

EXTRAORDINARY PEOPLE, EXCEPTIONAL COMMUNITIES

TRIDENT

TALK

2018/19



THE KEY TO AFFORDABLE LIVING

£7.5 million housing development
launched in Telford

See page 8

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WELCOME

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

Our cover story showcases our biggest achievement this year where we welcomed 61 families to our new £7.5 million development in Wrockwardine Wood, Telford (read more on pages 8-9). All our flats, bungalows and houses on this development have now been let out and we hope our new residents will enjoy their first Christmas and New Year in their new home and community.

Over the past year, Trident Group has continued in a phase of change with regards to how it operates as an organisation but also how it responds to changes within Government and with its regulators. Trident has always been resilient and flexible in ever-changing environments and we are always working towards being that important beacon of hope for both our residents and customers in periods of change.

Last year we announced the shake up on how we worked with our residents in supporting them with their tenancies and paying their rent by creating a Locality Team. In this edition you will see an update on the team (read more on pages 4-5) and get to know their key successes from the past 12 months.

The past year has also seen a change in how we communicate with our residents. As we increase our focus on



communicating through digital platforms and in our personal engagement with you through our Locality team and other staff, we have looked at how we can be more productive and resourceful with our service provision to you. This has involved changing our opening times as well as reconfiguring our phone systems and front of house teams.

With further changes happening on a Government level on benefits such as Universal Credit, we are seeing the impact it is having on our residents and customers. To ensure we can support you fully, we have now employed a Welfare Reform Officer (read more on pages 12-13) who will lead on the Group's response to changes to the benefit system. For those who may be struggling due to changes in your benefit, we urge you to contact your Support Worker or Locality Officer who can help you with further advice and guidance.

The New Year brings with it a new way of working. In 2018 the Group saw two of its Executive Directors leave the organisation, one as a result of retirement and the other, for a job opportunity closer to home, saving on the daily round trip commute for this Executive of over 3 hours a day.

With these departures, we successfully managed to recruit internally four new Executive Leads, responsible for our core business functions; People and Resources; Housing, Care and Support; Technical Services; and Finance. These roles are crucial to ensuring that we continue to deliver our services to our customers, working alongside the Executives and staff teams to this end.

The next 12 months will also bring discussions on Trident's next steps with regards to building more homes. This is following the announcement made in the summer by Government which has awarded the Matrix Housing Partnership £77 million, as part of its aims to get more than 14,000 affordable homes built nationwide over the next four years. The money for the Matrix Housing Partnership, of which Trident is part of, will see 2,257 new homes in the Black Country and across the wider Midlands area.

Thank you to those who have contributed to the magazine and we hope that you enjoy reading this edition of Trident Talk.

MERRY CHRISTMAS AND HAPPY NEW YEAR

John Morris, Group Chief Executive

CHRISTMAS OPENING HOURS

Over the Festive period Trident Group offices will be closed, however Trident Reach will be open for our customers. Please see below for further details.

	 TRIDENT GROUP - all housing related queries	 TRIDENT REACH - all care and support related queries
Friday, 21 December 2018	9.00am – 4.00pm	9.00am – 5.00pm
Monday, 24 December 2018	Closed	9.00am – 5.00pm
Tuesday, 25 December 2018	Closed	Closed
Wednesday, 26 December 2018	Closed	Closed
Thursday, 27 December 2018	Closed	9.00am – 5.00pm
Friday, 28 December 2018	Closed	9.00am – 5.00pm
Monday, 31 December 2018	Closed	9.00am – 5.00pm
Tuesday, 1 January 2019	Closed	Closed
Wednesday, 2 January 2019	9.00am – 4.00pm	9.00am – 5.00pm

Emergency Repair or Anti-Social Behaviour
 If you have a problem when the offices are closed, you will still be able to contact our out of hours team on 0121 643 6060.

SUPPORTING YOUNG PEOPLE IN BIRMINGHAM AND SOLIHULL



"The YPP team and especially my Intervention Worker have been very professional, polite, friendly and easy to talk to. I would 100% recommend anyone to Trident Reach. They and my Intervention Worker were brilliant."
L. Kelleher

"Charmaine worked excellently with me, very friendly and did everything possible to help me!"
C. Knight

YOUTH PROMISE PLUS

For the past 2 years, a team of dedicated Intervention Workers have been working hard at supporting young people across Birmingham and Solihull.

