

EXTRAORDINARY PEOPLE, EXCEPTIONAL COMMUNITIES

TRIDENT

TALK

2020/21



COVID JABS IN THE COMMUNITY

See page 3

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Trident Group



WELCOME FROM JOHN MORRIS

Welcome to our annual edition of Trident Talk magazine, where you will get to read key highlights from across Trident Group over the past 12 months.

There is absolutely no doubt that Trident Group faced challenges in 2020 that we would previously never even have thought imaginable. Like never before, COVID-19 put a focus on the importance of our homes, as well as demonstrating the value of our care, support and community services for those most vulnerable.

It has also shone a spotlight on the value of our staff members who have continued to deliver vital services during the pandemic. Where most of our peer organisations shut their

office doors to the public, ours have remained opened throughout three national lockdowns. Our colleagues have acted as community anchors, supporting some of the Midlands' most vulnerable people by delivering food and medicine and carrying out well-being calls.

Where Trident Reach's care services saw them battling to keep the virus at bay and come to terms with a new way of working with Personal Protective Equipment (PPE), our Homeless Services across Birmingham raced to find all the rough sleepers on our streets to ensure they had accommodation so that they would not be at risk of firstly catching the virus themselves, but also passing it on to others. In both situations, we were triumphant.

Due to our relentless service provisions, we have been commended by not only local authorities but also our commissioners.

Our service provision went one step further when in January 2021 our extra care village in South Derbyshire, Oakland Village, became an NHS vaccination site, offering lifesaving COVID-19 vaccines to a community that was isolated from other vaccination hubs in the region.

At every point where COVID-19 posed a challenge, we at Trident Group overcame it and persevered, which is what the contents of this year's annual magazine will reveal.

Within this issue you will see not only how our services adapted to the pandemic but also how you, our residents have adapted to it too. You will also learn how we are continuing to re-energise resident and customer engagement and the vital work being done by not only our colleagues but also the vital participation led by our residents in ensuring all our work is signed off by them, for them.

There is also important information relating to your rent payments and the launch of our new Tenancy Sustainment Service. With the pandemic still unfolding, even after a year later, we know some of our residents may be finding it hard to keep up with their rent payments. If this is the case, please reach out to your dedicated Housing and Income Officers who will offer you vital support to ensure your tenancy is not at risk.

Where 2020 saw us reel from the destruction that COVID-19 has caused the entire world and how we had to adapt to it very quickly, 2021 will see us work within the confinements of a new way of working. Later this year will see us come out of our self-imposed sabbatical to start building more homes across Telford and Derbyshire, and we look forward to sharing more news of this in due course.

It is inevitable that 2021 will bring with it challenges for the Group, but we look forward to working with residents, customers and staff alike as we embark on this journey together.





TRIDENT CARE VILLAGE FORMS FOCAL POINT FOR COMMUNITY COVID JABS

Oakland Village, South Derbyshire

“As an older person I am looking forward to having the vaccination so that I can get out and about, so I can see my friends and family. I am happy it’s taking place at Oakland Village, so I don’t have to use public transport to go anywhere else to be vaccinated.”

Resident

Patients who are registered with a GP practice in Swadlincote, Derbyshire, have now started to receive invitations for the Covid-19 vaccination at Trident Reach’s Oakland Village.

Oakland Village, a purpose-built extra care scheme in Swadlincote aiming to help its residents live life to the fullest, was identified in early January 2021 as the best location to roll out community-based vaccinations in South Derbyshire.

Patients that are eligible to receive the vaccine, as part of the government’s target to inoculate up to 15 million people in the most vulnerable groups by February 2021, were notified by their GPs from five local surgeries who are working collaboratively to vaccinate

people within the area. These surgeries are Woodville Surgery, Gresleydale Health Centre, Newhall Surgery, Swadlincote Surgery and Heartwood Medical Practice.

Husband and wife, Wilfred and Sheila Greaves, were two of the first Oakland Village residents to receive the vaccine on Saturday, 16 January 2021. Before receiving the vaccine Wilfred said: *“It gives us hope to see everyone we love and the public again, even if it’s during our regular coffee mornings which I’ve missed.”*

Elaine Oughton, Scheme Manager of Oakland Village, upon seeing the delivery of the Pfizer vaccine and being present during the first round of vaccinations said: *“This*

is a great achievement for me and the team as we have all worked very hard to ensure that Oakland Village is fit-for-purpose and accessible to our community. The pandemic has really affected the commercial side of our venue so we know that with the commencement of the community vaccine programme, it will be beneficial to the whole community and to us here at Oakland Village to get



MAKING HOMES WARMER AND MORE EFFICIENT

Trident Group kick starts 'Project Carbon Zero' with a £5,000 saving

Trident Group's Technical Services department have introduced 'Project Carbon Zero' amongst their housing stock to ensure their properties have better Energy Performance Certificates (EPC).

When a home is built, sold or rented in the UK, it needs an Energy Performance Certificate (EPC). This shows you how much a building will cost to heat and light, what its carbon dioxide emissions are likely to be and what improvements you can make to improve its energy efficiency.

An EPC rates a property in bands from A (most efficient) to G (least efficient) and is valid for 10 years from the date it's issued.

'Project Carbon Zero' sees Trident Group working on properties that have an EPC rating that is below a C. By understanding the needs of the residents, their expenditures and also inspecting the property, the project aims to save residents on their fuel bills.

