

Our House, **Your Home**

The magazine for Lincolnshire Housing Partnership customers

Winter 2023/24

Safer Streets NEL

Working together to improve communities on the East and West Marsh

Talk Money Week

What we're doing to support you with your finances

Bailey's inspirational journey

From social housing to community inspiration

Levi Giles' story

From social housing to championship glory

LHP Lincolnshire
Housing
Partnership

www.lincolnshirehp.com

Hello everyone and welcome to the winter edition of our customer magazine, Our House, Your Home.

You should have recently received a letter from us regarding the potential merger with Ongo. We have an update in this magazine, and you can find the latest, most up-to-date information on our website, www.lincolnshirehp.com/merger.

It is great to see so many customers featured in this issue. We loved catching up with two former customers about how social housing shaped their lives and gave them the springboard to move into successful careers.

We also spoke to one of our customers who was one of the first to be included on our new heating programme with Fortem and Scarbrook Plumbing and Heating Ltd. – we really value the feedback, and it is great to hear that things have gone so well so far!

As CEO, it is fantastic to see colleagues recognised in the wider social housing sector. This issue, we're delighted to announce that our Talent & Recruitment Team and our Sustainability Manager have won national awards.

There's lots more information too. We committed to being more visible in our communities, and you can see in this magazine that we're making great strides in being out and about in neighbourhoods.

Enjoy the festive season everyone and look out for the latest information from us on website and social media.

Best wishes

Murray Macdonald
Chief Executive



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Potential merger with Ongo: an update



You will hopefully have received the letter we sent you in November updating you on where we're at with the potential merger with Ongo. If for any reason you didn't receive it or would like to have another look, you can find all the information on our website by visiting www.lincolnshirehp.com/merger.

The update explained the route to merger we will take if we go ahead. The proposal is that we will transfer our assets and liabilities (including all of our social housing homes) into Ongo to form one single organisation. Ongo is a registered provider of social housing with charitable status in the same way that LHP is.

We asked for feedback from you, and would like to thank everyone that took the time to let us know your thoughts and this is all being used by our Board when considering whether to go ahead with the merger.

What does it mean for you?

Just a reminder that if this proposal goes ahead your landlord would remain the same and your rights will not change should the proposed transfer take place. Most importantly:

- Your tenancy agreement and the rights associated with it would not change
- The rent and/or service charges you pay and how this is calculated, would remain the same

We're hoping to be able to share more of an update and the decision from our Board in the new year, so keep an eye out on our website for the latest information.

Partnership work leads to safer streets in Grimsby

We were delighted to be involved in the Safer Streets project on the East Marsh in Grimsby.

Safer Streets NEL is a Home Office-funded programme that has seen two successful initiatives in North East Lincolnshire since 2021, one in West Marsh and one in East Marsh.



Helen Bell (Neighbourhood Team Leader) and Andy Hale (Neighbourhood Officer) represented LHP.

The programmes were delivered in partnership with a wide range of organisations, including North East Lincolnshire Council, Humberside Police and Crime Commissioner, and local community groups.

Some of the key initiatives that were implemented as part of the Safer Streets NEL programmes include:



Home security upgrades



CCTV installation



Improved street lighting



Targeted police patrols



Educational programmes

Neighbourhood Team Leader Helen Bell said: “The Safer Streets NEL programmes have made a real difference to the lives of residents in West Marsh and East Marsh. By working together with partners, we have created safer and more welcoming communities.”

You can watch a film of the projects by visiting:

<https://saferstreetsnel.info/east-marsh-overview/video/>



Reduction in crime
West Marsh East Marsh

21% 23%



Reduction in ASB
West Marsh East Marsh

29% 27%

Dementia services showcased at LILP conference



On Wednesday 11 October 2023, as part of our partnership with Lincs Independent Living Partnership (LILP), we attended a Dementia Conference at Bishop Grosseteste University in Lincoln.

The theme of the conference was “We

Have to Do Better” and it was a huge success, with over 200 people attending.

Our team promoted our Telecare Service, Memory Lane Dementia Day Care service, and our sheltered and extra care housing.

The highlights of the conference included a talk by bestselling author Dr Wendy Mitchell and a performance by the Vicky McClure Dementia Choir.