Trident Reach became a provider in October 2016 for Youth Promise Plus (YPP), a project that aimed to support over 16,000 young people aged between 15 to 29 in Birmingham and Solihull who were not in education, employment or training.

The Youth Promise Plus project, was delivered over three years and funded, for the most part, by £33 million from the Department for Work and Pensions through its Youth Employment Initiative and the European Social Fund.

Youngsters were guided towards training in growth areas for the local economy such as engineering, skilled manufacturing, computer coding, law, accountancy, catering and hospitality and life sciences. There were also specific programmes targeted at those who have been most persistently unemployed.

The project came to an end at Trident Reach in July 2018. Below are some key outcomes:

- A team of 20 intervention staff supported a total of 771 young people, for an average of three hours per week

- Out of the 771 young people we supported, 201 went on to a European Social Fund verified educational, employment or training programme
- Access was made available to a participant fund in the form of financial support, worth on average £100 per person. This fund was used to remove barriers and provide financial support to gain identification materials, interview clothes, work wear, help towards child care costs, purchase of course materials and access to further opportunities
- Participants engaged in confidence building away days and activities which ultimately resulted in 91 young homeless people going into full or part time work and/or apprenticeships
- Almost 300 young people attended training courses or gained a qualification

NEED HELP?

If you are a young person in Birmingham and need support and advice, please contact the following key organisations:

YOUNG PEOPLES SERVICES

Trident Reach

Trident Reach's Young People Services supports young people aged 16 to 25 years old within Birmingham. We have developed specialist services for young people at risk of homelessness, young offenders, young people exiting gangs and those who wish to achieve education, training and employment.

Call: 0121 226 5800

EMERGENCY ACCOMMODATION

St Basils

Text 'NEED ST BASILS' to 62277 and they will call you back or call the Youthline number to speak to someone and book an appointment to visit the Youth Hub today.

Mobiles: Text 'NEED ST BASILS' to 62277*

Landline: Call Youthline on 0300 30 30 099

Out of Hours: age 16 or 17 call 0121 675 4806

Out of Hours: age 18+ call 0121 303 2296

*Texts are free and it is also free to call them from a landline, however you may be charged for phone calls to Youthline from a mobile so please text for free and receive a call back Monday-Friday 9am-5pm. If you become homeless out of those hours and need immediate help please call the 'out of hours' numbers above.

EDUCATION AND TRAINING

The Princes Trust

Working with young people in Birmingham and Solihull and beyond – including Coventry, Sandwell, Walsall and West Bromwich – they help 13 to 25-year-olds work towards their personal goals through Fairbridge, a free and fun personal development programme to equip you with the tools you need to move forward.

Call Free: 0800 842 842

Text 'CALL ME' to: 07983 385418

Email: birminghamcentre@princes-trust.org.uk



HOW OUR NEW 'LOCALITY OFFICERS'

In our December 2017 edition of our newsletter, Fast Talk, we informed you of changes to our frontline staff from January 2018 by way of a team of Locality Officers, who would provide a high quality management service. The team's aim is to build better relationships with you, to support you in your home and the area you live in.

Our Locality Officers have been busy with getting to know their patches across the Midlands. They've worked side-by-side with our Estate Services and Community Safety Teams and we thought you would be interested in an insight into their activities over the past 12 months:

- Carried out over 240 yearly tenancy checks
- Reviewed all of our schemes where a service charge is applied to ensure the charge is correct. In some cases:
 - Service charges have been reduced
 - Cleaning contractors have been changed to provide better value for money
 - Garage clean-ups have been implemented
 - Some residents have been consulted with to discuss having weekend cleaners
 - Meetings with Birmingham City Council's Waste Management team held and discussed issues on refuse collection
- Helped many residents to receive assistance with:
 - debt advice
 - hoarding issues
 - job opportunities
 - health and wellbeing concerns
- Dealt with 18 abandoned properties
- Identified and arranged for 6 abandoned vehicles to be removed
- Carried out 15 evictions where residents had failed to keep in touch with us regarding their rent arrears
- Served 13 notices to residents acting in an anti-social way - following the service of these notices 3 residents have either been evicted, left, or have curbed their behaviour
- Attended multi agency meetings, including with the local Police teams, to discuss anti-social cases and put action plans in place
- Held scheme walkabouts to identify and discuss areas of concern
- Carried out 153 tenancy sign-ups, of which 61 have been for Trident Group's new housing development in Wrockwardine Wood, Telford
- Following consultation with residents, CCTV has been upgraded at 2 of our schemes that have been plagued with anti-social behaviour

