

EXTRAORDINARY PEOPLE, EXCEPTIONAL COMMUNITIES

TRIDENT

TALK

2019/20



CELEBRATING OUR HEROES

Winners announced of Trident
Group's first annual Hero Awards
See page 4



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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.

Our cover story showcases one of my favourite activities that took place last year where all our staff, residents and customers came together to recognise the **unsung heroes** of our communities who help the people and places around them shine (read more on pages 4 and 5). Whilst we are busy getting on with our daily lives, we should always pause to pay tribute and acknowledge the hard work that many do for our communities to thrive. These awards will be an annual affair, so expect to see information on this year's categories in the Summer.

Last year saw Trident Reach embark on the delivery of a newly commissioned Vulnerable Adults Housing Support and Wellbeing Service on behalf of Birmingham City Council. Through 9 contracts, we will be providing accommodation and support across:

- **Young People's Services** – where we will deliver accommodation and support to young people in the community.
- **Homeless Services** – with individuals supported within a range of accommodation including emergency and complex needs provision and we will also deliver the Rough Sleepers Multi-Agency Outreach Service for the City.

- **Domestic Abuse Services** – providing emergency refuge and longer term accommodation to individuals and families affected by domestic abuse.

Our staff are a valuable asset to the service and their skills will be put to good use as we embark on the delivery of the services, supporting individuals to achieve positive outcomes. We are looking forward to seeing, celebrating and showcasing the good work. For more information on these services, please visit www.tridentreach.org.uk

The past year saw Trident Group continuing in its journey to communicate better with its stakeholders. We commissioned an **independent satisfaction survey** to have a better understanding on the various areas we were achieving well but also recognise what wasn't going so well and to Listen, Learn and Improve (read more on pages 10 and 11). This year will see us **opening our doors** to our customers and residents, as well as seeing us visit the regions we operate in to discuss further any issues affecting you. Please do come and speak with myself, the Executive Team and our various service teams at any of these events.

Where 2019 saw us strengthen further in our services offered across the Midlands region, 2020 will see us come out of our self-imposed sabbatical to start **building more homes** in Aqueduct in Telford, which is due to commence in Spring of 2020. We look forward to sharing more news of this in due course. It's inevitable that this New Year and decade 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.



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

John Morris,
Group Chief Executive.



UBUNTU VIBES

AS BLACK HISTORY CELEBRATED

'Ubuntu': (noun, South African origin): *a quality that includes the essential human virtues; compassion and humanity: there is need for understanding not vengeance, Ubuntu not victimization.*

Oxford Dictionary



Every October, Trident Group celebrates Black History Month and encourages all its services across the Midlands to partake in proactively learning more about Black contributions to British society, and to foster an understanding of Black history in general.

Trident Reach's Homeless Services in Wednesbury, The Meeting House, hosted an afternoon of activities where both staff and customers came together to openly discuss and learn about black history in Black History Month.

With a vibrant exhibition of information and images adorning the walls, customers were encouraged to read more about the contributions made by key people throughout the generations and learn about why the awareness month should be celebrated.

With delicious Caribbean food donated by a local Jamaican restaurant, Island Lounge, both staff and customers discussed what Black History Month meant to them and spoke openly about how racism and prejudices affected them personally and the wider community. They also learned more about the Windrush community and their invaluable

impact on British society as well as other minority communities who make up the very fabric of British society as we know it today. Staff and customers came to appreciate the need for more awareness of celebrations such as Black History Month as they now understand the value of such shared information and what the month long event was for.

“ seize the opportunity to honour the too-often neglected accomplishments of black people in every area of endeavour throughout our history.

US President Ford

Local Councillor for Wednesbury North, Elaine Costigan, also visited the service to participate in the celebrations and managed to catch up with a customer, Paul, she had previously referred to the service last year when he was a rough sleeper. Councillor Costigan said: *“It's important for me to keep in touch with the service to see where I'm able to help but also to participate in such events where key awareness raising is needed. We have had a few instances in the Sandwell area where those most vulnerable, especially those experiencing homelessness, have been targeted by far-right extremists to join gangs on the promise their situations would change. This is quite frightening, so creating awareness, such as through celebrating Black History Month, breaks down these barriers and allows for a much safer zone where inclusive dialogue can take place.”*



OUR FIRST ANNUAL TRIDENT HERO AWARDS

Over the Summer, our residents, customers and staff were busy taking part in our first annual Trident Hero Awards. These awards recognise the unsung heroes not just from within the business but nominees also included those residents and customers and the wider Trident community who help the people and places around them shine.

