



A Registered Charitable Industrial and Provident Society



# BORO NEWS



## CHRISTMAS 2011

Welcome to East Boro's Christmas 2011 Newsletter and hello to any new tenants that have joined the Trust since the Autumn newsletter was published. In this edition don't miss details of the Trust's office opening hours over the festive season, news on your latest Tenant Reps and feedback from the Sheltered Housing Tenants Conference. We hope you find the newsletter informative and welcome your contributions.

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## TENANTS CONSULTATIVE COMMITTEE UPDATE



The TCC Supported Living LD meeting has been postponed until the New Year.

Meanwhile the TCC Sheltered Housing meeting was held at Christophers on Friday 9<sup>th</sup> December 2011.

Tenants were asked to review the annual satisfaction survey that East Boro use, comparing East Boro's in-house survey to the national, standardised STATUS survey.



In the past the STATUS survey was disliked by some tenants, although last year we had to use the STATUS survey to comply with our regulators. However, this year, use of the STATUS survey has now become optional, although is still recommended to enable East Boro to benchmark its performance against other housing associations.

Tenant Reps were presented with a revised version of the in-house East Boro survey which incorporates the STATUS questions (so we can compare to other housing associations) but is in a more user friendly format. Tenants Reps commented on the survey and overall approved its use for this year's annual satisfaction survey. Also at this meeting Tenant Reps discussed satisfaction with Signpost Services.

Meanwhile we're pleased to welcome new Tenant Reps Olive Lunney, who will join Mike Hunter in representing Bartley Court/East Borough, Norman Dunford who will represent Cecil Court, plus Diane Bryant and Margaret Queripel representing Johns.

### CALLING ALL TENANTS...

Want to tell us what you think about your scheme, the repairs service, your support service, social events and more?

Why not become a Tenant Rep for your scheme and represent your fellow tenants?

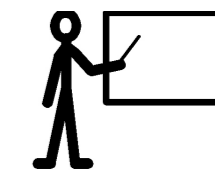
We meet four times a year and can offer to cover your travel costs to and from meetings.

If you would like to get involved please phone Emily Cambrook, Communications and Tenant Liaison Manager, on 01202 883503.



THE BORO NEWS IS ALSO AVAILABLE ON AUDIO CASSETTE. IF YOU WOULD LIKE ONE OF THESE TAPES PLEASE CONTACT THE OFFICE.

## HOUSING NEWS



Housing News is the section of Boro News which aims to bring you top news from the housing sector or details of East Boro performance statistics.

### TENANTS CONFERENCE

#### - SHELTERED HOUSING -

The Annual Tenant's Conference (Sheltered Housing) was held in November at Allendale House, Wimborne and we were pleased to have such interest from tenants with all ten sheltered housing schemes represented!

To recap for those that missed it, the afternoon began with a welcome by Chief Executive Kevin Hodder including a mention of economic conditions affecting the Trust's day to day business operations as well as an overview of the Trust itself over the past 12-18 months. Tenants had the opportunity to then ask questions of Kevin and the Trust's Department Managers before moving onto group discussions on four topics chosen by the Tenants Consultative Committee; planned maintenance, volunteering, inter-department communication and sheltered housing support services. Feedback to main points raised are detailed below/overleaf, these are mainly items needing attention/comment but we'd like to thank you for all your positive comments too!

#### YOU SAID...

- Made practical suggestions about how the Trust might accommodate changes needed in the sheltered housing support service as a result of changes to local government funding. Suggestions included reducing the number of daily visits/face to face contact, based on need to introducing more peer-to-peer support and use of [trained] volunteers.
- Will future planned maintenance include outside properties as well as inside, such as pathways?
- How is the 2011/2012 £7500 digital TV spend made up?
- How is the 2011/2012 £21500 re-decoration spend made up?
- You weren't always sure who to contact in an emergency.
- There are still times when it's difficult to get through to the Trust by phone.
- On one or two occasions you weren't happy with the response by Signpost Services when you had a maintenance emergency.