All figures correct at time of print



Locality Supervisor
Shireen Mabley

Locality Officer
Heather Whittaker



Locality Officer
Laverne Gray



Locality Officer
Matthew Loines



Locality Officer
Mirek Stevens



ARE GETTING ON...



...GETTING TO KNOW YOU BETTER

We recently launched our Annual Wellbeing Checks across all our homes within the Midlands. The annual check will consist of Locality Officers meeting with each household on their patch at least once a year. This provides an opportunity for you to talk about issues affecting you, such as living conditions or anti-social behaviour. This also gives us a chance to learn more about your individual needs and discuss issues that may arise with your tenancy with us in the future.

2019 will continue to see the Locality team working with you to help you sustain your tenancies and keeping your rental obligations.



GET IN TOUCH!

If you have anything you wish to discuss with the team

Call 0121 633 4633 or email LocalityTeam@tridentgroup.org.uk

PAY YOUR RENT BEFORE IT'S SPENT THIS CHRISTMAS

The run up to the Christmas period can be very busy and also stressful. We understand the pressures that exist when trying to buy presents and gifts for loved ones. However, if you don't pay your rent, you will be at risk of losing your home with us.

So we're asking all our tenants to remember to pay your rent on time so that you have a worry-free festive period.

Don't forget that your Locality Officers are available to speak to throughout the year, so if you're worrying about your current situation please don't ignore those feelings and contact us right away.



Failure to keep up with your rent payments may cause you to be at risk of losing your home. Speak to the Locality team to see how we can support you in keeping up with payments.

Locality Officer
Paul Hobbs

Locality Officer
Paul Marshall

Locality Officer
Rachel Crispino

Locality Officer
Shazad Ilyas



BRRRRRRR...

The winter weather of 2018/2019 is shaping up to pack even more of a punch than last year's Beast from the East assault, which led to much of the country being crippled by heavy snow.

If weather predictions are to be believed, arctic downpours could be with us very soon. Whilst we're hoping this isn't the case, we've gathered some top tips to help you this winter if you find yourself without heating and hot water.

HAVE YOU BOOKED AN ANNUAL BOILER SERVICE?

Your gas boiler is an essential part of your home. You rely on it to bring you heating and hot water. Having your boiler serviced regularly may reduce the risk of a breakdown, and may also help to prolong the life of your boiler. Call our Gas Team on **0121 633 4633** and schedule your annual service today.

6 EASY BOILER FIXES TO TRY BEFORE CALLING AN ENGINEER

1. Double check the basics

First of all, if you have a prepayment meter, check that you've got enough credit. Next, test whether your other gas appliances, like your cooker hob, are working correctly, or whether any of the switches in your fuse box have tripped.

2. Think back to if you've had a power cut recently

If you have, your boiler's timer might have reset - which means getting it working again could be as simple as re-programming it with your personalised on/off times. Take a look at the boiler's instruction manual for a reminder on how to do this.

3. Check your boiler's pressure gauge

If it's showing a reading of one bar or less, low pressure could be the reason why your boiler's not working. Topping up the pressure yourself is usually straightforward - follow the steps in your boiler's manual or give us a call and we can talk you through this.

4. Check for frozen pipes

Icy conditions can spell trouble for pipes if they're not properly insulated. A lack of running water is just one of the problems caused by a frozen blockage. If you've got a modern high efficiency condensing boiler chances are it's your condensate pipe that's frozen. So locate the pipe outside - the same plastic pipe you'll see coming from your boiler - and pour hot (but not boiling) water over it to melt the ice inside.

You should find that your water flows normally again once it's cleared.

5. Turn your room thermostat to 21 degrees or higher

Having your room thermostat set lower than 21 degrees can stop your heating from coming on, so turn it higher to see if your boiler starts working again.