The awards will now take place annually, with winners announced on Housing Day (date confirmed by National Housing Federation each year), and provide an opportunity for Trident Group to thank those residents, customers and staff who show dedication, helpfulness and support on a daily basis in the fulfilment of their role.

A panel, made up of the following people, read through nominations that made the final round and selected this year's winners:

- **John Morris**, Group Chief Executive
- **Katie Kershaw**, Board Member
- **Simon Hatchman**, Board Member
- **Bhupendra Patel**, Head of HR
- **Marie Calder**, Customer Engagement Officer
- **Clinton Simmons**, Resident Engagement Officer

After a very successful nominations process, both the Resident Engagement and Communication teams visited all the winners and captured on video how they felt on winning one of the first ever Trident Hero Awards. To watch these videos, please visit our YouTube channel via our website.

HERE ARE YOUR TRIDENT HERO AWARD WINNERS FOR 2019:



Neighbourhood Champion Award – Bernie McFall, Social and Community Engagement Manager

This award was the perfect way to say thank you to someone who contributed to their communities.

The Neighbourhood Champion Award went to Bernie McFall, Trident Reach's Social and Community Engagement Manager. The whole community came out to celebrate her win and heard Bernie thank the many volunteers that enabled her to achieve so much within her role.

Inspirational Young Person of the Year Award – Malakiah UI Haq, Young People Services Customer

This award recognised a young person for making a difference to their lives and those around them, with the right support.

Inspirational Young Person of the Year went to Malakiah UI Haq, a Trident Reach customer. Malakiah spoke of how her life had turned around since accessing Trident Reach's Young People Services and how her mum is proud of the achievements she is continuing to make.



Best Initial Contact Award – Celine Roche, Customer Contact Advisor

We were looking for the nominators to remember a time when they contacted us and liaised with a staff member that went the extra mile to resolve an issue for them. This award was open for people to nominate any of our staff members – over 750 of them!

The award for Best Initial Contact went to Celine Roche, Trident Group's Customer Contact Advisor. Celine described what she most enjoys about her role and also how important it is to ensure each resident/customer has an outcome on every phone call she takes.



Best Operative of the Year – Mayi Mvukulu, Estate Operative

We wanted to hear from residents and customers who had received exceptional service from operatives within our Technical Service department.

Our first Best Operative of the Year Award went to Mayi Mvukulu, Trident Group's Estate Operative. Mayi beamed with pride whilst listening to his nomination and described how he loves meeting new people through his work.





Best Locality Officer of the Year – Mirek Stevens

This category was to award a Locality Officer who not only helped someone sustain their tenancy but went the extra mile to resolve other issues they may have had. This important award recognised the support given to our residents that enabled them to enjoy the experience of being a Trident Group resident.

Mirek Stevens, Trident Group's Locality Officer, was awarded the first ever Locality Officer of the Year Award and heard of the gratitude from residents through the winning nomination.

Resident of the Year – Michael Page, Trident Group Resident

We were looking for nominations that acknowledged a resident who spent their time carrying out activities that benefitted our residents. The award category recognised an empowering and inspirational individual who used their insight, energy and positivity to make a difference within their communities.



The Resident of the Year Award went to Michael Page. Whilst hearing of his winning nomination, Michael spoke of how to this day he lives out the best advice he was given by his father: "In life if you can't do a person a good turn, then never do them a bad one".

Best Support Worker of the Year – Charlene Robinson, Young People Services

This award celebrated the input of support workers and the significant contribution they make to our customers. Support workers play a crucial role in facilitating the effective delivery of high-quality services across the Midlands by being reliable, a positive role model and supportive to our customers' goals.

Our Best Support Worker of the Year Award went to Charlene Robinson, from our Young People Services. Charlene spoke with passion on the different routes possible for young people across the City to education and employment.



Best Care Worker of the Year – Anne Adams, Registered Care Services

This award was aimed at care workers (within our care homes and within the community) who have made a positive difference or impact to the lives of vulnerable customers through their outstanding work.

This much deserved award for Best Care Worker of the Year went to Anne Adams, from our Registered Care Services. Anne spoke of what had changed within the 22 years she has worked at the service and also how the customer's choices were always key.



Making a Difference Award – Jas Samra, Senior Community Safety Officer

This category recognised inspirational people who made a difference to their community.