...continued from page 3



## HOUSING NEWS continued

### WE DID...

- Suggestions received about support services will be considered by the Board of Management in their discussions/implementation of any changes.
- Yes, within the planned maintenance budget there is an allocation of funds for external maintenance such as pathways, gutters, fascias, tarmac-ing etc. The timescale of any work is determined by a stock condition survey to prioritise need and safety over desirability. Please remember allocation of this money must take into account all housing schemes.
- The £7,500 digital TV spend includes digital aerial replacements across all schemes that need upgrades and, where required, digital boxes for tenant's TVs. This includes purchase and installation.
- The 2011/2012 £21,500 re-decoration spend is across flats at various schemes as well as complete re-decoration works at Longfleet Lodge, Pergins, Ashmore House and soon to be Boro House.
- In an emergency you always have your Careline to hand if you need advice or medical assistance. For maintenance emergencies East Boro contract out of hours work to Signpost Services. Don't forget details of who to contact in an emergency are always included in this newsletter but if you're unsure, use Careline and they will help.
- Like any organisation East Boro has its busy times, 9am on Monday morning for example! Staff do their best to answer your calls as quickly as possible and at peak times you may need to hold on the line. There are four incoming phone-lines under the 883503 phone number with one receptionist to answer the calls. Remember, when you first get through to East Boro, if you let the receptionist know which department you need (e.g. maintenance) or which member of staff you'd like to talk to this will help speed things up for the next person calling in, which might just be you.
- Feedback regarding dissatisfaction regarding Signpost Services' handling of some out of hours emergency calls outs has been noted and we will keep their performance under review for the remainder of this financial year (until March 2012.) We will be reviewing the provision of this service and comparing alternatives during the Spring for the Tenant's Consultative Committee and Board of Management to consider.

**Thank you again to all those that took part in the Tenant's Conference. If you have any areas you'd like us to focus on next year please do let us know. Also, if you'd like a copy of the presentation given on the day, again, please let us know.**

## SOCIAL DIARY

**Social Diary is the section of Boro News that provides details of any upcoming social events at East Boro schemes or out and about, publishes any pictures of them and is your opportunity to make any announcements to fellow tenants.**

### MACMILLAN COFFEE MORNING

Tenants at Johns again took part in Macmillan's World's Biggest Coffee Morning fundraising efforts and raised a whopping £444.59. Well done to everyone!

### DAY TRIPS

The most recent trips included the annual Christmas festivities. Photos from all the Christmas events will be included in the New Year Boro News.

#### **Sheltered Housing tenants:**

This year tenants went to Athelhampton House for a festive lunch and look about parts of the House not normally open to the public. Greeted in the Great Hall before dining in the Coach House we hope tenants had a lovely afternoon.

#### **Supported Living Learning Disability tenants:**

The annual Christmas disco for Supported Living (East) held at Poole Ex Serviceman's Club earlier this month was a great success with the biggest turn out in memory! We hope you had a good time.

The annual Christmas disco for Supported Living (West) held at The Waverley Hotel was also a good night - we hope to print any photos in the New Year Boro News.

#### **Other Trips:**

Where would you like to go? Send a note into the office or phone and tell us your ideas...

### COMPETITION WINNERS

Congratulations to Mrs Phillips of Christophers, winner of the Autumn 2011 Quiz Time competition and to Mr Parsons of Pergins, winner of the word-search competition. See page nine for more competitions!

## GENERAL UPDATES

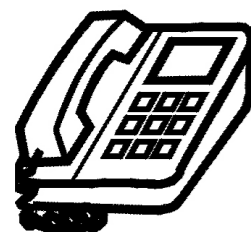
## CHRISTMAS MESSAGE



May I take this opportunity to wish every tenant a very Merry Christmas and a Happy & Healthy New Year.