The project was kickstarted by reviewing a property in Springfield Lane, Rowley Regis, that had an EPC rating of an F but had the potential to be increased to a rating of a B.

Working in conjunction with Zing, an organisation that offers affordable energy provisions by seeking the correct energy grants to keep tenants' bills low, engineers were able to remove the existing

electrical heating in place and install a mains gas central heating system in the property. In addition, they carried out an installation of a Solar Photovoltaic System, a renewable energy technology which transforms the energy from the sun into electricity using photovoltaics.

All the works carried out were enabled by accessing The Energy Companies Obligation (ECO), a Government initiative and domestic energy efficiency programme, established to provide low-income households with financial support towards the installation of energy efficiency measures. By accessing this type of funding, it made a saving to Trident Group of £5,000 whilst ensuring the properties' EPC rating improved drastically and allowing the residents to make a future saving of £1,494 across 3 years.

These installations have now provided those living at the property with a modern and efficient heating system, providing comfort and warmth which is a crucial factor in a place you call home. In addition to this, the average unit rate for electricity is around 4x that of gas, and the residents will now be feeling the benefit of their lowered heating costs, allowing them to put their savings towards the more important things in life, rather than paying an increased heating bill.

Trident Group's project will now see the same investments and upgrades across its housing stock, ensuring residents reap the benefits of upgraded systems as well as lowered energy bills.



REFLECTIONS FROM LOCKDOWN LIVING

We asked Anne James, one of our longest standing residents and an active member of various Trident Group Forums how lockdown had affected her, and what she'd been up to...



RESIDENT — ANNE JAMES

What have I been doing during lockdown?

Prior to it (as a retired person) I was beginning to wonder how I had found time to go to work. I was busy as a member of the pastoral and healing team at the Cathedral Church of St Philips. This meant visiting those persons who, for whatever reason, are unable to get to church. There was the weekly 'Dance to Health' exercise group in Ladywood, and most importantly, regular time with my adored family.

Then in March 2020 it all stopped. The first few weeks felt like a holiday – without the change of scenery - then reality set in. I decided I had to keep my mind occupied and exercise as regularly as possible. This has been achieved in various ways. I have continued the Dance to Health programme and walked approximately 20 minutes a day - weather permitting.

Painting and drawing is something that I have always loved doing, but over the past couple of years has taken a back seat. I eventually

picked up my brushes, paint and paper and you will see a few of my endeavours by this article.

I have also managed to venture into interior decorating, by sprucing up the woodwork in my kitchen and bathroom and also painting the ceilings.

Finally, I have been working alongside Trident Group with other proactively engaged residents, sitting on the Task and Finish groups, scrutinising their service standards, policies and Customer Charter.

It hasn't always been easy and there have been days I have found it difficult to get motivated. Being separated from loved ones for long stretches of time certainly does not help. Nevertheless, I managed to fill my days.

I hope you find this of some interest and that it may help you to see, that even in these challenging times, there is always something we can do.



THANK YOU!

CHRISTMAS KINDNESS IN RUBERY

Thanks to your generous donations, 60 families benefitted

Following a festive appeal in November 2020, Trident Reach's Deelands Hall Community Centre would like to thank everyone that donated and helped to raise in excess of £4,500 to help 60 struggling families in Rubery enjoy their Christmas.

Within 3 weeks, the local community centre received £2,740 in cash donations, donations of cleaning products worth almost £1,000, as well as wrapped presents and Christmas selection boxes to the value of £400. Morrisons in Rubery gave the community centre a further 15% discount when shopping for hampers which went on to equate to a saving of £375, giving the team a total of £4,515 in donations.

60 families on the Cock Hill estate received hampers of festive food, vital cleaning products and presents for children to open on Christmas day.

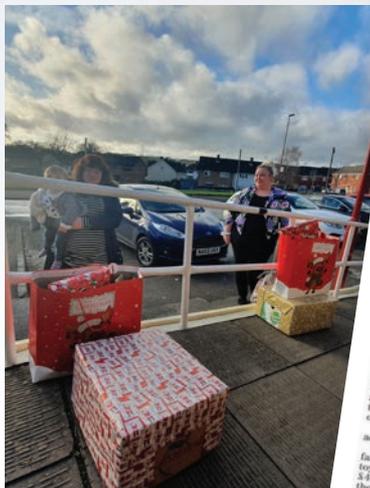
The government published official figures on childhood poverty across the country ranking individual neighbourhoods - small areas with a population of around 1,500 people. The survey was based on how many children aged 0 to 15 were living in income deprived families. That is those those families receiving income support, jobseeker's allowance, employment and support allowance, pension credit, certain types of universal credit, and some other benefits.

Rubery, an area of Birmingham, emerges as the 13th most deprived out of any of the 32,844 neighbourhoods in England. An estimated 305 of the 473 children in the area are living in poverty. In total, there are estimated to be more than 36,600 children in Birmingham aged 0-15 who are in the top 10% of the country when it comes to income deprivation.

Trident Reach manages the Deelands Hall Community Centre, which is situated in the heart of the Cock Hill estate in Rubery. In and around the estate, children are forced to miss school because they have no uniform, left with no toys because they're fleeing domestic violence and even sleeping on the floor as they have no bed to lie on. Now the coronavirus pandemic has left families with little or no money for essential cleaning products to keep their children safe from viruses, bacteria and germs.

Resident, Linda, on the estate said: *"I can't explain how totally gobsmacked I am by the hamper today, it means so much to me and I want to thank Bernie and everyone else who were involved with saving Christmas for so many of us. Bernie has worked so hard to*





understand everyone's needs and interacted with everyone. In such an awful year you have made such a difference to so many of our lives."