The first 'Making a Difference' award went to Jas Samra, Trident Group's Senior Community Safety Officer. Jas heard of a witty nomination where someone described her as '...small in size but this hides a steely core and she gets results!'



Trident Ambassador of the Year Award – Jas Samra, Senior Community Safety Officer

The recipient of this award was someone who went the extra mile and had demonstrated an ambassadorial quality.

Our first Trident Ambassador of the Year award went to Jas Samra, Trident Group's Senior Community Safety Officer. On hearing her second award nomination, Jas got emotional hearing how residents appreciated the extra lengths she goes to ensure they are listened to and looked after.

Trident Hero of the Year Award – Marie Calder, Customer Engagement Officer

This award went to an individual who all the nominators felt fully deserved the recognition for making a difference to others and who consistently performed above and beyond their call of duty.

Our first Trident Hero of the Year Award went to Marie Calder, Trident Reach's Customer Engagement Officer. Marie patiently listened to the many nominations she received and emotionally spoke of the passion she has for her role as a Customer Engagement Officer.



The second annual Trident Hero Awards will return in Summer 2020. Watch out for an announcement on our website and social media channels!

...CONGRATULATIONS AND THANK YOU!



FareShare

fighting hunger,
tackling food waste



SHARING KNOWLEDGE AS WELL AS FOOD AND SUPPORT



In October the PURE (Placing Vulnerable Urban Residents into Employment) team at Trident Reach spent a day volunteering at FareShare West Midlands.

FareShare is a UK-wide charity whose mission is to fight hunger and food waste. FareShare West Midlands redistributes surplus food to 151 organisations across the West Midlands that work with: people in need, families on low income, older people at risk of isolation, those affected by homelessness and mental health issues. The charities FareShare works with provide crucial support services alongside freshly cooked nutritious meals. The West Midlands regional centre, based in

Nechells, is managed directly by FareShare National.

With FareShare West Midlands already working closely with Trident Group's Resident and Customer Engagement teams, the team from the PURE Project experienced at first hand the hard work that goes into redistributing surplus food to those most vulnerable across the region. Whilst most of the team assisted with deliveries and allocation of food items in the warehouse, two team members led on delivering much needed supplies to food banks and frontline charities across the West Midlands.

As Trident Reach's PURE Team work directly with those who have or are experiencing homelessness,

the team valued their time spent at FareShare as it allowed them to understand how projects like theirs operate and gave them important information that they could cascade down to their customers when working with them.

Thank you FareShare West Midlands for allowing us to take part in an eye-opening experience!



FESTIVE GENEROSITY GIVES FOOD BANK A BOOST



Trident Reach's Food Bank Service was created at a time when support services were experiencing funding cuts, Universal Credit was on the horizon in being implemented and we saw an increase in our customers having their benefits sanctioned. It was at this time when Trident Reach's Customer Engagement Officer, Marie Calder, set up the Food Bank Service for customers who were struggling and having to go without food.

Whilst self-fundraising for the service by holding internal events and building key strategic partnerships with organisations such as the Black Country Food Group, FareShare West Midlands and Marks and Spencer in Brierley Hill; the service has always been run on the goodwill donations sent in by volunteers and the general public.

At Christmas, Trident Group launched its first reverse advent calendar where each day in December, until Christmas Day, people were encouraged to collect and donate items from a select list of non-perishable foods.

The response to this campaign has been outstanding and not only did Marie receive invaluable donations from Trident Group staff and the general public, she also received a very generous donation from customers residing within one of our Sandwell services. Customers from Charlotte Gardens visited Marie on 15 January 2020 to drop off their donations as well as see further how the charity foodbank is run and understand what work goes into running it. The customers

appreciated being shown around the food bank to understand where their donations were going and to see how they could help further.

Thank you to all those who supported this vital campaign and donated both food items and money. These will go towards our customers who struggle with food poverty and have to regularly make a daily choice on whether they can afford to eat a meal.



Thank you



BE SAFE, NOT SORRY



HEALTH & SAFETY IN YOUR HOME

When we are settled in our homes, particularly if we have been there a long time, it is easy to forget about some of the everyday hazards that may be present in any property. Take a moment to consider how some of the following articles may be of significance and relevance to your home.

GUIDANCE TO PREVENT LEGIONNAIRES' DISEASE IN THE HOME

Legionnaires' disease is a potentially fatal form of pneumonia. People can catch Legionnaires' disease by inhaling small droplets of contaminated water which contain the Legionella bacteria. It is more likely to affect those who are susceptible because of age, illness, immunosuppression or smoking etc.