About our dementia services

The conference was a valuable opportunity for people to learn more about the support services we offer. It was also a chance for people to come together and share their experiences.

We are committed to providing a range of services, including:

- **Telecare:** A 24/7 emergency response service that can provide peace of mind for you and your loved ones.
- **Memory Lane:** A day care service that provides social interaction, activities, and support for people living with dementia.
- **Sheltered and extra care housing:** Housing that provides support and care services for people living with dementia.

Please visit www.lincolnshirehp.com/dementia for more information on the services we provide.

A helping hand for Cubs' litter pick



Our ESG commitments mean we're invested in a more positive future for our environment. And that starts with the very youngest in our communities, including local Cubs groups.

Jason Cuthbert, Neighbourhood Officer, volunteers at one of the Cubs groups in Boston area and they wanted to complete a litter pick in the Benington area (where we have some properties) but did not have any equipment. We loaned them some litter pickers and a few things for the youngsters as a thank you for caring about their community.

Jason said: "Boston 10th Cubs group meet at The Beonna in Benington every Monday evening. We recently decided to do a 'litter pick' to coincide with International Day For Preserving The Ozone Layer. Thanks to LHP, our litter pickers gathered two bags full of litter and other rubbish from the local area. We all had lots of fun helping to look after our local area and show how much we care for our local environment. Thank you LHP."

Awards success



We are thrilled to announce our Talent Team have been chosen as the "Recruitment or Retention Campaign of the Year" at this year's Affordable Housing Awards. This prestigious award is a testament to our unwavering commitment to attracting and retaining top talent to provide the best service to our customers.

'Do one 'thing' and talk about your finances



During November, we supported Talk Money Week, which is an annual public awareness campaign that aims to get the nation talking about money.

This year's theme was 'do one thing', which means taking one small action to improve your financial wellbeing.

Here are some ideas for things you can do:

- Start a conversation about money with a friend, family member, or colleague.
- Make a budget to track your income and expenses.
- Create a savings plan to reach your financial goals.
- Review your insurance coverage to make sure you're adequately protected.
- Pay down debt or consolidate high-interest debt.
- Learn more about investing or retirement planning.

Even small steps can make a big difference in your financial wellbeing.

We held events in Boston and Grimsby during Talk Money Week, providing the opportunity to find out more about our services and talk about any financial concerns.

Nicola Leach, Income Team Leader from Lincolnshire Housing Partnership, said: "Talking about money is the first step to taking control of your finances and improving your financial wellbeing. When you talk about money, you can start to understand your financial situation, identify areas where you can improve, and develop a plan to reach your financial goals."

To find out more about our Money Support Service, please visit www.lincolnshirehp.com/money-support.

10 tips for Financial Wellbeing



Nick Wilkinson (Neighbourhood Officer) and Nicola Leach (Income Team Leader) met customers on the Nunsthorpe Estate.



We met customers to discuss ways they can improve their financial wellbeing.

As a housing association, we see first-hand the impact that financial wellbeing has on people's lives. When people are struggling financially, it can have a negative impact on their mental health, physical health, and relationships.

That's why awareness campaigns like #TalkMoney Week are so important. It can be a difficult subject to broach, but it doesn't have to be daunting. The good news is that there are small steps that everyone can take to improve their financial wellbeing. Here are a few tips:



Create a budget



Track your spending



Set financial goals



Cancel unused subscriptions



Shop around for better deals



Use online sites to make money from a clear-out



Make a plan to pay off debt



Build up an emergency fund



Seek financial advice



The importance of insurance

You have a home full of things that you need and love – clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets. You can protect them with tenants' contents insurance.

Looking to protect the things you love and need at home? We've given RSA's contents insurance the thumbs-up for our tenants.

[Find out more](#)



www.rsainsurance.co.uk/personal-insurance/tenants-contents-insurance

Unlock Net Zero Climate Champions' Power List 2023

We are thrilled to announce that our Sustainability Manager, Libby Kerman, has been named as a Rising Star in the Unlock Net Zero Climate Champions' Power List 2023.

The list recognises individuals who are making a significant contribution to climate action across the UK housing and built environment sectors. We are incredibly proud of Libby for her dedication to sustainability. Her passion and commitment are an inspiration to us all.

