

SPRING 2022

TridentTalk

A beacon of hope

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Trident Group



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WELCOME

From John Morris, Group Chief Executive



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

2022 signifies the nation 'seeing a light at the end of the tunnel' from the havoc that has been caused in all our lives by the COVID-19 virus. This year will see us all leave behind restrictions, lockdowns, being kept from our loved ones and instead entering a 'new norm' where we all must make personalised judgements to look after ourselves and our loved ones.

And 2022 is a special year for us at Trident Group, as we turn 60 years old! 2022 will see us celebrating our roots and origins as Templefields Housing Association on 5 July 1962 which then allowed us to form Trident Housing Association, three years later, on 9 August 1965.

The Trident family was founded by local professionals with a concern for providing rented housing; initially for middle income groups, and later for people in more severe need, including those with special needs.

As we revisit our roots, we also celebrate how far we have come, especially in the last few years which saw Trident Group operate

a 'business as normal' approach to ensure our residents and customers were supported through a global pandemic.

In this special annual edition of Trident Talk we are not the only ones to celebrate a birthday, as one of our long-standing residents, Anne James, turned 80 years old!

The past year saw us delivering vital care and support contracts across the Midlands and in this edition you can read about our young

people's services, Housing First project, and our launch of the new Respite Room Service in Birmingham. For more information on these services and other care and support services, please visit www.tridentreach.org.uk

Where 2021 saw us strengthen each other through further restrictions and lockdowns, 2022 will see us focusing on building more homes in the wider Midlands area, ensuring these homes are as carbon neutral as

possible and investing in making sure we reach our goals that we have indicated following on from 2021's Residents and Customer Satisfaction survey. We will be pleased to share more news of this in due course.

We look forward to working with residents, customers and staff alike as we embark on our 60th anniversary journey together.

In this special annual edition of Trident Talk we are not the only ones to celebrate a birthday, as one of our long-standing residents, Anne James, turned 80 years old!



Customer Contact Team

GREAT SUPPORT

During the COVID-19 pandemic, many UK services completely closed their doors to residents. Trident Housing did not. It was the aim of all teams to operate as close to “business as usual” as possible; whilst also closely following and adapting to ever-changing Government guidelines.

One key reason why our services chose to remain operational was to help keep our residents safe and well, particularly through ensuring repairs were done within usual timeframes. Garry Brown, Head of Technical

Services, said: “Our priorities have always been the safety and wellbeing of all our residents, while continuing to deliver an accessible repairs service. After discussions with the Executive Team and stakeholders we decided to continue delivering all services

to avoid having an impact on people’s welfare.”

It has always been crucial that the Customer Contact team is available to support and guide residents, and this has never been truer than during lockdowns, and times of restrictions.

They are the first port of call for residents who may have an issue in their home or neighbourhood; or need other support.

“The Customer Contact team offered full support to ensure repairs were dealt with effectively and supporting residents with day-to-day enquires. They were that voice at the end of the phone to provide advice to anyone with a concern and to signpost vulnerable people to additional support.”

Garry is particularly proud of the resilience of his teams. Reflecting on the last two years, he is impressed by how many of his colleagues just got on with their jobs and supported each other through challenging times.

“I’ve said how proud it makes me to actually be part of this team. To get through all the issues and challenges that we faced and still come out the

other end delivering services.

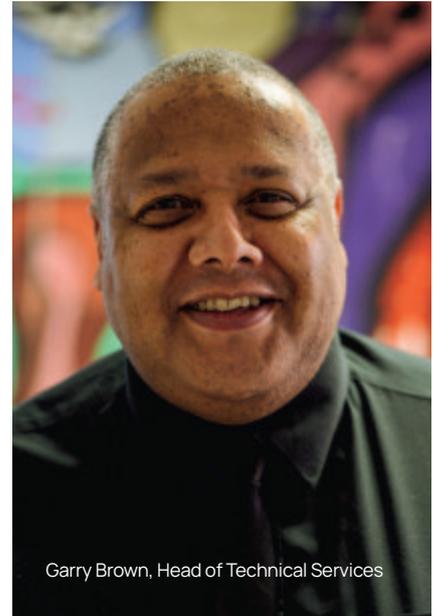
And, you know, making residents feel that we genuinely want to support them. These are great feelings.”

Garry feels that going through the turbulent times together has created a greater sense of unity among colleagues.

“There’s a nice general feeling within the office and I think people are trying to support each other more.”