The risk of Legionella can be managed by taking the following steps to prevent bacterial growth in your home, however, most importantly, make sure that:

- Hot water in the system remains hot (>50°C at the hot tap outlet).
- Cold water remains cold (<20°C at the cold tap outlet).
- The water system is kept circulated.

It is important that you do not interfere with the settings on your boiler or hot water system as hot water should be set so that the water is heated up to 60°C.



STEP 1 PREVENT BACTERIA BREEDING IN STAGNANT WATER:

- Ensure any taps within a property that are not used for one week or more, are flushed for a minimum of 5 minutes.
- Ensure any shower heads that are used only occasionally, are flushed on a weekly basis for a minimum of 5 minutes.
Keep as far out the way as possible whilst this is being done.
- Ensure any taps which are rarely used are flushed on a weekly basis for a minimum of 5 minutes (e.g. outside tap).



STEP 2 PREVENT BACTERIA BREEDING IN LIMESCALE:

- Ensure all taps and shower heads are clean and free from limescale by regularly descaling and disinfecting outlets.



STEP 3 REPORT THE FOLLOWING IF:

- The boiler or hot water is not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature within 1 minute.
- There is any problem, debris or discolouration in the water.
- The cold water is still running warm (>20°C) after you have initially flushed the cold water taps for 5 minutes or more.

For more information or if you would like to speak with somebody to discuss any concerns you have please contact us on; Tel: 0121 633 4633 or email MaintenanceTeam@tridentgroup.org.uk



SMOKE ALARMS

Smoke alarms can save lives by giving an early warning of smoke so that people have more time to vacate premises or properties.

All Trident Group properties should have a working smoke alarm powered by mains electrical power supply. It is your responsibility to maintain and replace any batteries.



Test it

You should test the smoke alarm at least weekly.



If it does not work or you do not have a mains-powered smoke alarm, please contact Trident Group on **0121 633 4633** or by email to **MaintenanceTeam@tridentgroup.org.uk**. We will arrange for the smoke alarm to be inspected or for a new one to be fitted.



HELPING RESIDENTS BE FIRE AWARE

LOCAL FIRE SERVICE CHECKS OVER FERNDALE HOUSE

In August 2019, the local Fire Service team visited Ferndale House, a Trident Reach registered care home in Birmingham, to raise key fire safety awareness on how important it is to follow correct fire procedures. Key discussions were had with both staff and customers on what could happen if action was not taken immediately, such as evacuation procedures not being followed, and how that could result in the customers' lives being placed in danger.

The team visited each customer's room and conducted key fire safety checks, including checking fire exits to ensure they knew that their exits were clear and made customers aware of how they would evacuate in case a fire occurred.

The educational visit allowed the customers at the care home to learn what to do if a fire occurred and also allowed them to understand the importance of safely evacuating the building and not returning unless told it is safe to do so.

Whilst the visit was an educational one, the customers and staff at the care home were still able to have a bit of fun by viewing the fire engine truck as well as seeing the contents of it.

This fire safety visit empowered the customers at the care home and enabled them to gain basic skills and knowledge

about fire emergencies. This gave the customers a sense of responsibility for themselves as well as for each other and showed them how to work as a team if disaster should strike.



Top 5 things we ensure are checked in our care homes:

1. Fire doors are closing properly and are not wedged or propped open
2. Fire extinguishers are present and in working order
3. Fire hazards such as faulty electrical equipment or overloaded power sockets are dealt with
4. Evacuation routes are clear of obstacles
5. General housekeeping — anything can turn lethal if it comes into contact with the heat of a fire, so we keep areas tidy to reduce this risk and keep people safe.



MAKE A FIRE ESCAPE PLAN!

Tell your family about it and make sure everyone knows where any necessary keys are. Keep things away from doors and windows.

LISTEN, LEARN AND IMPROVE



We always try to provide an excellent level of service to our customers and residents. In order to continuously improve our performance and make sure that we are providing our customers with a high quality service, we undertook an independent survey to gain some feedback from you about the issues that are important to you and how you thought we were performing. You may have been asked to complete a customer survey either on-line or by telephone, where you were asked to rate different aspects of the service you received from us, as well as asking you if you are interested in getting involved in reviewing and shaping services in the future.

Why did we do it?