As we look ahead to the New Year it is difficult to predict what European, National and Local Government directions will be and how even global financial events will impact on what we continue to now do so well. East Boro will continue to show that how we deliver services to, and support, vulnerable adults to live in their own homes in the community can be done efficiently and effectively. We will strive to always demonstrate that we provide a first class service for extremely good value in an effort to achieve high level customer satisfaction. Our constant mission is to satisfy our customer! 2011 has been a challenging year. 2012 will be equally challenging, if not more so. I feel sure we will continue as an organisation to evolve and adapt to meet and take on the challenges put in front of us. May I repeat my best wishes to you and your family for the festive period as we prepare for what I hope will be a happy and successful 2012.  
Kevin Hodder, Chief Executive.

## OUT OF HOURS SUPPORT



**SHELTERED HOUSING:** Don't forget all sheltered housing properties have a Care Line to provide emergency response at the touch of a button. The East Boro Reassurance Service is also available from 5pm to 9am Monday to Friday, and 2.30pm to 9am Saturday, Sunday and Public Holidays. **East Boro's Reassurance Line is 01202 888584.**

**SUPPORTED LIVING - LEARNING DISABILITY:** Don't forget all Supported Living properties have a Care Line to provide emergency response 24 hours a day. Outside of your direct support hours you can also phone the East Boro office, Monday to Friday, 9am to 5pm. Remember, in an emergency use your Care Line!

## OUT OF HOURS MAINTENANCE

### FOR CATEGORY 1 EMERGENCIES ONLY

**OUT OF HOURS EMERGENCIES: Signpost Services: 07977 014950**

**OUT OF HOURS GAS EMERGENCIES: Signpost Gas Services: 07977 014343**

**PLEASE REMEMBER** only category one emergencies require out of hours call out. All other repair needs should be reported to either the East Boro office, a Sheltered Housing Warden or a Support Worker. A copy of East Boro's Right To Repair Scheme Policy can be obtained from the Office on request.

## CHRISTMAS OPENING TIMES

### FOR OFFICES AND MAINTENANCE SERVICES



The week leading up to Christmas will be a normal working week. Thereon in times are as follows:

Saturday 24<sup>th</sup> December - Christmas Eve \_\_\_\_\_ CLOSED  
Sunday 25<sup>th</sup> December - Christmas Day \_\_\_\_\_ CLOSED  
**Monday 26<sup>th</sup> December - Boxing Day Bank Holiday \_\_\_\_\_ CLOSED**  
**Tuesday 27<sup>th</sup> December - Bank Holiday \_\_\_\_\_ CLOSED**  
**Wednesday 28<sup>th</sup> December \_\_\_\_\_ OPEN 9am - 4pm**  
**Thursday 29<sup>th</sup> December \_\_\_\_\_ OPEN 9am - 4pm**  
**Friday 30<sup>th</sup> December \_\_\_\_\_ OPEN 9am - 4pm**  
Saturday 31<sup>st</sup> December - New Year's Eve \_\_\_\_\_ CLOSED  
Sunday 1<sup>st</sup> January 2010 - New Year's Day \_\_\_\_\_ CLOSED  
**Monday 2<sup>nd</sup> January - Bank Holiday \_\_\_\_\_ CLOSED**  
**Tuesday 3<sup>rd</sup> January \_\_\_\_\_ Normal Hours resume**

The Trust Sheltered Housing Support Service (including the Reassurance phone-line) and Learning Disability Support Service will be provided throughout the holiday period at all Housing Schemes.

For maintenance emergencies (category one only) please contact the usual out of hours service provided by Signpost - see page six of this newsletter for the contact phone number.

When Faulkner House Head Office (Wimborne) is closed you can leave a message on the answer machine for non-urgent matters. Messages will be picked up on the next working day. In case of emergencies please use your CareLine - Magna CareLine will be in operation as normal throughout the Christmas period.



*We wish you a very Happy Christmas with Best Wishes for the New Year!*

*from East Boro's Board of Management and entire staff team.*

## GENERAL UPDATES

## ALLOTMENTS SCHEME



East Boro has several allotment spaces in the Kingston Lacy Growing Spaces scheme.

Do you like gardening but don't have any outside space?

Have you ever wanted to grow your own vegetables?