He would like to thank all his teams for their hard work and perseverance through such unprecedented times.

“I am proud of the strength and camaraderie colleagues across the organisation have shown in continuing service delivery, despite significant changes to the organisation of operations. I thank everyone warmly for hard and dedicated work, performed with great spirit and professionalism.”



Garry Brown, Head of Technical Services



There’s a nice general feeling within the office and I think people are trying to support each other more.



The Group's Estate Services

UK FIRST ACHIEVED

Following an independent assessment, Trident Group has become the first housing association in the UK to qualify to use the RACE (Reporting Action Composition Education) Equality Code Quality Mark.



The new code has been developed to help organisations take action to improve race equality within the workplace.

To qualify to display the mark, the Group had to go through an in-depth assessment and develop an action plan to demonstrate that it encourages racial equality amongst its workforce and is actively improving internal measures.

Dr Christopher Derby, Executive Director of People and Resources, said: “There are many initiatives, pledges and choices to be made when working on getting inclusion right. We found that the detailed and comprehensive process that we went through as a Group, with involvement and representative at Board level in achieving the quality mark from the RACE equality code, was pitched at the right level to give us the confidence in tackling inequality. The focus on race served to complement our overall Equality, Diversity and Inclusion strategy and we are proud to have achieved the quality mark. We are committed to moving the dial on representation.”

Dr Karl George MBE said: “The long-overdue need to tackle a woeful lack of racial diversity in the leadership of many of our organisations is finally getting the attention it deserves. Real change only happens when you are able to influence leadership - the Board and executive management - and hold organisations to account. So, the focus of the RACE Code is firmly on how we deal with race inequity in the boardrooms and senior leadership teams of the UK.”

The Race Equality Code draws learning and recommendations outlined in reports, charters, and pledges, with the aim of supporting organisations who are actively tackling diversity and inclusion challenges. It was launched in October 2020 as part of Black History Month by Dr Karl George MBE and a national steering group of experts in governance and racial inequalities.

Details on the RACE Code can be found at: www.theracecode.org

WE’LL MISS YOU!

THE TEAM AT OAKLAND VILLAGE IN SWADLINCOTE, DERBYSHIRE WOULD LIKE TO SAY A HUGE THANK YOU TO ONE OF OUR VOLUNTEERS, KATH MCLOUGHLIN.

Kath is leaving the volunteer team after serving for more than eight years, which have seen her being part of the gardening club, running a quiz and our coffee mornings.

Kath will definitely be missed, not only by the residents, but also all the staff!

We wish Kath all the best in the future and would like to thank her for being a huge part of Oakland Village.



NEW WEBSITE

In July 2021, Trident Group launched a new website that featured a modern look and effectively showcased all our services to our stakeholders.

A major objective of the website redesign was to improve navigation through a series of simple menus and sub-menus, so it's easy to find information and advice. The content of the website has also been reviewed to ensure the information provided is relevant, clear and concise.

The website is fully responsive on all devices, so visitors to it now receive the same experience, with no reduction of features, whether they view it on a PC, laptop, mobile or tablet.

Further improvements are planned with a dedicated tenant portal due to be introduced in the coming months, with proactive participation and engagement with Trident Group residents and customers. This will provide tenants with access to their own rent account along with a facility to manage aspects of their tenancy and repairs via the website.

Trident Group also intends to set up an online handbook which puts valuable information into bitesize sections for the most frequently asked questions about all our services.

If you would like more information on the new website, or would like to feedback your suggestions, please email the Communications Team on communications@tridentgroup.org.uk



“

When I first moved in there, we had a party for everything, people's birthdays, celebrating the end of the war, wedding anniversaries, I think we were constantly having parties!



ANNE LOOKS BACK

Anne James has been a resident with Trident Housing for nearly 30 years. In 2021, she turned 80 years old, so we interviewed her as a long-time resident, to find out what her experience with Trident Group has been like over the years.

Anne moved into Trident House at central site in 1994 and three years later her journey with resident engagement began, as she was selected as Honorary Secretary of the Residents' Group. Whilst she found the role challenging at first, she stuck with it and since then has worked on interview panels, presentations to different groups, and away days.

Anne describes how supportive Trident Group has been, in the late '90s they offered her a move into a house on the estate at central site, only a stones throw away from her flat in Trident House. She loved the new house as it was much lighter than the flat, and she was able to move in "within a week".

In this house she lived under what at the time was known as sheltered housing, with wardens and a pull-cord system, which were designed to support residents who were vulnerable.