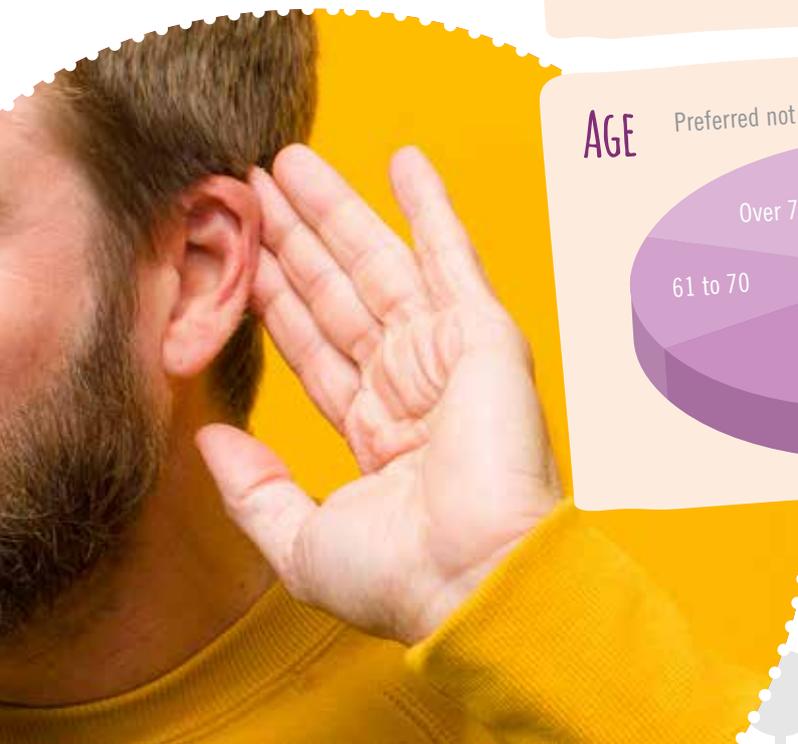
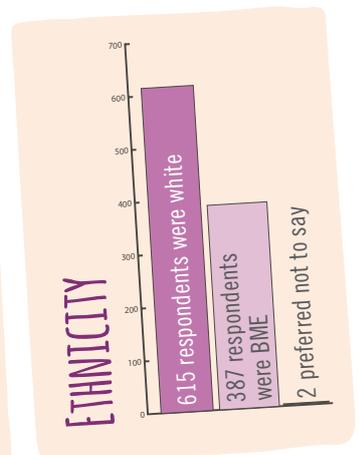
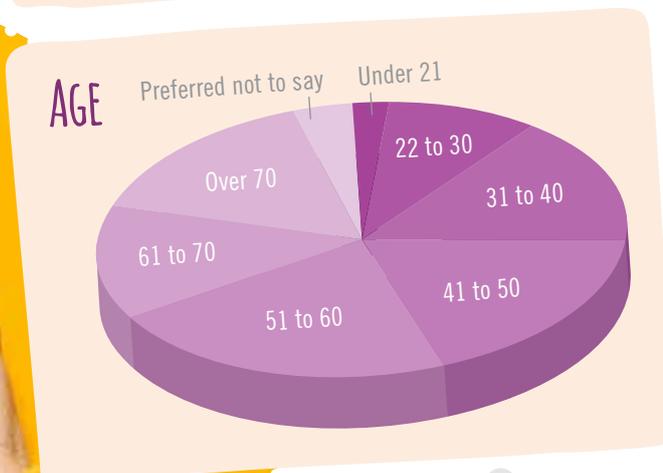
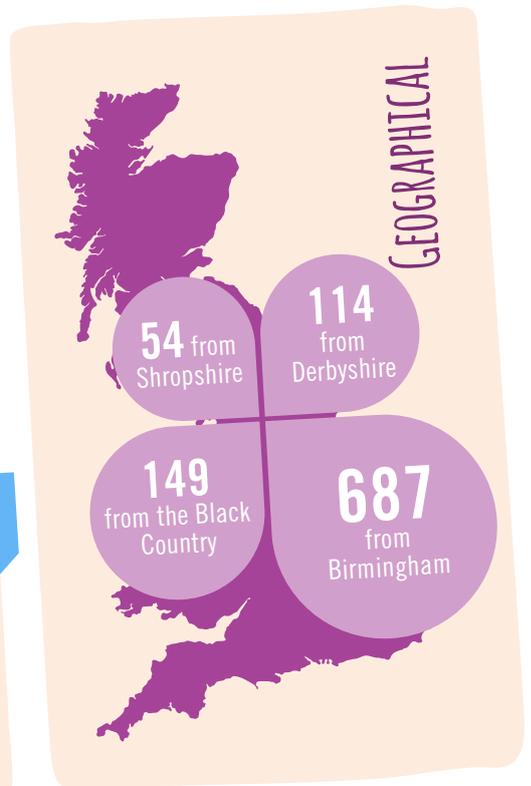
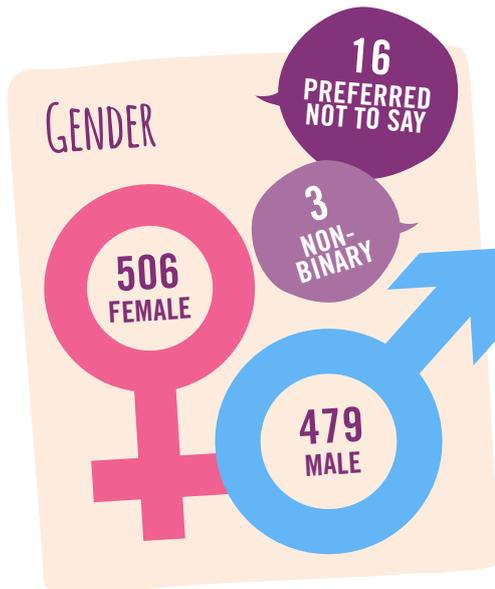
It's important for Trident Group to receive feedback about what our customers and residents feel about the services we provide. We can look at where we are doing well and areas where we need to make improvements and put actions in place to address these for the future.

