairy free sunflower spread

Method

1. Grease with sunflower spread & line a sandwich tin, or two tins if required. Pre Heat oven at 180 Degrees (fan assisted)
2. Mix coconut oil, veg oil, caster sugar, lemon rind, lemon juice and almond milk together in a bowl.
3. In a separate bowl, sift the flour and baking powder. I did this twice over.



4. Fold the sifted flour into the wet ingredients bowl.
5. Now add blueberries and cover well.
6. Pour the mixture into the lined cake tin and bake for 45-50 minutes, until a skewer comes out clean.
7. Prepare the drizzle by mixing the caster sugar with lemon, gently heat in a shallow pan so the caster sugar dissolves but do not let boil. Let it cool.
8. When the cake is ready and cooling in it's tin, prick the cake all over with a cocktail stick or skewer then pour the drizzle all over.
9. To make frosting, sift the icing sugar and mix with the sunflower spread. Add lemon juice to taste.

Christmas Rent

Don't forget to ADD RENT to your calendar

If you're only keeping one resolution this year, make it paying your rent so you don't risk losing your home. It's a good idea to make rent payments over the holiday season, especially if you are in arrears (owe us money).

Did you know there are lot of ways to pay?

And we don't need to be open for you to pay:

Direct Debit

This is easy, set up once, then you're done
Call us on **0345 604 1472** to set this up over the phone

Online

This is super quick
Via our website online at **www.lincolnshirehp.com**

Online Banking

Instant payments, nice and quick
You can pay direct in to our Lloyds Bank Account by Standing Order or Internet Banking

Sort Code

30-63-47

Account number

41442760

Please quote your full property reference number

Swipe Card

If that's convenient for you
You can pay at any Pay Point or Post Office and, if you have an Allpay swipe card, you can also pay:

On the automated telephone line 0330 416497

LHP website

Text to Allpay

Allpay App

By Telephone

We'll try and answer as soon as we can

Call us on **0345 604 1472**



If you're struggling to pay your rent, please contact us on 0345 604 1472

Looking after the most vulnerable in wintertime

LHP recognises that some of our customers, residents and customers are vulnerable or require a different level of service owing to their individual circumstances or characteristics. Where appropriate we will take this into account when assessing eligibility or deciding priority response times for a service.

For heating and hot water repairs the following will be taken into account when deciding priority response time:

- Whether the customer, or an occupant is elderly and infirm or frail
- Whether the customer has a disability, medical condition or impairment that would be adversely affected by prolonged lack of heating or hot water

- Whether there are children in the property under the age of 12 months
- What reasonable alternative sources of heat and water are available.

In dealing with a total or partial loss of space or water heating occurring between 1st November and 30th April, where no other sources of heat are available, LHP will endeavour on a case by case basis and where reasonably practicable, to prioritise such repairs as they are reported.



Customer First LHP



Our Scrutiny Panel

Panel Updates

After our Tenant Recruitment campaign in the summer, our new Scrutiny Panel members met for the first time in October.

We will share information and ideas with the panel, and in turn we will listen to and act on their suggestions and comments.

Scheme Champions

We will be introducing Scheme Champions across the LHP area to provide a more proactive way of looking at repairs in our sheltered schemes. In Grimsby, the Scheme Champions are Ryan Shaw and Gary Macdonald, and in Boston the Scheme Champions are Adam Ellis and Ben Wardle.

The champions will offer a monthly walk-around of LHP schemes and look at long-term repairs planning, rather than just short-term fixes.

"It's all about preventative maintenance," said Phil Scarfe, Repairs and Maintenance Manager.

"We want to pick up problems before they escalate and having a regular presence from the team, with regular interactions with the resident, helps us do that."



Grimsby Scheme Champions, Ryan Shaw (L) & Gary Macdonald (R)

Complaints Performance

Since reporting began in April 2019, our complaints service has addressed over 250 complaints. As part of our complaint investigations, we identify learning outcomes to help us improve our service delivery. Below are some examples of learning outcomes identified and what LHP are doing to achieve these:



You Said

"Works completed by contractors are not always completed on time and it can be difficult to contact them to get further information"

We Did

In April 2019 we launched an In-House Repairs Service (IHRS) in Boston mirroring the function already running in Grimsby. This service enables our repairs staff to contact customers directly to arrange flexible appointments and enables staff to plan their time effectively.

You Said

"Communication with employees is not always helpful and sometimes staff do not deliver a good level of customer care"

We Did

Customer First is the first strategic priority for LHP. We wouldn't exist without our customers! Our staff are being trained and supported to use the Mary Gober Customer Services principles, designed to give our staff all the tools they need to deliver excellent customer service. We are currently training staff who are new to our business and will be retraining existing staff early in the coming year. Once training has been comprehensively delivered, we will mystery shop against the principles of this approach and report performance to our Board.

New homes unveiled on former garage site in Grimsby

Work has now been completed on transforming a former run down garage site into new affordable homes on Grimsby's East Marsh.