Since becoming involved with resident engagement Anne has seen a lot of changes to Trident Group and to the world. She describes parties that were held on the estate for every celebration, as well as regular tea afternoons and coffee mornings which created a sense of community amongst residents.

"When I first moved in there, we had a party for everything, people's birthdays, celebrating the end of the war, wedding anniversaries, I think we were constantly having parties!"

Anne talks about the importance of community. When asked what her best memories are of working with Trident Group, she said: "It's not so much memories, I think maybe it has been the people that have made

the memories to be fair. Prior to the pandemic, we were taken out to various events to thank us, which was always very lovely."

Anne highlights the importance of the community structure during the pandemic, she says being involved with resident engagement was a lifesaver.

"I came over every time (for resident engagement meetings) and sat in here. I could have done it virtually, but I'd rather be with people than on a screen. I find it's quite restricting, and we did have a lot of problems at some of the meetings initially – we couldn't get half the people we needed because they were all on Zoom. It was quite good sitting here because you could be involved and not cut off."

Looking at resident engagement now and how it should continue in the future, Anne says it's important that there is always a "connection between residents and Trident Group" and that an 'us versus them' situation isn't created between residents and the housing association, where unity and community are so important.



FORCES AWARD

In November 2020, Trident Group signed up to the Armed Forces Covenant, committing to supporting the Armed Forces community, recognising the value serving personnel, both Regular and Reservists, Veterans and military families, contribute to our business and our country.

After what has been a very challenging 18 months for us all, we're pleased to announce that Trident Group has been confirmed as an Employer Recognition Scheme (ERS) Silver Award winner for 2021, alongside 50 other employers across the Midlands.

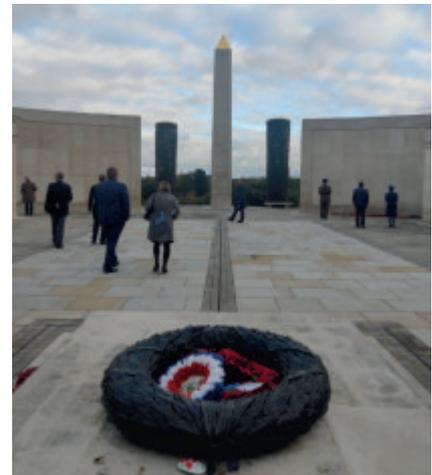
This Ministry of Defence award recognises companies for their support to the Armed Forces community, including Reservists, Veterans, spouses, Cadet Forces Adult Volunteers and cadets.

Silver award holders must demonstrate several positive measures and policies in their organisations, which actively

support members of the Armed Forces community.

The silver status requires employers to ensure:

- That members of the Forces community are not disadvantaged in their recruitment and selection process.
- That all positive policies relating to defence personnel are internally publicised.
- That they employ at least one individual from the Armed Forces category that their nomination emphasises.
- If required, that they have demonstrated support to Reservist mobilisations.



- That they align their values with their Armed Forces Covenant.

On Wednesday 3 November, Trident Group was invited to the Silver Awards Ceremony at the National Memorial Arboretum near Burton-on-Trent, which Lisa Morroll, HR Manager, Vicky Hewitt, Senior HR Business Partner, and Veteran Neil Spears, Community Safety and Safeguarding Officer, attended. Neil collected the award on behalf of Trident Group.

We are very proud to have been recognised for this award, and would like to thank those who have served, are serving, and the families of service personnel once again for all that they do.



GREEN

MAKEOVERS COMING

Trident Group, working in partnership with Wychavon District Council, has secured £1.9 million from the Government's Social Housing Decarbonisation Fund (SHDF) Demonstrator.

The Government scheme supports the decarbonisation of social housing and aims to boost green jobs as part of the COVID-19 Economic Recovery Plan.

This £62m programme will see the upgrade of over 2,300 social homes across the country, to make them more energy efficient, as well as helping meet the country's net zero emissions target.

The SHDF Demonstrator will also further support up to 3,200 jobs in the green energy sector.

Trident Group will be one of 19 projects looking at what carbon reduction measures can be carried out on current housing stock. With additional funding by the Group, there will be an overall investment of £2.3 million into the project across 73 of our homes.

Trident Group will use a "whole house retrofit" approach, which will include providing external wall insulation, new high-performance windows and doors, mechanical ventilation, installation of air source heat pumps, and provision of solar panels. These measures will be installed over the coming year.