She said: "I feel incredibly proud to have won the Rising Star Award at the Unlock Net Zero Climate Champions' Ceremony. It was an honour to stand beside so many leaders from across the sector.

"The award is a huge reflection of the ambition and drive shared by my colleagues at LHP, who have given me so many amazing opportunities. I can't wait to keep learning!"

The winners of the Climate Champions' Power List were announced at the Unlock Net Zero Live ceremony on 23 November at the ExCeL in London.



Libby Kerman (Sustainability Manager)



Funding secured for 180 trees to enhance our communities



We are delighted to announce that we have been successful in securing funding for 180 trees through two separate schemes.

We will plant 150 trees as part of The Conservation Volunteers 'I Dig Trees' programme, and 30 trees through the South East Lincolnshire Orchard Tree Scheme.

The I Dig Trees programme is the largest community tree planting project in the UK and is aiming to plant millions of trees for climate, wildlife, and communities. You can learn more about their ambition at www.tcv.org.uk.

Libby Kerman, Sustainability Manager said: "We believe that it is our responsibility as a major housing provider to deliver great homes and strong communities, and this includes considering sustainability across everything we do.

"Increasing the biodiversity of our green spaces not only creates havens for local wildlife, but also enhances our nearby nature for customer wellbeing."

The trees will be planted in early 2024, and we are looking for customer and colleague volunteers to help with the planting. We will be sharing more information about this project in the coming weeks.

We are excited to be part of this project and to help make Lincolnshire a greener and more sustainable place to live.

SHDF Coffee Morning



On Wednesday, 29 November, customers in Immingham who received the SHDF upgrade were invited to a Christmas Coffee Morning, held together with the project's partners, E.ON, and Thrift Energy.

The event was held at the Burt Boyden Centre, Immingham and customers were invited to come along and chat about the External Wall Insulation upgrade they received, over nibbles and refreshments.

E.ON and Thrift also worked with local companies to source some essentials hampers to help people through the festive period. It was great to spend some time chatting with some of the customers and hearing about their experiences with the SHDF project so far, and to answer any questions they might have.

Libby Kerman (Sustainability Manager) met our customers at the Christmas event in Immingham



From Social Housing to Community Resilience: Bailey Greetham-Clark's Inspirational Journey



Bailey Greetham-Clark (left) met our team in Grimsby

In an inspiring journey from the brink of homelessness to a thriving charity entrepreneur, Bailey Greetham-Clark is changing lives with Be Great Fitness, a non-profit organisation that offers free fitness classes to everyone, irrespective of their background or financial circumstances. He told us more on a recent visit to our offices in Grimsby.

"I actually grew up in social housing," said Bailey, "I always remember being embarrassed as a young person, keeping it to myself at school, not talking about being on benefits or free meals."

However, as he reflects on those formative years, he now sees them in a different light. Social housing provided him with not just a roof over his head but a secure and nurturing environment that fostered a strong sense of community.

Living in one of our homes on Freshney Green in Grimsby, it was a place where neighbours became like family, where help and

support were readily available, and where he began to understand the power of solidarity.

He continued: "The term neighbourhoods just feels so much more friendly and feels deserving of those places.

"They are neighbourhoods because when we moved in you weren't afraid to go and ask for some milk or some help.

"You knew the people next door. They were our babysitters and our friends and we call people aunties and uncles that lived across the road and it really was that sense of community."

The Birth of Be Great Fitness: A Vision for a More Inclusive Future

At the tender age of 17, Bailey embarked on his mission to make fitness inclusive for all, inspired by his own struggles. After taking a year out of school due to anxiety and self-doubt, he recognised the need for change. Be Great Fitness was born out of a desire to empower individuals from all walks of life to access the transformative benefits of physical activity.

"I wasn't in a good place when I was out of school," recalled Bailey, "I was putting on weight because I was staying in my room all the time and not getting exercise.



One day I decided to do something about it, and I just got up and went out for a run. I ran to the nearest lamppost and rested and then ran to the next lamppost.

“The next day I did it again and kept doing it until I got better at it. Then I discovered boxing, which really helped with my fitness.”

Bailey's journey with Be Great Fitness has been a personal awakening. He found his purpose in life through the charity, discovering an unwavering passion for making fitness accessible to everyone. Despite starting the organisation during the global pandemic, Bailey and his team persevered.