Another local resident said: "Bernie McFall and her team at Deelands Hall have pulled out all the stops to make not only Christmas but the end of 2020 more bearable. As a grateful member of the community and local resident of 20+ years, I wish to express my gratitude and appreciation for the generosity for the food hamper and cleaning products that I and my family have received.

I lost my job due to medical circumstances and am now unable to work due to ailments and ongoing medical issues. As a single parent who

had been in employment since leaving school, Bernie has helped me to sort out the benefits that I am entitled to, when I did not have a clue where to go or who to ask for help and advice.

What I really want to say is that Bernie and her team from Deelands Hall have already made 2020 a good year for me and my family. They've now ensured an enjoyable end to the year for us all by gifting us with a Christmas hamper and cleaning products to keep our homes coronavirus safe as possible."

*Special
THANK YOU!*

Bernie McFall, Social and Community Engagement Manager at Deelands Hall, and her team of volunteers would like to thank all those who donated individually to the cause as well as the following for their generous donations:

- Engie Construction
- Principal Hygiene
- Morrisons in Rubery
- Birmingham Harley Davidson Chapter
- Sally, Faye, Karen, Cherise and their families



ARE YOU STRUGGLING WITH MANAGING YOUR TENANCY OR YOUR HOME?

NEW TENANCY SUSTAINMENT SERVICE

We know, at times, things can be difficult and sometimes it's hard to see past your current situation. We recognise that some residents may find it hard to find the right source of information or support; or simply feel overwhelmed with worries and struggles. This is why Trident Housing Association is launching their new Tenancy Sustainment Service.

Tenancy Sustainment is a service designed to help Trident Housing residents who find it difficult to manage their tenancies, are facing homelessness, or require assistance because of their specific need or vulnerability. The service takes an individualistic approach to empowering and supporting residents to not only meet their tenancy obligations but also in fulfilling their personal aims, aspirations and preventing tenancy failures.

The aim of this service is to ensure all Trident Housing residents live successfully in their homes for as long as they choose to, meeting all tenancy obligations and avoiding any tenancy breaches or adverse tenancy ends.

The Tenancy Sustainment Service can help you with:

- All tenancy related matters and housing advice
- Liaising with internal services across Trident Group and external agencies, ensuring you get the right assistance
- Benefit advice
- Reducing your rent arrears and supporting you to ensure your rent is paid on time
- Offering advice on keeping your home in good condition

The service can also assist you in accessing support for:

- Mental health issues
- Domestic abuse
- Drug and alcohol dependencies or addictions
- Disabilities, aids and adaptations

Jay Gill, Head of Homes and Communities said: *"The new Tenancy Sustainment Service within the Homes and Communities Team has been created to empower and support residents to sustain tenancies and by doing so we want residents to maintain a good standard of living so they can fulfil their tenancy agreement and have a positive impact within their home and community."*

As we go through the pandemic, we will continue to see residents needing support as they grapple with mental health. We will do everything we possibly can to help our residents and our Tenancy Sustainment Service will play an integral part to help achieve positive outcomes."



For a referral into the service, please contact your dedicated Housing Officer by calling 0121 633 4633.



Trident Housing

PART OF TRIDENT GROUP

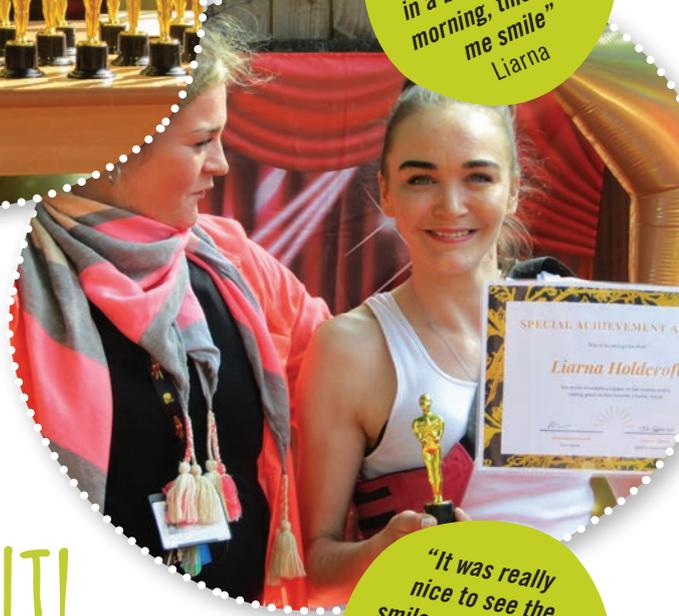
"This was wicked" Becki



"I'm so glad I came. I was in a bad mood this morning, this made me smile" Liarna



"It was amazing to see all the customers bonding and even for higher management to recognise the effort we put in" Kelly



"It was really nice to see the smiles on everyone's faces, it was worth all the hard work in the end" Daniel

CELEBRATING ACHIEVEMENT!

SUMMER BBQ AS REACH HOUSE CELEBRATES CUSTOMER AND STAFF ACCOMPLISHMENTS

Summer 2020 saw Reach House, a complex needs service in Erdington, host its first annual BBQ and awards ceremony to commemorate the accomplishments of both their staff and customers.