Fifteen new two-bedroom homes have been built on land off Harlech Way and Werneth Road, East Marsh. With the new homes have come new names and 8 units are located on Lily Mews and 7 units on Jasmine Mews

The modern homes include downstairs toilets, fitted kitchens, resident parking and rear gardens with the properties built around a central courtyard parking zone. The homes have been raised up to comply with flood risk measures ensuring we are future proofing our dwellings for years to come.

LHP Development Manager Ben Radley said:

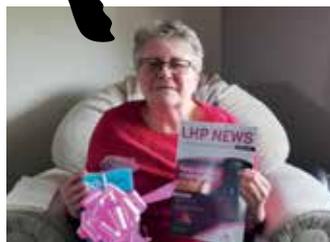
"We're extremely pleased that work has completed on transforming these sites – not only will we be providing high-quality new homes but we are helping to regenerate the neighbourhood too."

"There is an established need for two-bedroom affordable homes in the area for families, single people and couples, and this will help us meet local requirements."

Part-funded by Homes England, the properties have been designed by Grimsby based practice Ross Davy Associates with construction carried out by northern Lincolnshire contractors G.S.Kelsey Limited. LHP have been assisted in the project by Michael Dyson Associates who have acted as LHPs Employers Agent.



NEWS ROUND-UP!



Congratulations to Mrs Scullion, who won a smart speaker as part of the competition that featured in our Summer 2019 newsletter.

Our Gas Safety Check winners for October all scooped a fantastic prize of an ASDA voucher worth **£250!**

The lucky customers were: Mr. Smith-Blow, Mr & Mrs Lambley, Mr Specius and Mrs Gabrova.



Residents at Gilbert Sutcliffe Court raised **£91** from their Macmillan Coffee Morning.



Mrs Gabrova



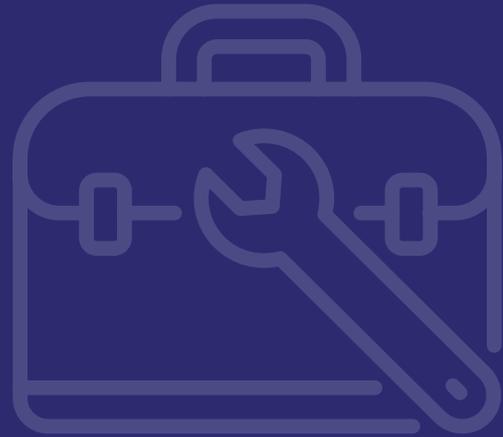
Mr Smith-Blow

New Vans

The third and final phase of our van rollout is taking place in Grimsby. The first five vans have been delivered to us and there will be 56 new LHP vans in total.



Listening to you – tell us about the Repairs Service you'd like!



Introduction

When Lincolnshire Housing Partnership (LHP) was formed, a commitment was made to deliver repairs appointments, 8am to 8pm, 7 days a week. We also committed to develop our services through listening to customer feedback. So, before we move forward with rolling out the promised service to customers, we want to confirm that the service we are offering is the one you want.

The LHP Repairs Service

Vulnerable Customers

Where a customer cannot carry out a repair, which is their responsibility (and they have no other means to undertake the repair), due to either disability or age, LHP will do this repair at no cost.

Reporting Repairs

You can report a repair at any time of day or night through the website or non-emergency repairs by phone during office hours.

Would you like to be able to report a repair by phone, outside office hours?

Yes No

Appointment Times

We will always make safe a repair that could be a health and safety risk to you and your family e.g. no power or something significantly damaging your home, such as a major water leak, as soon as possible and within 24 hours of them being reported at weekends or evenings. Non-emergency repairs will be completed between 8am and 6pm Monday to Friday.

What we would like to understand is, over and above this service, which of the appointment times below would you like LHP to offer?

(Tick as many options that apply to you)

Evening Appointments: to 7pm or to 8pm Saturday: 9am to 5pm
or 8am to 8pm Sunday: 9am to 5pm or 8am to 8pm

Timescales for completing repairs

When you report a repair, which could be a health and safety risk to you and your family e.g. no power or something significantly damaging your home, such as a major water leak, we will prioritise the repair and make it safe as soon as possible.

There are some low priority repairs, normally external works such as paving, roofing and fencing repairs, which either require specialists or where grouping them together provides better value for money. These repairs will fall outside normal timescales, but will take no more than 90 days.

For other repairs we would like to understand if you would prefer:

All repairs to be given the same priority and to be done at the first mutually convenient time within 15 working days

OR

Have 2 further categories of repairs. Urgent Repairs, such as minor leaks and dripping taps to be completed within 5 working days and Routine Repairs, such as gutter works, and works to kitchen cupboards and work surfaces to be completed within 20 working days.

Timescales for completing repairs

Under your tenancy agreement there are repairs which are your responsibility, e.g. lock change when keys lost.

Would you like us to offer a service where you can pay us to carry out repairs which are your responsibility?

Yes No

Do you think there should be a charge for missed appointments, both for LHP and the customer?

Yes No

Is there anything else you would like us to consider when reviewing the repairs standard?

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.....

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Your postcode:

.....

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0345 604 1472 or email communications@lincolnshirehp.com

Thanks for completing this survey.

Please return your completed form in the pre-paid envelope provided.



0345 604 1472
www.lincolnshirehp.com
info@lincolnshirehp.com