Are you green-fingered but have no room to play?

As an East Boro tenant use of the allotment space is free! Located by the Old Kitchen Gardens at Kingston Lacy, Wimborne, the allotments really are in great surroundings. There are tools you can use on site if you don't have your own, just book these when you want to go. Help with transport to and from the allotments may also be available. If you want the opportunity to grow your own fruit and veg, mingle with other allotments holders and join in the allotment social events please contact Emily Cambrook, Communications & Tenant Liaison Manager, at the Trust office for more information. Or just mention to your Sheltered Housing Officer or Support Worker you'd like to sign up for an allotment and I'll contact you.

## COLLEGE COURSE SUCCESS

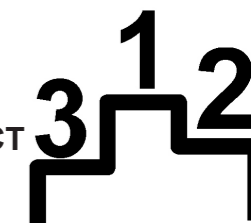
Supported Living Learning Disability tenants Samantha Potter, Dave McArthey, Laura Oakley, Keith Inch, Benjamin Worley, Paul Damen and Victoria Waller were awarded a Dorset Adult Education Certificate of Attendance for successfully completing an 'Income and Expenditure' course. Well done to all! The course is part of a support programme for first tenancies and looked at personal budgeting, money management, living on a restricted budget, developing skills for independent life; takes a closer look at living independently, the tenancy agreement, rights and responsibilities and developing skills for coping in problematic situations. A new unit based around recipe writing and practical cooking is starting next term, with hopefully a few more students joining the course.

## EAST BORO STAFF UPDATE

East Boro uses Boro News as a way to keep you up to date with any changes to the East Boro staff team. Since the Autumn edition there have been no new additions to the team although some of you will have now met Andy Tanswell, who works in our Always Help at Hand Service, who has been covering some Sheltered Housing Service warden duties. You may notice some different faces at East Boro as we temporarily utilise existing staff in new roles to make efficiencies. We will issue up-to-date key contacts in the New Year. Meanwhile we bid farewell to Relief Support Workers Steven Keegan and Maria Powell, Support Assistant (Weymouth) Anne Williams and Relief Support Assistants Ruth Dempsey and Lyn Arlow, Receptionist Andrea Katz and to Receptionist & Communications Assistant Ann Ward.

## COMPETITIONS

COMPETITIONS CAN ONLY BE ENTERED BY EAST BORO TENANTS. ONE CORRECT ENTRY WILL BE SELECTED FROM EACH COMPETITION TO WIN A £10 PRIZE.



**WORD SEARCH:** NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

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

WORD SEARCH  
'Winter Warmer'

Advent  
Baubles  
Crackers  
Frost  
Holly  
Icicles  
Ivy  
Mince Pie  
Mistletoe  
Pantomime  
Snowman  
Tinsel

**QUIZ TIME:** NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

Q. IN HANS CHRISTIAN ANDERSEN'S TALE, THE UGLY DUCKLING GREW INTO WHICH FINE BIRD?

A. \_\_\_\_\_

Q. WHICH ACTRESS PLAYED THE PART OF SANDY IN THE 1978 FILM GREASE?

A. \_\_\_\_\_

Q. WHICH COUNTRY SUPPLIES LONDON EVERY YEAR WITH THE CHRISTMAS TREE THAT STANDS IN TRAFALGAR SQUARE?

A. \_\_\_\_\_

Q. WHO WAS THE AUTHOR OF THE BOOK 'THE SNOWMAN' LATER TURNED INTO AN ANIMATION?

A. \_\_\_\_\_

Q. THE OIL OF WHICH SPICE IS TRADITIONALLY USED AS A CURE FOR TOOTHACHE?

A. \_\_\_\_\_

Q. IN CHARLES DICKENS BOOK 'A CHRISTMAS CAROL' HOW MANY GHOSTS VISIT SCROOGE?

A. \_\_\_\_\_

PLEASE RETURN YOUR ENTRIES DIRECTLY TO THE OFFICE OR VIA YOUR SUPPORT STAFF BY 29TH FEBRUARY 9