The annual event was created, by Support Worker, Naomi Minto, to give customers the opportunity to feel a sense of accomplishment and pride in themselves and their achievements. The event was an attempt to showcase to the only-female customers service that there is more to life and to who they are than their complex drug or mental health issues.

It was very challenging to attempt to host this event during the first lockdown and the service was forced to scale back their plans, which originally included the attendance of Birmingham City Councillor, Sharon Thompson, make-up artists and staff from other Trident Group services. Despite grappling with rules and restrictions around Covid-19, the service was able to pull off a fantastic event which was enjoyed by all in attendance. Customers were beaming from ear to ear as they accepted their awards (as were the staff!).

The service received great donations from local companies, which included: a luxurious red carpet, balloons, BBQ food and fizzy pop. Whilst customers enjoyed being the guests, service staff became dutiful waiters and waitresses, taking orders and serving food with a smile.

The event enabled everyone to bond even further, within a positive atmosphere.

The service is now looking forward to planning another event in 2021, ensuring that it is even better than the last.

"Thank you so much for putting this on, it's been amazing" Andrea



MEET SHELLY, ONE OF OUR FANTASTIC PURE TEAM MEMBERS



My name is Shelly and I work as an Intervention Worker for Trident Reach's PURE (Placing vulnerable Urban Residents into Employment) Project. We are one of 8 providers of this project in Birmingham. The project's aim is to support Birmingham residents to overcome their barriers and enable them to gain employment or engage in training to bring them closer to the workforce market.

I was new to the city last year and signed up to a different employability scheme myself, who linked me with my current role. So, I truly know first-hand the power of employability projects and the positive impact they have.

The different providers of the PURE project all have their own specialisms, and we all work to use these to support participants to overcome their different barriers. Trident Reach's focus is to support those that are homeless or at risk of homelessness.

This was a huge motivating factor when I went for the job. I have always been involved in charity work surrounding the homelessness. I am passionate about helping those that face this particular hardship. Since moving to the city, I have been volunteering with a voluntary organisation called HOPE in Birmingham, who provide street outreach on a Sunday evening in Birmingham city centre. I believe at times we are all guilty of taking for granted our circumstances; a job we enjoy, a roof over our head, money in the bank, food in the fridge, a car and much more. I always remind myself and others that we are all

only one or two steps away from homelessness ourselves.

2020 has definitely shown how easy it is to go from a position of comfort and security to one of despair and hopelessness very quickly, through no personal fault.

This pandemic has tested us all and forced us to adapt and overcome challenges we couldn't have comprehended at the start of 2020.

The PURE Project is an amazing opportunity to engage with people who have become a little disconnected from support networks. Most of my participants are extremely vulnerable. As Intervention Workers we are able to get out into the community, and chat with people where they feel comfortable. I visit a lot of Trident Reach's supported accommodation properties to offer one-to-one tailored support for customers who are temporarily housed. I find meeting people where they feel safe is a huge part of the success of interventions. It also removes the barrier of travel costs, something most of my participants face.

Many of those I meet in our supported accommodations are not only tackling housing issues. A lot of people have come through or are still experiencing difficult times involving drug and alcohol addiction, domestic abuse or criminal convictions. Everyone has a story to tell and the way the PURE Project functions means I have the time to sit with people to get to know them. It is only by understanding participants individual

journeys that I am able to help support them in the right way. It also enables me to refer them to other support agencies for the additional help they may need.

I also run job clubs, that have a focused but informal approach to encourage people to look at courses and local job opportunities and help prepare them for getting into work. In these sessions I cover CV writing, interview skills, personal strengths and skills awareness activities, working in a team, skills development and more.

COVID-19 has meant we have had to adapt the way we do things. During the first lockdown I was redeployed within Trident Reach's Domestic Abuse Services. I used this opportunity to engage with the women residing in the refuge and got them involved with the PURE Project. Training providers started running virtual courses which meant participants could still learn whilst staying at home. I was able to support them to stay connected and helped prevent them from feeling any further isolation.

All interventions are now socially distanced using the necessary PPE. This has been tricky with some of the more vulnerable people I work with as the additional barriers they are facing mean wearing masks and keeping a distance is more challenging.

I believe the PURE Project is a vital service for the people of Birmingham. It isn't just because of the tailored support that Intervention Workers can give individual participants, which is a key benefit.



I feel the most rewarding and most important thing is seeing the impact the support has.

When a participant gets into paid employment, their whole life changes for the better. They have renewed purpose, something positive to focus on and the start of stability. They are able to be more financially secure and support themselves and often their family as well. If they are in temporary supported accommodation it means they can now afford to have their own tenancy, possibly sharing with friends.

If they go into training and start attending a course, it builds routine and helps them establish consistency. It boosts their confidence and self-worth. I had a participant recently who I supported to get into training. He had a few hurdles and setbacks along the way, but he managed to get to a point where he attended college to achieve his CSCS card (Construction Skills Certification Scheme), a requirement to gain entry and to work on the majority of UK construction sites. He turned up regularly and on time and sat his health and safety test but failed. I was worried that this would discourage him, but his motivation and self-belief had improved so much from when we first met that instead of getting down about it and quitting, he reached out to me and asked for some revision material. I was able to give him some construction health and safety booklets and he spent the entire weekend before his retest, reading and revising all the topics he had struggled with. He called me to tell me he passed the retest with almost full marks. He was over the moon, and was so proud of his own achievements, as was I.