6. Reset your boiler, or check that its pilot light is on

Finally, try resetting your boiler according to its instructions. If yours was made pre-2004 it's likely to have a pilot light instead of a reset function, so check that the pilot light is on. If it's not, you may be able to relight it yourself according to its manual.

STILL NO HEATING OR HOT WATER?

If these steps didn't bring your boiler back to life, we can help. If you live in a Trident Group property then give us a call on **0121 633 4633** to talk to us and to book one of our engineers to get it sorted.



NOT ALL SUPERHEROES WEAR CAPES

The winter of 2017/2018 saw the country suffer from very cold and difficult conditions, with some of the worst temperatures Britain has seen in a long time thanks to the 'Beast from the East'.

The cold snap affected many essential services, roads were blocked, pipes burst and some parts of the UK were cut off but there was one service that kept on running - Trident Group's Gas Team.

During the worst of the cold snap at the start of 2018, we received over a 100 calls across two days and our fantastic Customer

Contact team did a great job of advising and guiding residents on how to unblock the frozen pipes that led to their boilers displaying error messages. Many of our residents found that their condensate pipes were frozen. These are plastic pipes that are outside of your home where the boiler is situated. With these pipes frozen, it caused errors in boilers which made them unable to provide heating and hot water.

We would like to thank all those residents who boiled kettles and managed to unblock their own pipes, which allowed our Gas Engineers to attend and help our most vulnerable residents.

An exceptional thank you goes to Mrs Hart and our Gas Engineer Jordan Finch (who came to the rescue on his day off), by helping to dig out our original attending engineer, Mick Mosely when he found himself stuck in the snow.



FUNDRAISER OF THE YEAR!

RESIDENT RECOGNISED FOR £10,000 FUNDRAISING EFFORTS FOR TRIDENT REACH

Mother Teresa once said: "It's not how much we give but how much love we put into giving." This was that case for one of our residents who had the desire to give back to the very people who helped him in his time of need.

John Giles, who wanted to give back to Trident Group after they helped find his long lost family, was recognised for his fundraising efforts.

A Trident Group resident since 2006, John was reunited with relatives after Trident stepped in to trace them. John now spends his time helping those in need within the community, as a sign of appreciation.

Following a chance meeting with Trident staff and learning more about the work Trident Reach do across the Midlands, John decided to get involved and see how he could help. After a quick phone call to Marie Calder, Trident Reach's Customer Engagement Officer, and understanding what her fundraising goals and needs were, John got to work.

Fourteen months later and fundraising up to £10,000 for Trident Reach, John's dedication has now been marked with a Trident Reach award for Fundraiser of the Year for his hard work.

John said of winning the award: "I cannot thank Trident Group enough. They were there for me in my time of need and because of them I am now reunited with my family and have a new found passion for helping others in need."

John went on to say: "I grew up in the 1950s

and have lived through poverty. So to see the re-emergence of poverty again in today's age and to see the people Trident Reach work with needing items to live a normal life, how can one not get involved? You have to remember that there is always someone who is worse off than you and whilst my health holds up, I'll spend my time fundraising for Marie and helping people out who are in need."

Marie Calder, who presented John with the award, said: "Without the hard work of volunteers like John, we would not be able to provide items that bring support and comfort to our customers and tenants in their time of need. John has helped fundraise and collect much needed items for our 'move on' packs for customers who go on to live independently, as well as providing warm clothing for our homeless services and children's toys for our annual Christmas Grotto."

"Our volunteers and customers are at the heart of what I do in my role and it's so refreshing that our customers who have become volunteers for the



Fundraiser of the year, John Giles with Marie Calder

"You have to remember that there is always someone who is worse off than you"

THANKS JOHN!

charity want to give something back for the support they have received. I am very humbled and proud to be able to work with people like John and all my other volunteers."

If you would like more information on what volunteering opportunities are available at Trident Reach, please call us on 0121 226 5800.



JOIN US AND GET CREATIVE

There's nothing more wonderful than losing yourself in working with your hands. Our craft workshops are perfect for anyone who's willing to try something new, whether you're already skilled or just enthusiastic. Let your mind wander as you experiment and learn, encouraged by creative people and surrounded by friendly conversation. Spend some time with us and tell your story through the things you make.