“During the Covid pandemic, I could see that people were struggling to get out and stay fit. That’s how Be Great Fitness came about. It started with Zoom sessions initially but then more people got in touch asking us to run more projects and it became a way of making fitness accessible to all during challenging times.”

Bailey's commitment to inclusivity didn't stop at free fitness sessions. Be Great Fitness partnered with other charitable organisations, like Children in Need and Active Humber, enabling safe space for groups to exercise and build a sense of community.

Levi Giles' Road to Championship Glory



From humble beginnings in Grimsby, Levi Giles has emerged as a beacon of hope in the world of professional boxing.

He embarked on a remarkable journey that has included numerous major victories and an appearance live on Sky Sports from Manchester.



Levi Giles (centre) and his training team

Levi started his boxing journey as a young boy. Born and raised in one of our homes on Grimsby's Nunsthorpe Estate, he faced numerous challenges that could have easily derailed his path to success. However, he developed an unbreakable bond with boxing that would ultimately lead him to championship glory.

Taking time out from a recent training camp, Levi told us about his early life and how the sport of boxing became his guiding light. He discussed the profound impact of having positive role models and emphasises the importance of avoiding comparisons with others.

Reflecting on his journey, Levi shared some powerful insights:

"I think kids need more people they can look up to, not just in sports, but in different areas," he said.

Levi acknowledges the significance of role models in shaping the future of young individuals. His own story serves as a testament to the transformative power of having someone to look up to. This includes the importance of a social circle. Surrounding yourself with success-driven individuals can be a catalyst for personal growth and achievement.

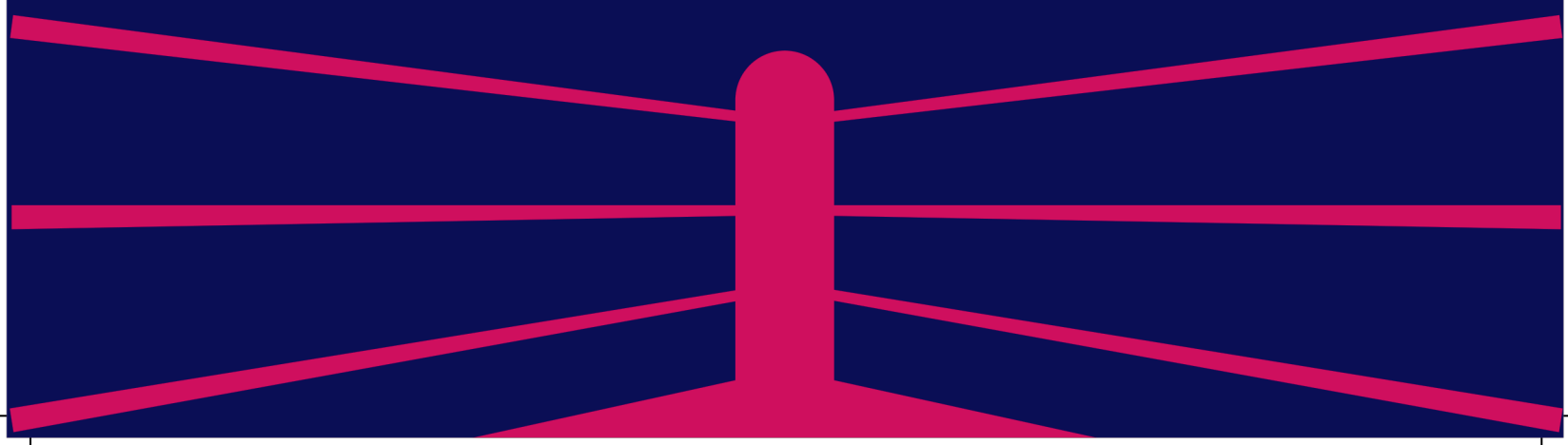


"If you hang around with five successful people, you're going to be the sixth successful person."

"But don't compare yourself to other people, just focus on yourself. I think young people today get bogged down with looking at what people are doing on social media and then aspiring for things that aren't achievable."

"It doesn't matter where you grow up, you can make something of yourself if you put your mind to it."