This is why I do what I do. When I get those phone calls or the moment the participant gets good news about a job interview, it makes it all worthwhile. Their face when somebody gives them a chance and believes they are worth taking a chance on is priceless. As heart breaking as this is, for some it is the first positive experience they have ever had. It is the first time they have been accepted somewhere or successful at something and its powerful stuff.

Empowering them to better themselves and overcome their barriers is often very tricky, but when it happens it is extremely rewarding.

**REAL
STORY**



ALCOHOL

CHANGE^{UK}

ENCOURAGING OTHERS TO SEEK HELP

What Alcohol Awareness Week Means to Tony Kelly

My name is Tony Kelly and I am a Support Worker with Trident Reach's Homeless Services. What some of you may not know about me is I am a recovering alcoholic. I have been living my life 1 day at a time for the past 13 wonderful years. Each year, Alcohol Awareness Week (organised by Alcohol Change UK) allows me to share my story in the hope of helping others.

Prior to this I rendered myself homeless on many occasions due to my love affair with alcohol.

"During my life and upbringing, the norm was for everyone to drink so I drank, what I never realised is that 1 drink would never be enough."

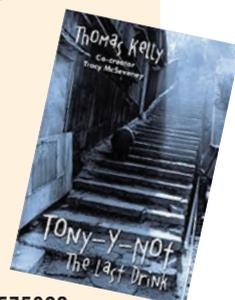
This resulted in quite a colourful past, cheating, stealing, lying which sent me to too many places I never intended to be. This introduced me to detention centres, borstals and prisons.

Now I go back to these places to share my experience of strength and hope, offering a mind-set that if I can do it, anybody else can do it. In my personal case, I'll be truthful, I had to ask for help and to this day - still do.

In comparison to how I was, I feel like I have been given a new lease of life after learning to love myself and accepting my flaws. So, my message to you is that:

"the truth shall set you free and you'll learn to really live a life free from the shackles of alcoholism – one day at a time like me."

To help fellow people struggling with alcohol addiction, Tony wrote a book in which you will experience, through reading, the humility, the tears, and the joy of his journey and being accepted back into the world he was trying to escape from.



You can purchase this book from:

Amazon: www.amazon.co.uk/Tony-Y-Not-Last-Drink-Thomas-Kelly/dp/1452575320

Waterstones: www.waterstones.com/book/tony-y-not/thomas-kelly/9781452575322

REAL STORY

partially supported me. I had my child with my mother by my side. This was stressful as I could not reach him even at a time like this.

It was around a year after I had had the baby that we decided to give our relationship another go.

Everything again was fine for the first three months then the mental torture started again, and shortly after so did the violent outbursts. The violence was now worse than I had ever experienced, and he was very easily triggered. Everything that went wrong was of course my fault. I could not do anything right; nothing was ever good enough for this man.

I was slowly breaking down from the amount of abuse I was enduring. I believe in the space of two weeks my head had been split open three times, I was accused of doing things I would never dream of doing.

Enough was enough, I had no choice but to leave. I was sure I would die in this relationship if I didn't. I was being portrayed as a completely different person to my family and friends. I then found out this man was even recording me in my own home!

NOW



I left with the help, and a push, from the people who saw what was really happening when the situation became apparent. How could I have possibly put up with this amount of abuse, lies or even half of the betrayal I had gone through over fifteen years with this man? Why did I put up with so much? Even though I had been through so much, I still felt very guilty and sad to leave. My life was not good, but it was my life and had been all I'd known for many years.

That life now seems so far away. I have been in Trident Reach's refuge for ten months now and I'm forever grateful for the safety it has provided us. My older children are living with a relative due to the age restrictions within refuges.

Some of the content on this page can be triggering for those who have gone through or are still going through a domestic abuse situation.

PLEASE REMEMBER YOU ARE NOT ALONE!

If you are in an emergency, please call 999. Alternatively call our Domestic Abuse Services on **0800 111 4223** today, to get confidential advice and support.

So, my journey still goes on until we are one day all settled as a family again. I am however able to rebuild now and I feel like a different woman to the one who came to the refuge ten months ago. My confidence is growing, my health is so much better and most important of all I have beautiful relationships with my children, now we are free from the abuse.

My journey continues, my future in the distance looks brighter than ever. Coming into refuge can be challenging as you leave most of what you own behind, also good friends and homes. But you will leave here with so much more, from the peace and safety provided by the refuge and its staff.



LET'S TALK RENT!

The Government has currently paused all eviction enforcement action due to the ongoing pandemic and everyone placed under a national lockdown. However, it is essential that you have a rent payment agreement in place to prevent any necessary action being taken against you when the Government lift the ban on eviction enforcement.

Trident Housing understands the pandemic has adversely affected some of our residents and customers finances. If you have experienced changes, it is important that you let us know.

Remember despite the disruption to our lives, your rent is still due each week, on a Monday, in advance. Our specialist Income Officers are still here to help, ready and prepared to support you. Contact your Income Officer by telephone or email if your rent payments are or might be affected; or you are worried about rent payments. We usually find that regular contact and talking to us is the key to keeping your rent account in order.

WAYS TO PAY

We encourage our customers to pay by direct debit which is the most convenient way to pay your rent, particularly during the pandemic as it is contactless. You can pay your rent by:

DIRECT DEBIT

The easiest and most convenient way to pay your rent. Call us on 0121 633 4633 and we can help set this up this for you over the phone.

STANDING ORDER

You can arrange to set this up with your bank to pay Trident Housing directly from your account on the dates agreed within your tenancy agreement. Your Income Officer will have all the details you need to set this up.