CRAFTING OUR FUTURE

Every Wednesday between 10.30am – 2.00pm
Trident Reach, 153 Hagley Road,
Birmingham, B16 8UQ

CRAFT CLASS*

Every Tuesday between 11.00am – 1.00pm
Robert Austin Court, Stoke Way,
Birmingham, B15 1EH

*Please note - a small charge is applicable for materials. Refreshments are provided at a cost of 50p.

£7.5 MILLION HOUSING DEVELOPMENT LAUNCHED IN TELFORD

2018 has been a momentous year for Trident Group and in particular for 61 families in Telford, as we launched our new housing development in Wrockwardine Wood at a community day held in Oakengates town centre.

Over the course of several months, keys to: eight, two and three bedroom bungalows, forty nine, two and three bedroom houses, and four apartments at our new Wrockwardine Wood development, were handed to families, who have eagerly moved into their new homes.

The £7.5 million development has offered a lifeline to many local residents otherwise priced out of an area they have known all their lives.

One of the development's first residents to receive keys during a phased handover earlier this year, Gary Butler said: "Me and my wife Marie have lived locally for decades and owned our previous home for 37 years, but we were looking to downsize and also make things easier. Our new bungalow from Trident Group has helped us a lot."

Mr Butler added "I know a good building when I see one and you cannot fault what they've built here, the workmanship on these homes is second to none. Our new home offers us peaceful surroundings, a great community

and my daughter's home is literally a five minute walk up the road. My wife hasn't given our previous home a second thought."

Anne Twynam, Head of Housing at Trident Group said: "The new development is on the site of the former Wrockwardine Wood Art College in the heart of Oakengates and addresses a need for more affordable social housing in the area. There is a mixture of houses, bungalows and flats and the scheme has been carefully designed to provide high quality properties with plenty of green space. This is Trident Group's first development in Telford and we are confident that it will be the start of a productive relationship with the Council which will contribute to creating a positive social impact by enabling people to remain in the area and keep the community strong. We hope that the residents will be proud to call Clocktower Avenue and Pegasus Close 'home' and enjoy working with us to create a sustainable and vibrant environment."

Trident Group's 61 home development was a design and build collaboration with Matrix Housing Partnership, a unique not-for-profit cooperative of housing associations formed over 10 years ago, of which Trident Group is a member. The Government recently announced in Summer 2018 that it was awarding £77 million to the Matrix Housing Partnership as part of aims to get more than 14,000 affordable homes built nationwide over the next four years.

"THE WORKMANSHIP ON THESE HOMES IS SECOND TO NONE"

Matrix
housing partnership





WROCKWARDINE LAUNCH EVENT



Are you or someone you know experiencing domestic abuse?

Call us for advice or support on

Birmingham

0800 111 4223

dahelpline@tridentreach.org.uk

Derbyshire

0800 019 8668

DerbyshireDVSupport@tridentreach.org.uk



An estimated 1.9 million adults aged 16 to 59 years experienced domestic abuse in the last year*... Don't just be another statistic!

* according to the year ending March 2017 Crime Survey for England and Wales

**BREAK
THE
SILENCE**



**TRIDENT
REACH**

Charity Number: 1129187

SUPPORTING AND HIGHLIGHTING THE GREAT WORK OF DOMESTIC ABUSE REFUGES IN BIRMINGHAM

starts at home

Each year we celebrate 'Starts at Home' day by highlighting a service within Trident Reach and this year was no different. 'Starts at Home' day celebrates the help hundreds of thousands of vulnerable people receive to gain their independence and confidence through supported housing. Now in its third year, it is run by the National Housing Federation, which represents social landlords to around 6 million people.



TRIDENT REACH LEADS THE WAY

Being a housing association providing supported housing for vulnerable people across the Midlands, we used this national day to celebrate our vital services. This was following a major campaign win from Government to ensure these services have secure and stable funding in the long term to support local residents.

As part of the campaign, our care and support charity, Trident Reach, raised awareness and hosted an event at one of their Domestic Abuse refuges in the city. The event highlighted the need for supported housing to local Councillor Nicky Brennan, who is also the Cabinet Advisor for Domestic Abuse at Birmingham City Council, urging them to champion supported housing and the domestic abuse service. However, they stressed that it is now more important than ever to continue demonstrating the quality and value of supported housing services through 'Starts at Home' day. The Government also announced in the summer that they will carry out a review of funding for the support services provided in supported housing, which is already under huge pressure across the sector.