One of Levi's dreams was to win a title. He not only did that recently, winning the Commonwealth Silver Super Featherweight Title but he did so in a triumphant homecoming, boxing in front of a sold-out crowd at Grimsby Auditorium in November.

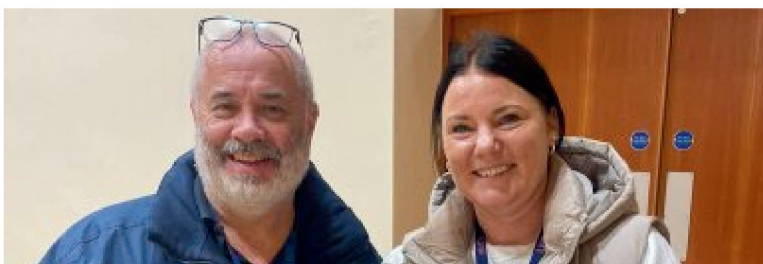


Fireworks in Nunsthorpe

We were invited to join Oasis Academy's firework display and engage with residents and customers of the Nunsthorpe estate in Grimsby. We spoke about anti-social behaviour on the estate as well as repairs and housing-related topics.

This was such a fantastic well-organised night by Oasis Academy, and we were very honoured to have been a part of this community event.

We are looking forward to working with the school in future events as part of a wider partnership project in the area.



Departments come together to solve fly-tipping issue in Cleethorpes



In a great example of cross-departmental working, teams have come together to provide support for customers on Taylor Street and Harrington Street in Cleethorpes.

An alleyway between the two streets has been identified by the Neighbourhood & Allocations Team as a fly-tipping hotspot. Our Environmental Task Team attended and did a fabulously thorough job of clearing the accumulated rubbish.

As part of our commitment to Listen, Act and Learn, we have taken on board customer feedback and our Repairs Team will now be attending to install a gate on the passage way to try and stop future fly-tipping.

Jade Bramhill, Neighbourhood Team Leader said: "This showcases our whole motto of Great Homes and Strong Communities and will make a real difference to the local area.

"The Environmental Task Team were outstanding in clearing up all the rubbish and then we have worked quickly with our Repairs Team to schedule in the installation of a metal gate.

"Thanks to everyone involved in helping to make things better for our customers."

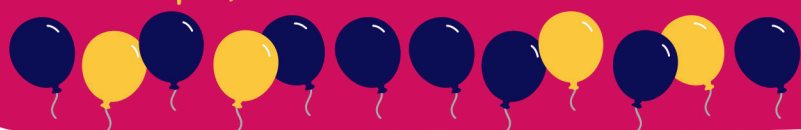
A century of celebrations in Immingham



We recently visited at St Andrew's Court in Immingham over to help celebrate the 100th birthday of Marjorie (pictured) with her family.

Marjorie moved into St Andrew's Court over 40 years ago, initially as the deputy warden. She is known as the 'knitting nana' and knits lots of different things to donate to Diana, Princess of Wales Hospital in Grimsby.

Happy Birthday



Marjorie received a 100th birthday card from King Charles III and Queen Camilla and enjoyed sharing her cake with fellow residents at the scheme.

Our new pets process

We know that pets are important to people. That's why we have simplified the process for applying for a pet in your home.

We want customers to be treated in a fair and equal way. Our priorities are ensuring any animals are well cared for and they don't cause a nuisance to neighbours / damage to homes or the surrounding neighbourhood.

Some customers may even qualify for automatic approval for a pet. Find out more at www.lincolnshirehp.com/pets.



Heating programme success

Pauline (pictured right) has lived on the East Marsh for nearly 50 years. She has seen a lot of changes in that time, including many housing developments, but one thing that has always stayed the same has been the undeniable community spirit amongst the neighbourhood's residents.

We recently approached Pauline about replacing her heating system following our annual gas safety check. The work was completed in just over two months.

She said: "Everything was so thorough. We had one of the gas safety checks and it was recommended that our heating system be upgraded. A few weeks later, the team arrived and we didn't have to do anything. They moved all the furniture and put everything back in place.

"They took time to explain where they would position radiators to get the best out of them and the most heat in the home. At our age, it is important to stay warm and this will reduce our heating bills too. With the rising costs all the time, it gives us more confidence to put the heating on, knowing we can warm the house up quickly."



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