ALLPAY PAYMENT CARD

You can use your Allpay payment card to make payments to your account directly. These cards are accepted at all Post Offices and stores who display the PayPoint or Payzone signs.

DEBIT CARD

Your Income Officer can take debit card payments during office hours, which are Monday to Friday between 9am - 4pm.

ONLINE

Log on to Allpay at www.allpay.net to make an online payment 24/7.

CHEQUE

Payable to Trident Housing Association at 239 Holliday Street, Birmingham, B1 1SJ.

CASH

Payable at Trident Housing Association at 239 Holliday Street, Birmingham, B1 1SJ. Please do not post cash.

WHO TO TALK TO...

MAVIS COFFIE

South Patch
07551 573 077
Mavis.Coffie@tridentgroup.org.uk

JOHN PEXTON

Central Patch
07778 595 864
John.Pexton@tridentgroup.org.uk

RACHEL CRISPINO

Outskirts Patch
07795 496 678
Rachel.Crispino@tridentgroup.org.uk

DYANE DEBLABY

North Patch
07917 894 056
Dyane.Deblaby@tridentgroup.org.uk



There have been a number of changes to benefits in recent months. If you are unsure what financial assistance you are eligible for, please use the following online tool:
www.entitledto.co.uk/benefits-calculator

If you are unsure who your Income Officer is, please call us on **0121 633 4633** or email the Income Team on:
IncomeManagement@tridentgroup.org.uk

**WE'RE
HERE AND
READY
TO HELP**

WHY GET INVOLVED WITH RESIDENT ENGAGEMENT?

Working with our residents and customers to understand their needs so that we can continually improve our service is paramount. Therefore, engagement – opportunities for formal feedback and discussion with our residents and customers, is key, and the Resident Engagement Team strive to encourage and provide opportunities for residents to get involved.



Jayne Wilkinson

WHAT'S INVOLVED? - JAYNE'S STORY

We caught up with Jayne Wilkinson, a Trident Group resident for over 20 years. Living in Sandwell, Jayne works part time in a call centre and previously worked within retail for 20 years. A former councillor, Jayne has chaired several community groups and is currently very active within the voluntary sector.

My family and I have lived in Oldbury as Trident residents for many years, we first moved onto the estate back in the late 1980's, over the years there have been many changes on our estate but one thing that has remained constant is that the home we live in has always been a great place to live and bring up our family.

I personally get involved with resident engagement and have done so for many years. I think it's important as a resident to have a say and influence the services that are run to ensure our homes are of a standard expected from a social landlord, I'd encourage other residents to do the same. Trident Housing offers all residents an opportunity to get involved with Resident Engagement and Clinton Simmons, the co-ordinator, has been a great support in my resident engagement journey. We get involved in 'scrutiny' which involves discussing Trident policies and procedures. Everything ranging from complaints procedures to discussions and ideas on how to make our estates not just a property to live in, but a place to call home. I hope in the coming years that my resident engagement activities have shaped and developed the housing association strategies and policies.

Being involved has not only had a positive impact on my resident experience but hopefully helped other residents from my influence made as a resident engagement participant.

HAVE
YOUR SAY

HELP MAKE
CHANGE FOR THE BETTER

Can you tell us why, as a resident, you wanted to get involved in working with Trident Group?

"I felt it was important to engage as a resident with Trident Group and saw resident engagement as a way of connecting with my landlord directly. I enjoy the work of being involved with shaping the services delivered to me as a resident. I believe the experience to be a positive one and it has provided me with an insight to the inner workings of the organisation, its structure and how it supports its tenants and residents."

What have been the most enjoyable aspects of resident and customer engagement?

"Meeting other residents from other sites. Over the years I have been actively involved with resident engagement and have taken advantage of support, training and development opportunities on various resident forums. I particularly found training around scrutiny of the Group's policies and procedures most interesting to work on."

And the most challenging?

"To be fair I've not found anything too challenging as Trident Group's Engagement Team are really supportive and are able to recognise and offer all their expert support to resident engagement groups that are set various interesting tasks and projects to get involved with."

What would you advise somebody to do if they were thinking about getting involved in resident and customer engagement?

"I'd recommend they contact the Group's Engagement Team to discuss how they could get involved and signpost them to their website. I'd also suggest

they contact Clinton Simmons, Customer and Partnership Liaison Officer, who will be able to support their interest in getting actively involved with resident engagement."

Some residents may feel it would take up too much time. What would you say to them?

"I'd say although you have to invest some time, it would be worth the investment. With resident engagement you can get involved in many ways – it could be as little as completing surveys through to being extremely active, by attending resident and customer forums and/or scrutiny review panels that influence the Group's policies and procedures. So, there will be something for everyone to get involved in, that can fit around the time spare you have to give to it."

What do you think residents can achieve in the next 12 months by working with Trident Group?

"If residents actively engage with Trident Group, it enables an opportunity to build a close working relationship with the organisation whilst allowing the Group to understand both the positive and negative impacts their policies and services have on residents and customers. The partnership will give an insight into how to shape service delivery and evolve working practices to make improvements to enhance the quality of life in all our homes."

TELL US HOW WE
CAN IMPROVE

INFLUENCE
NEW POLICIES

GET
INVOLVED!