Gareth Price, the Group's Executive Director of Technical Services, said: "We are delighted that our residents will be benefiting



from this project. Improving energy efficiency, potentially saving our residents money on their fuel bills, and reducing carbon emissions across our homes, are very important to us. We will be looking to drive real innovation in response to the challenges that present themselves when retrofitting sustainable technologies to our homes. We look forward to learning lessons from the Demonstrator Project, so that other residents can benefit in the future."

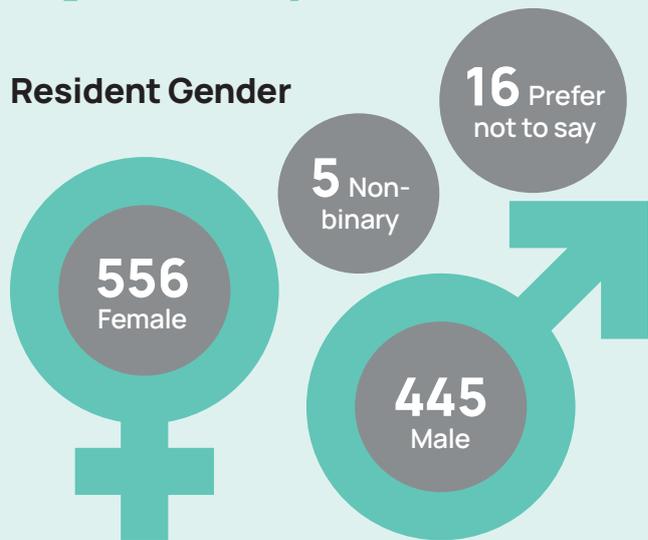
The SHDF Demonstrator project is an initial investment to learn lessons and encourage new ways of retrofitting for the Social Housing Decarbonisation Fund. The results will be carefully monitored and shared across the sector to see what lessons can be learnt, and to measure successes, prior to more properties receiving similar measures.

LISTEN, LEARN AND IMPROVE

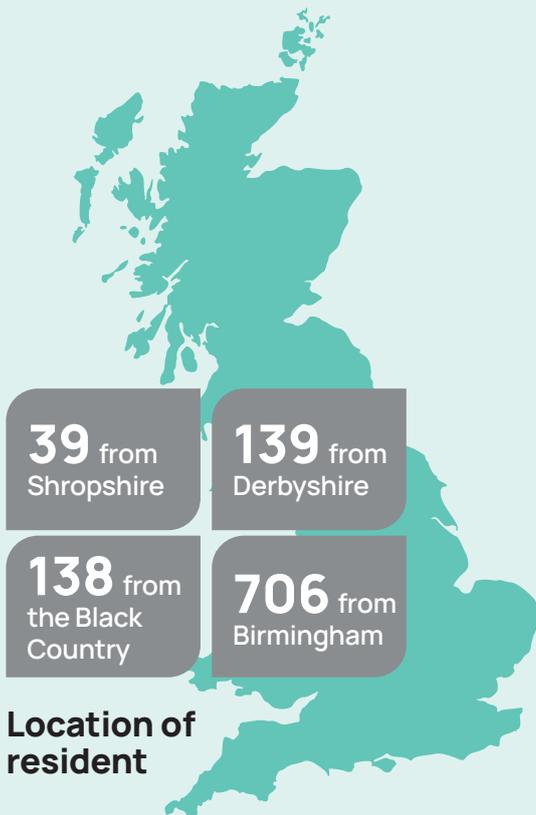
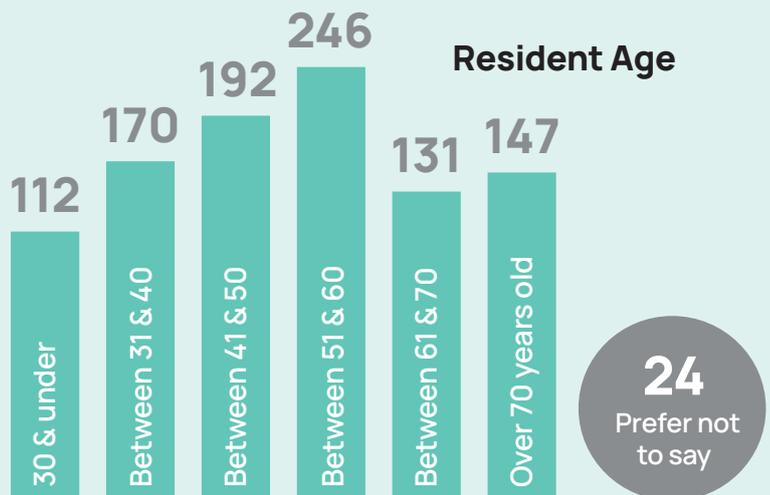
In 2021, there continued to be external factors that impacted our residents and customers, such as the ongoing COVID-19 pandemic which resulted in lockdowns and restrictions on everyday life. Whilst we worked in accordance with Government guidelines, we maintained a 'business as usual' approach. To help improve our performance and make sure that we're always providing high quality services, we undertook a survey to get feedback on the issues that are important to you.