How did we do it?

We asked a specialist company to carry out the survey for us. We did this as it's important for you to feel you can give your opinion anonymously. We asked a range of questions; how people felt generally about our services; if people felt they were being listened to; what people thought about the repairs service, the neighbourhood where they live and if they felt safe in their home.

Who did it?

We had over 1000 responses from customers and residents in our housing, care and support services. While we haven't been able to survey everyone, this gives us a good sample to gauge how we are doing.



A BIG THANK YOU TO ALL OF YOU WHO PARTICIPATED!

THE GOOD STUFF:



- We asked if you were satisfied with the service and quality of care we provide: **75%** of the respondents were satisfied
- We asked if you were satisfied with the way Trident Group treated you fairly and with respect: **88%** of the respondents were satisfied
- We asked if you were satisfied with the overall condition and quality of your home: **80%** of the respondents were satisfied
- We asked if you were satisfied with your neighbourhood: **82%** of the respondents were satisfied
- We asked if you were satisfied that Trident Group provided value for money: **81%** of the respondents were satisfied
- We asked if you were satisfied with the safety and security of your home: **89%** of the respondents were satisfied

WHAT YOU TOLD US

THE NOT SO GOOD STUFF:



- We asked if you were satisfied with the content available on the Trident Group website: **72%** of the respondents had little or no knowledge of our website
- We asked if you were satisfied that Trident Group listens to your views and acts upon them: **17%** felt we did not listen to our customers
- We asked if you were satisfied with the way your complaint was dealt with: **55%** of the respondents were dissatisfied

Although we are pleased to see that our residents and customers are satisfied with the services and homes we provide, we do acknowledge that we need to work better on listening to you further. Our focus is now on working towards involving residents and customers as much as possible to help the way we listen and communicate with you and ensure that more of our stakeholders are satisfied with the way our services are delivered to them.

WHAT NEXT?

We are looking forward to working with you to make a difference to your experience with Trident Group.

We want to get out and about to meet you and share information about what we do and hear what matters to you. We're having a series of roadshows across the regional areas where we provide services and we hope you will be able to come along to one of them. Key details on these roadshows, taking place in March 2020 can be found on this page (see right).

We're also opening the doors of our Central Office in Birmingham, on both 26 February and 4 March 2020, see further details in the advert on page 2. Come in and say hello and meet the front-line staff and some of Trident Groups representatives.

ROADSHOW 2020

Having trouble paying your rent?

Have a repair issue?

Want to work in social care?

If you would like to talk to us about the services you receive or want to get to know how we can help you, please visit us on the following days:

Birmingham

Deelands Hall, Deelands Road, Birmingham, B45 9RR	18 March 2020	10.00am–1.00pm
Trident Reach, 153 Hagley Road, Birmingham, B16 8UQ	19 March 2020	10.00am–1.00pm

Black Country

The Meeting House, Meeting Street, Wednesbury, WS10 7PS	25 March 2020	10.00am–1.00pm
The Meeting House, Meeting Street, Wednesbury, WS10 7PS	26 March 2020	10.00am–1.00pm

Shropshire

The Place, Telford Limes Walk, Oakengates, Telford, TF2 6EP	30 March 2020	10.00am–1.00pm
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Derbyshire

Oakland Village, Hall Farm Rd, Swadlincote, DE11 8ND	31 March 2020	10.00am–1.00pm
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GET INVOLVED!