The event involved a roundtable discussion with Councillor Brennan, Kate Warburton, External Affairs Manager (West Midlands) for National Housing Federation, customer and staff at the domestic abuse refuge. Topics on temporary housing for domestic abuse victims, need for supported housing for male victims of domestic abuse and further multi-agency partnership working were discussed as well as put forward to be discussed at various strategic partnerships that are held across Birmingham.

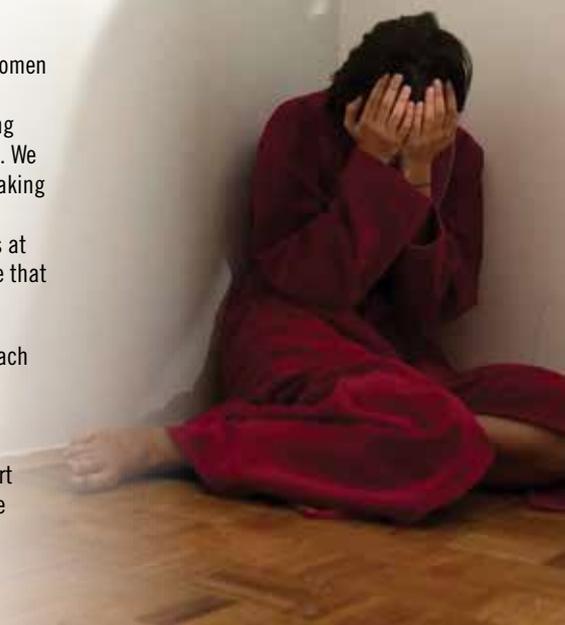
FIGHTING FOR CONTINUED FUNDING

Trident Group is now joining the National Housing Foundation and its members, in continuing to celebrate and protect these housing schemes to ensure that every person in Birmingham and right across the Midlands who needs extra support has a home to turn to.

Christine Peddie, Team Leader at Trident Reach, said: "We're grateful to champion the remarkable work our supported services do. We also welcome the fantastic news that funding for supported housing will remain within Housing Benefit, which allows us to continue to our life changing work with those most vulnerable across the Midlands. However we also do recognise that there are more issues to overcome to ensure our customers get the best support services they deserve at a time of great need."

Councillor Nicky Brennan said: "Supported housing, like Trident Reach's Domestic Abuse refuge, not only transforms lives but it also saves them. Without it women and children would be forced to stay in unthinkable situations. It can be a turning point in women gaining independence, confidence and becoming empowered. We should never underestimate their importance and making sure they are properly funded should be at the top of everybody's agenda. I am proud to support the Starts at Home campaign as every person should have a home that supports their needs and helps them thrive."

Following the awareness event in August, Trident Reach have now partnered with Birmingham City Council's Newtown Housing Options Centre to offer advice and support to people who are in need of emergency accommodation and further support services. Support Workers from both our Homeless and Domestic Abuse Services will be based at the centre to support the Centre's staff and people who access the services.





WHAT YOU NEED TO KNOW

With Universal Credit now going live in many of the Local Authorities we work within, our staff are busy working closely with residents to give assistance and advice on universal credit. As there are continuous changes being implemented and the detail on who it affects and how it will affect them is sometimes not so clear, we have included some information that we hope you may find useful if any of these changes affect you.

WHAT IS UNIVERSAL CREDIT?

Universal Credit is a new benefit to support you if you are working and on a low income or you are out of work. It is a single monthly payment for people in or out of work.

It replaces some of the benefits and tax credits you might be getting now:

- Housing Benefit
- Child Tax Credit
- Income Support
- Working Tax Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance

Universal Credit is intended to be simpler than the current system of benefits and tax credits.

Universal Credit is paid on a monthly basis. Payments will be made into a bank account in the same way as a monthly salary. Payments are administered by the Department of Work and Pensions (DWP) and not the local authority. Entitlement is worked out by comparing your basic financial needs that the government says you need to live on with your financial resources. Universal Credit is being introduced gradually. Whether you can claim depends on where you live and your personal circumstances.