If you'd like to help influence how things are done at Trident Group contact:

Clinton Simmons, Customer and Partnership Liaison Officer
0121 633 4633 • clinton.simmons@tridentgroup.org.uk

KEEPING OUR BUILDINGS AND TENANTS SAFE

Our Response to the Charter for Social Housing Residents – Social Housing White Paper



Following the deaths of seventy-two people after a huge fire engulfed Grenfell Tower in 2017, the housing sector has been on a journey to improve building safety, facilitate the voice of the tenant in making decisions and encouraging partnership work in manging how services are delivered.

After significant activity in the last 3 years, landlords must now consider how properties are managed, what recourse tenants have if they are unhappy with the state of their property and the services they receive and how they can best work in partnership with their residents.

In November 2020, the government published its Social Housing White Paper which sets out reforms to provide better opportunities to resolve issues, improve regulation and improve quality in social housing.

The White Paper covers 7 important topics:

1. **Guaranteeing building safety**
2. **Encouraging good landlord performance**
3. **Improving the handling of complaints**
4. **Holding landlords to account**

5. **Strengthening resident engagement**
6. **Ensuring good quality homes and neighbourhoods**
7. **Supporting home ownership**

Prior to the launch of the White Paper, Trident Group has already acted on some of the topics identified above:

- The Complaints Policy and Procedure has been revised and reviewed by a resident led Task and Finish Group
- A new Complaints Review Panel will be responsible for monitoring and reviewing complaints received by Trident Group
- Residents have played a prominent role in producing our Customer Charter, a commitment by us to deliver against

6 promises on improving services and relationships with our residents and customers

- Residents have also played a key role in producing a newly updated Resident and Customer Engagement Strategy and action plan to map out and deliver resident engagement across the organisation

The latest response to the White Paper will see the Head of Homes and Communities, Jay Gill, produce and deliver activities against the 7 topics. Trident Group is working hard to make a difference and ensure that residents and customers are involved every step of the way.

If you would like further information on The Charter for Social Housing Residents – Social Housing White Paper or would like to know more about our engagement activities and take part, please contact Clinton Simmons, Customer and Partnership Liaison Officer on 0121 6333 4633 or email clinton.simmons@tridentgroup.org.uk

COULD YOU HELP US RECRUIT NEW STAFF?

To further our work with integrating our residents and customers with our services, we're looking for residents and customers who are interested in helping us with our recruitment activities for prospective new staff who join Trident Group. Training will be provided to help individuals understand the part they will play and how they can contribute to this important business process.



If you are interested in this new initiative, please contact our Customer and Partnership Liaison Team on 0121 633 4633.





SUPPORTING OUR TROOPS

TRIDENT GROUP PROUDLY
SIGNS UP TO THE ARMED
FORCES COVENANT



PROUDLY
SUPPORTING
THOSE WHO
SERVE.

Trident Group is delighted to announce that it has signed the Armed Forces Covenant, a commitment to support reservists and veterans in our employment, as well as encourage those who serve, or have served, into employment with the Group.

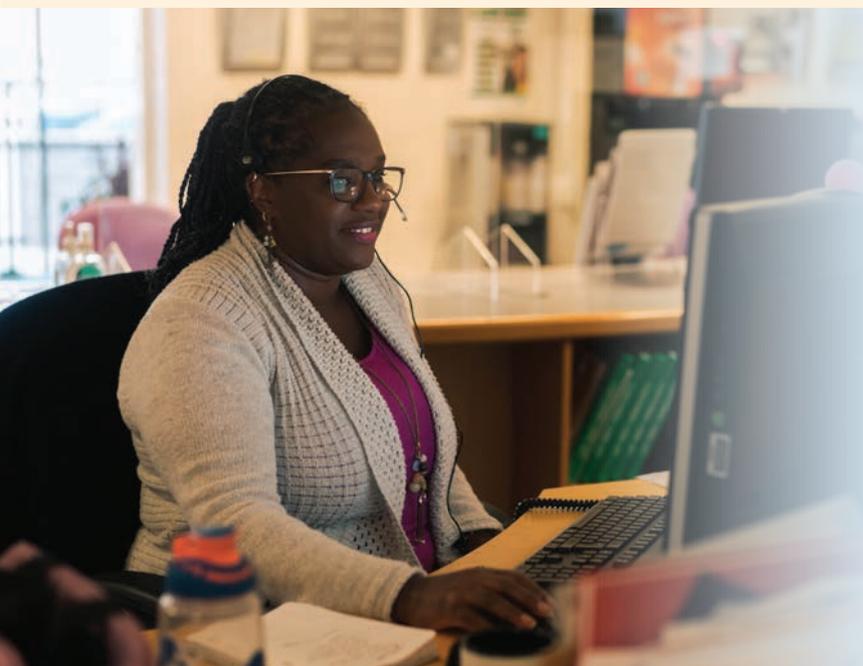
The signing of the Armed Forces Covenant means that Trident Group has agreed a set of pledges going forward to support the Armed Forces community. The Group will also offer greater flexibility to employees who are serving as a Cadet Force Adult Volunteer or reservist, allowing them two weeks paid leave so they can undertake annual reserve training. A period of two weeks paid annual leave will also be offered to military spouses, if required.

John Morris, Group Chief Executive of Trident Group said: *“The transition from life within the armed forces back into civilian life can be hard and by signing the Armed Forces Covenant, we are doing our bit to support the community to ensure a holistic integration is achieved by offering not only our housing, care and support services but also opportunities to use their transferable skills and work as employees within Trident Group. The disciplines, skills and experience of ex-service personnel will be invaluable*

to our organisation and we look forward to taking the Covenant forward and working with it for the long term.”