We would really like to hear from you if you would like to get involved with the Group's resident and customer engagement activities in the future. If you can't make it to a roadshow or open day, please get in touch with Marie Calder, Customer Engagement Officer, or Clinton Simmons, Community Investment Officer and hear what we can offer. See their details on page 14.

STANDING UP TO VIOLENCE AGAINST WOMEN

SUCCESSFUL WHITE RIBBON EVENT



Every year on 25 November, Trident Group marks International Day for the Elimination of Violence Against Women, also known as White Ribbon Day.

On this day, we ask men everywhere to recognise the necessity for them to stand up and take responsibility in working towards a future without violence against women. The first step towards this is wearing a white ribbon for the next 16 days (until Human Rights Day on 10 December. This is known as the 16 Days of Action) and making the promise to never commit, excuse or remain silent about male violence against women.

Along with wearing white ribbons, Trident Reach's Domestic Abuse Service in South Derbyshire hosted a networking breakfast for local organisations and service users.

The event saw invaluable information given by The Safer Neighbourhood Scheme, Women's

Institute, South Derbyshire District Council's Community Safety Partnership and the National Centre for Domestic Violence.

The event ended with a powerful testimony from a survivor of domestic abuse, who Trident Reach had supported. "Lisa" (name changed to protect identity) told of how a relationship that started off as great in 2014 then became slowly abusive when in 2016 she suffered a stroke. Her partner began a torrent of abuse until she had the courage to leave in 2019. Lisa suffered verbal, physical and sexual abuse at the hands of someone she thought would love and cherish her. During a relapse in her health, Lisa disclosed what she was going through to a team at the hospital. This is where

a multi-agency approach to support her came into place and Lisa managed to rebuild her life, free from abuse, with the help of her Support Worker, Lesley. Lisa has since enrolled onto programmes that help her in recognising the key characteristics of an abusive person as well as starting courses to aid her future plans of becoming a florist.

As the room gave Lisa a standing ovation, it became apparent how events such as this were important to be had for localised services so that providers can come together to learn more about their shared and combined passion to end domestic violence. The team are already looking forward to hosting more events to create further awareness.



TELL US WHAT YOU THINK ABOUT OUR WEBSITE

Living in a digital world, we have to think more about how our website serves a variety of people and groups, all with differing needs. This year we will be carrying out a review of our website and making some vital updates.

Following on from an independent customer satisfaction survey that was carried out last year, we found that 72% of respondents had little or no knowledge of our website. We would now like to ask for your feedback on your experiences when accessing our website.

You could provide us with valuable feedback by simply answering the following questions;

1. Was it easy to find what you were looking for?
2. What did you like about our website?
3. What could we do to improve our website?

Please send us your feedback by either emailing the Communications Team via communications@tridentgroup.org.uk or by posting your feedback to Communication Team, Trident Group, 239 Holliday Street, Birmingham, B1 1SJ.

Feedback received by Tuesday, 31 March 2020 will be entered into a draw to win £50 worth of high street shopping vouchers. Please ensure you send us your name, email address and contact number so we can let you know you have won!

WIN **£50**
WORTH OF HIGH
STREET SHOPPING
VOUCHERS



CHECKING-IN AND DARK NIGHT DATES

This Winter saw Trident Group launch their new winter campaign called 'On The Lookout', in which they urged their staff and also residents to check on vulnerable neighbours during the darker nights and cold weather spell to ensure they were keeping warm and well.

Whilst Clinton Simmons, Community Investment Officer, already hosted a coffee morning every Monday, Manny Sehra, the Group's Communication Officer, felt that a mid-week coffee evening would provide a much needed activity for those residents who felt they were unable to go out and do things when the nights got darker.

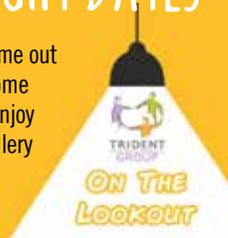
Manny said: "Taking away the extra hour of daylight robs many of their independence. By staying indoors to avoid driving they are being isolated from friends and family, whilst ramping up their spending on energy."