In total, 1,022 residents and customers participated in the survey - this represents 28% of all Trident Group households. Most people - 700 - answered by phone, 306 answered online and 16 by post.

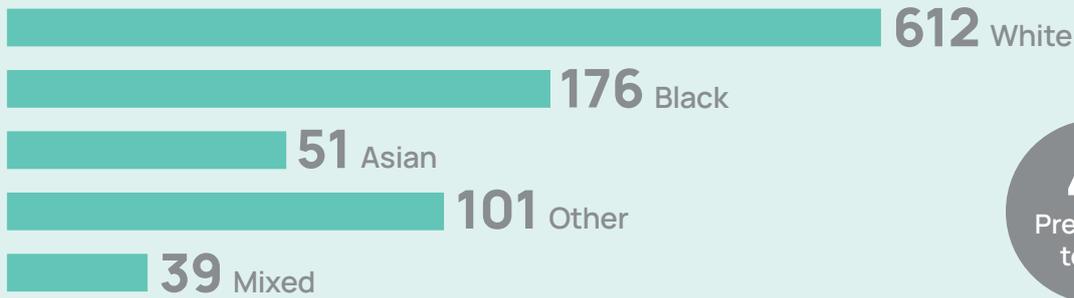
Resident Gender



Resident Age



Ethnicity



Whilst we haven't been able to survey everyone, this is a good sample to gauge how we are doing. Thank you to everyone who took part.

Everyone who took part was entered into a prize draw - the winners were:



THE GOOD STUFF



We asked if overall you were satisfied with the service and quality of care we provide, **75%** of responses were satisfied.

We asked if the people that you deal with/care for you treat you fairly and with respect, **85%** of responses were satisfied.

We asked if you were satisfied with your neighbourhood, **81%** of responses were satisfied.

We asked if you were satisfied with the communication with you where planned works take place, **81%** of responses were satisfied.

We asked if you were satisfied with the safety and security of your home, **87%** of responses were satisfied.

We asked how satisfied you were with the way we communicate with you about the things that affect you, **80%** of responses were satisfied.

We asked if you were satisfied with the overall condition and quality of your home, **74%** of responses were satisfied.

We asked if you were satisfied that we provide value for money, **76%** of responses were satisfied.

THE NOT SO GOOD STUFF



We asked those who had made a complaint in the last 12 months if they were satisfied with the way their complaint was dealt with, **65%** were dissatisfied.

We asked how satisfied you were with the speed of repairs, **24%** were dissatisfied.

We asked how satisfied you were with communal cleaning, **22%** were dissatisfied.

Although we're pleased to hear that our residents and customers are satisfied with the services and homes we provide, we do know that we need to do better on some

of the areas you have told us about. Our focus continues to be involving residents and customers as much as possible to help the ways we listen, and to improve our services.

WHAT NEXT?

We're producing a 'You Said, We Did' action plan with the Resident and Customer Voice Standing Group. This will be the way we improve the things that you said were not so good. It will be monitored by the Resident and Customer Voice Standing Group to make sure we do what we say we will.

Through our communications with you, our website and our newsletters, we will keep you updated on how we're working to make things better.

RESPITE ROOMS SET UP

Trident Reach has been granted funding for a new Respite Rooms service that will help rough sleeping women, who face or are at risk of domestic abuse, go from victim to survivor.

In March 2021, the Chancellor announced that £4.2m of funding would go towards a trial of several Respite Rooms, with the areas to receive support announced in July. The contract has been awarded to Trident Reach for 12 months - from December 2021 - and will help women in vulnerable situations.

Thanks to this funding, Trident Reach is providing nine units of accommodation in Birmingham, to support women who are homeless and facing or at risk of domestic abuse. These include four units for women only Respite Rooms, as well as five units of accommodation to support women as part of a move-on into sustained housing and support.