If you do not live in a qualifying area or you are not eligible to claim Universal Credit you may be able to claim Jobseeker's Allowance or other means tested benefits

You do not need to do anything if you are already claiming existing benefits. You will be told by the Department of Work and Pensions (DWP) when you have to claim Universal Credit.

CAN I GET UNIVERSAL CREDIT?

To claim Universal Credit you must:

- be 18 or over (in most cases);
- be under Pension Credit age;
- be in Great Britain;
- not be in education;
- have accepted a claimant commitment.

HOW MUCH UNIVERSAL CREDIT WILL I GET?

The amount awarded will depend on the income and circumstances of all the household members. In working out your Universal Credit award, firstly your household's maximum Universal Credit award is calculated. This will be made up of one basic allowance and any additional elements that apply.

HOW DO I CLAIM UNIVERSAL CREDIT

You can start a claim for Universal Credit online by visiting www.gov.uk/apply-universal-credit

In most cases, you have to claim Universal Credit online and then attend an interview in person. If you do not have internet access, you might be able to use a computer at your local jobcentre or local council who can also offer face to face advice. You can also ask your Support Worker or Locality Officer on where you can gain internet access local to you.

If you have a reason for not being able to apply online, you may be able to claim by phone instead. You can claim by calling the Universal Credit helpline on 0800 328 9344.

Do not delay making your claim for Universal Credit and apply as soon as you are entitled to do so as it can take up to five weeks for your first payment to reach your account.



UNIVERSAL CREDIT KEY FACTS

- If you are in an area offering a full service and are entitled to the benefits being replaced, you will be asked to claim Universal Credit.
- If you are not in a full service area, you will continue to claim existing benefits until you are invited to claim Universal Credit.
- If you get help with your rent, this will be included in your monthly payment – you will then pay your landlord directly.
- If you live with someone as a couple and you are both entitled to claim Universal Credit, one monthly joint payment will be paid into a single bank account.
- Universal Credit is paid monthly in arrears so it can take up to five weeks after you make your claim to get your first payment.
- There are no limits on how many hours a week you can work if you are claiming Universal Credit. Instead, the amount you get will gradually reduce as you earn more, so you will not lose all your benefits at once.
- You have to make your claim online.



More information can be found at:
www.understandinguniversalcredit.gov.uk

RENT CAN BE PAID DIRECT TO US

You can ask for housing costs to be paid direct to Trident Group if you have rent arrears or find it hard to budget on universal credit. You can ask for managed payments if you have rent arrears or find it hard to budget because of other factors such as:

- learning difficulties or a mental health condition
- severe or multiple debts
- addiction problems
- domestic abuse

Jobcentre Plus decides whether to make managed payments to Trident Group, your landlord. You might be offered budgeting support instead or at the same time.

NEW WELFARE REFORM OFFICER

Due to the complexities around Welfare Reform and Universal Credit, Trident Group have created a new position to lead on the Group's response to changes to the benefit system. In his new role as **Welfare Reform Officer**, **John Pexton** will work closely with Housing's Locality and Intensive Housing Management teams and work with residents whose home is at risk due to changes in benefits, mapping out appropriate responses to reduce any financial burdens.



TOP TIPS FOR CLAIMING UNIVERSAL CREDIT

Get your rent account into credit now, pay a little extra on top of your current rent now to reduce the risk of being in arrears when you are switched over to Universal Credit.

- **Bank Account** - Make sure you have a bank account or a similar account so you can receive payments.
- **Think Direct Debit** - It is the quickest and easiest way to pay your rent.
- **Get Used To Budgeting For Monthly Payments** - Universal Credit is paid once a month in arrears, so you will need to make sure you pay your rent first and other bills, leaving enough money for essentials for the rest of the month.
- **Fuel Switch** - think about switching fuel suppliers to secure the cheapest energy supply to your home. Visit www.energyhelpline.com or call 0800 074 0745 for help and advice.
- **Beware Of Sanctions** - Missing DWP appointments or providing insufficient job search details may result in part of your Universal Credit payment being withheld.
- **Accept Responsibility** - You will be responsible for ensuring that your rent via Universal Credit is paid to Trident Group. Failure to keep up with your rent payments may cause you to be at risk of losing your home.