Every Wednesday between 4-6pm, sees Robert Austin Court at Stoke Way, Birmingham open for residents to come together for a hot drink and biscuit as well as enjoy each other's company whilst playing board games or simply having a chat. One resident expressed that she had found the weekly afternoon session

a much needed time out from her life at home and was able to enjoy her hobby of jewellery making but now with other residents who shared the same passion.

The Winter based coffee evenings were due to finish at the end of February, but the residents have now expressed a wish that they carry on all year round so that they can continue to enjoy this time away from home doing other things. We have already been requested to host a jazz night and a board game tournament as well as bring in external professionals to talk about key awareness issues and medical conditions that may affect the residents.

If you would like to join us for a coffee then please visit our next coffee evening.



COFFEE EVENING

Every fortnight on a Wednesday from 4th March between 4.00-6.00pm at Robert Austin Court, Stoke Way, Birmingham, B15 1EH.



TELL US HOW SUPPORTED HOUSING HAS HELPED YOU!

starts at home

Starts at Home Day is a day when housing associations up and down the country celebrate supported housing and the positive impact it makes on thousands of lives. This day of action is central to the Starts at Home campaign, a campaign that has a simple but important aim – to ensure that people who need extra support will always have a safe home that meets their needs.

With the campaign now in its fourth year, Trident Group continues to join 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.

SHARE YOUR STORY!

This year, Starts at Home Day falls on 29 August 2020 and we would like to highlight how supported housing has helped our customers and residents. We would love to hear your inspirational journeys so that we can highlight further why supported housing services are vital for people and should remain in getting continued funding through the government.

To send your stories, please email the Communications Team on communications@tridentgroup.org.uk or send them via the post to: Communications Team, Trident Group, 239 Holliday Street, Birmingham, B1 1SJ. Please send your stories by 24 July 2020.

RECIPE

MINI VEGGIE PIZZAS

Courtesy of Sainsburys Recipes:
recipes.sainsburys.co.uk/recipes/main-courses/mini-veggie-pizzas



Easy to prepare and ready in a flash, our mini pizzas are real winners

READY IN 15 minutes

COOKING TIME 8 minutes

PREP TIME 7 minutes

SERVES 6



INGREDIENTS

- 200g crusty white baguette
- 3 tbsp sun-dried tomato paste
- ½ red pepper, deseeded and thinly sliced
- 50g chestnut button mushrooms, sliced
- 49g tin sweetcorn in water, drained
- 30g mature grated cheddar

METHOD

- 1 Preheat the grill to medium. Cut the baguette in half lengthways, then cut each into 3 to create 6 pizza bases.
- 2 Spread with the tomato paste, then top with the pepper, mushrooms and sweetcorn. Sprinkle over the cheese.
- 3 Grill for 8 minutes, until the cheese is melted, golden and bubbling.

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.

Not having to come into the office to pay, no filling out forms each month, simply set the Direct Debit up and that's it, your housing rent will be collected each month – just think of the time you'll save. And, thanks to the Direct Debit Guarantee, you are protected in the unlikely event of an error being made with a payment.

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 to choose My Home Contents Insurance Scheme

- Flexible regular Pay-As-You-Go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you do not pay the first part of the claim)
- Covers fire, theft, flood, water damage and other household risks
- Covers damage to internal decorations
- Covers accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys
- You do not need to have special door or window locks
- You do not need to have a bank account



Exclusions & limits apply. A copy of the policy wording is available on request.

Ask your landlord for an application pack or
to apply for cover today, call My Home on:

0345 450 7288

email: myhome@thistleinsurance.co.uk or
visit www.thistlemyhome.co.uk

The National Housing Federation My Home Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. The National Housing Federation is an Appointed Representative of Thistle Insurance Services Limited.



NOTICEBOARD

Spring 2020



**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**.

CONCERNED ABOUT SOMEONE SLEEPING ROUGH?

Download the Streetlink app or call **0300 500 0914**. Alerts are sent to local outreach teams to find and support.



IS YOUR SMOKE ALARM WORKING?

If it does not work or you do not have a mains-powered smoke alarm, please contact Trident Group on **0121 633 4633** or by email to **MaintenanceTeam@tridentgroup.org.uk**. We will arrange for the smoke alarm to be inspected or for a new one to be fitted.



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

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

Let us know by email at communications@tridentgroup.org.uk and provide your name and your preference.

- By email
- Through the post
- Online through Trident's website

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



Large Print



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If you would like to receive this publication in any other format please contact Trident Group Head Office