Bobby Birdi, Regional Employer Engagement Director for Defence Relationship Management said of the signing: *“We are incredibly grateful to Trident Group for signing the Armed Forces Covenant. Group Chief Executive, John Morris, has been very supportive over a number of years in attending defence events and supporting the Armed Forces community. The series of pledges really represent best-in-class in terms of support to reservists, Cadet Force Adult Volunteers, veterans, service leavers and military spouses. Thank you on behalf of the Ministry of Defence for the support you have shown.”*

For more information on the Armed Forces Covenant, please visit armedforcescovenant.gov.uk/



GIVE US FEEDBACK

Our overall aim is to continually improve the quality and value of everything we do. We can only do this with your feedback.

We want to hear from you whenever you feel we have gone above and beyond for you but also when you have felt our service has fallen short of your expectations.

Whether it's a compliment or a complaint, your feedback is really important to us and helps us to improve our services.

There are various ways you can give us feedback:

- You can call us on **0121 633 4633**
- Email us on **feedback@tridentgroup.org.uk** and clearly mark in the subject title with either 'compliment' or 'complaint'
- You can write to us at **Trident Group, 12 Fairlie House, Trident Close, Erdington, Birmingham, B23 5TB**

RECIPE

REALLY EASY CRUNCHY COLESLAW

This really easy coleslaw makes a great side for pizza, chicken or any barbecue food. The recipe makes a generous portion to share, is cheap, quick to make and will keep well in the fridge for a few days. Any left-over cabbage also stores well in the fridge for a couple of weeks and can be used again.

INGREDIENTS

- Quarter of a small white cabbage
- 1 large carrot
- 1 small to medium onion
- Good dollop of shop bought mayonnaise
- Salt and freshly ground black pepper



METHOD

- Slice the cabbage so that it forms small thin strips
- Dice or grate the carrot and onion up small
- Season well with salt and lots of freshly ground black pepper
- Stir and combine everything in a bowl with the mayonnaise

TIP – MAKE IT YOUR WAY!

Adjust the relative quantities of cabbage, carrot and onion to suit your personal taste or use low calorie mayonnaise for a healthier option. For a more deli style look, substitute the white cabbage or onion for red cabbage or red onion.

JUST FOR FUN!

See if you can hunt out the 14 Easter words below, and find two extra words that make a hidden message too!

- | | | |
|-----------|-----------|----------|
| Bonnet | Spring | Church |
| Parade | Sunday | Basket |
| Bunnies | Daffodils | Egg Hunt |
| Chocolate | Flowers | Cake |
| Eggs | Chicks | |

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



are you covered?

My Home Contents Insurance

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions. However we are able to offer all our tenants the chance to insure their home contents and belongings.

Some of the benefits are:

- There are no minimum home security requirements (just a lockable front door)
- Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen
- Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge)
- Storm and flood damage is covered (excludes damage caused by frost or anything that happens gradually)
- Damage to fixed glass in doors and windows which you are responsible for is also covered
- Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)

Terms & conditions, limits and exclusions apply, a copy of the policy wording is available upon request.

info

For more information contact

My Home on 0345 450 7288

or email: myhome@thistleinsurance.co.uk

visit: www.thistlemyhome.co.uk

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Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

 **My Home**
Contents Insurance



Trident Group

NOTICEBOARD

Spring 2021



LET'S TALK RENT

For help and assistance contact your dedicated Income Officer, specific contact details are on page 14. If you are still unsure who your Income Officer is, please call us on **0121 633 4633** or email the Income Team on: IncomeManagement@tridentgroup.org.uk



Trident Reach

If you would like to access any of the Trident Reach Services mentioned in this magazine or would like to know more about other services that they offer, please call **0121 226 5800**.

DOMESTIC VIOLENCE

Please remember you are not alone! If you are in an emergency, please call 999. Alternatively call our Domestic Abuse Services on **0800 111 4223** today, to get confidential advice and support.



My Home Contents Insurance

HAVE YOU PROTECTED THE CONTENTS IN YOUR HOME?

If not, call My Home contents insurance, they offer special insurance rates for tenants and residents living in social and affordable housing.

Call **0345 450 7288** or visit www.thistlemyhome.co.uk

STRUGGLING TO MANAGE YOUR TENANCY OR HOME?

Contact our new Tenancy Sustainment Service via your dedicated Housing Officer on **0121 633 4633**.

TELL US WHAT YOU THINK

Whether it's a compliment or a complaint, your feedback is really important to us and helps us to improve our services.

- Call us on **0121 633 4633**
- Email us on feedback@tridentgroup.org.uk and clearly mark in the subject title with either 'compliment' or 'complaint'
- Write to us at Trident Group, 12 Fairlie House, Trident Close, Erdington, Birmingham, B23 5TB

CONTACT US

Trident Group Head Office
12 Fairlie House, Trident Close, Erdington, B23 5TB

Trident Group Central Office
239 Holliday Street, Birmingham, B1 1SJ

Switchboard: **0121 633 4633**

Freephone: **0800 111 4944**

Out of hours, emergency repairs and to report anti-social behaviour: **0121 643 6060**

Trident Reach (care and support services): **0121 226 5800**



GET IN TOUCH!

HOW WOULD YOU LIKE TO RECEIVE THIS MAGAZINE IN THE FUTURE?

- By email
 - Through the post
 - Online through Trident's website
- Let us know by email at communications@tridentgroup.org.uk and provide your name and your preference.



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