IF YOU NEED HELP...

If you're struggling to keep up with your rent payments then please talk to either your Locality Officer or Support Worker, who will help you with advice and support. Call the Locality Team on **0121 633 4633** or email LocalityTeam@tridentgroup.org.uk.

Or contact your Support Worker on
0121 226 5800.

RECIPE

CHRISTMAS CUPCAKES

Courtesy of Sainsburys Recipes:
recipes.sainsburys.co.uk/recipes/desserts/christmas-cupcakes

With a soft sponge and delicious buttercream, you'll enjoy making (and eating!) these quick and easy Christmas cupcakes this festive season

READY IN 45 minutes
COOKING TIME 25 minutes
PREP TIME 20 minutes
MAKES 12

INGREDIENTS

- 290g unsalted butter, softened
- 225g light brown soft sugar
- 4 eggs
- 4 tbsp semi-skimmed milk
- 225g self-raising flour
- ½ tsp ground cinnamon
- ¼ tsp ground nutmeg
- ½ tsp mace
- 280g icing sugar, sifted



METHOD

- 1 Line a 12-hole muffin tin with 12 large cupcake cases. Preheat the oven to 180°C/fan 160°C/gas mark 4. Place 150g butter plus the sugar, eggs and milk in a large bowl and mix with an electric whisk to combine.
- 2 Sift the flour, cinnamon, nutmeg and mace into the bowl, then fold through the butter and sugar mixture.
- 3 Divide the mixture between the paper cupcake cases, then bake for 25 minutes until cooked through. Remove from the oven and allow to cool in the tin for 10 minutes before transferring to a wire rack to cool completely.
- 4 Mix 140g butter with the icing sugar until smooth. Spoon the icing into a piping bag fitted with a star-shaped nozzle. Pipe a swirl on the top of each cake. Decorate as you like.

HAVE YOU THOUGHT ABOUT CHANGING TO DIRECT DEBIT?

Direct Debit is a simple and convenient way to pay regular outgoings, such as your housing rent, with payments taken automatically so you don't have to worry about falling behind with your bills. Once set-up, you can relax, safe in the knowledge that you won't forget those important payments.

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If you would like to switch to Direct Debit to pay your account, simply call Trident and speak to a member of the Locality team or email them at localityteam@tridentgroup.org.uk.



GET INVOLVED!

Trident Group sees people and partnerships as being at the heart of everything we do. We believe that by involving residents and customers in activities relating to their home and communities we can help to improve their quality of life.

We are therefore committed to ensuring that all of you, our residents and customers, have an opportunity to get involved, putting you at the heart of Trident. We do this by listening to you, continuing to do the things that work and introducing solutions to the areas that need improving. Resident and customer involvement is essential in ensuring that our services continue to meet your needs.

If you would like to know more about how you can get involved, please contact your representative below:

Trident Group

Clinton Simmons,
 Community Investment Officer
 0121 633 4633
 07765596039
Clinton.Simmons@tridentgroup.org.uk

**Trident Reach**

Marie Calder,
 Customer Engagement Officer
 0121 226 5800
 07795496680
mariec@tridentreach.org.uk



10 reasons

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NOTICEBOARD

Winter 2018/19



**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**.

YOUNG PEOPLES SERVICES

see page 3

Trident Reach
Call: 0121 226 5800

St Basils – emergency accommodation
Mobiles: Text 'NEED ST BASILS' to 62277*
Landline: Call Youthline on 0300 30 30 099

Princes Trust – education & training
Call Free: 0800 842 842

Text 'CALL ME' to: 07983 385418
Email: birminghamcentre@princes-trust.org.uk

DOMESTIC ABUSE

If you, or someone you know, need advice or support, please contact our specialist teams

BIRMINGHAM - 0800 111 4223
dahelpline@tridentreach.org.uk

DERBYSHIRE - 0800 019 8668
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- 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.

If you have a question regarding your tenancy...

Contact the Locality Team
Call 0121 633 4633 or email LocalityTeam@tridentgroup.org.uk

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!

HAVE YOUR SAY...

We hope you enjoyed this edition of Trident Talk. If you have any feedback on this magazine or you have any ideas or suggestions for future editions, please contact us at Head Office or email communications@tridentgroup.org.uk



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