Joanne Spence, Trident Group's Interim Head of

Housing and Support said: "Securing this funding will further strengthen the positive partnership working between organisations involved in homelessness and domestic abuse services in Birmingham. This is a fantastic opportunity to make a positive difference to enable extremely vulnerable female rough sleepers to make informed choices about their preferred long-term pathway from rough sleeping into safe accommodation."

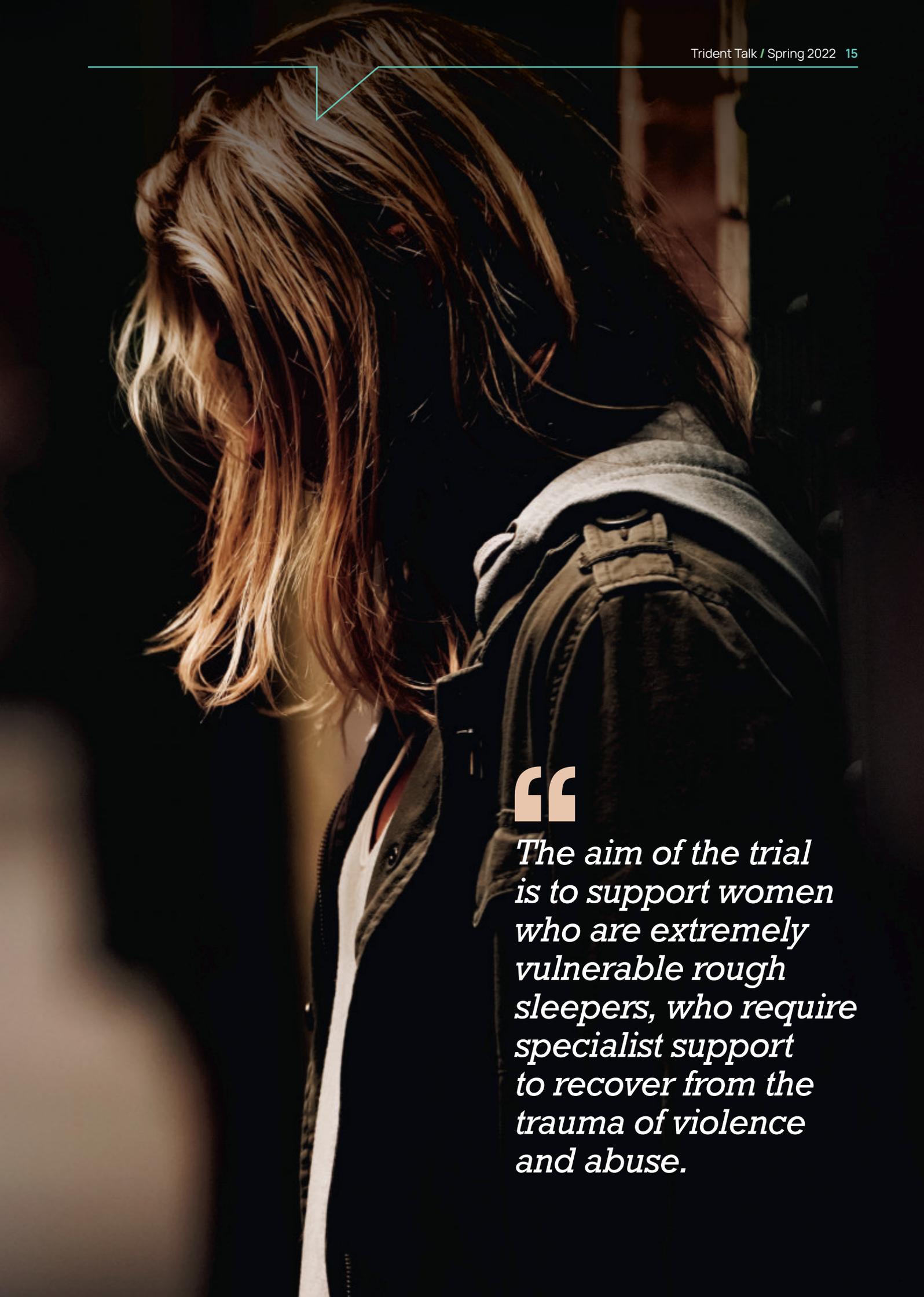
The aim of the trial is to support women who are extremely vulnerable rough sleepers, who require specialist support to recover from the trauma of violence and abuse. The women will be provided with short-term (six-week) accommodation alongside intensive, trauma-informed support.

As many as 67% of rough sleeper women have faced domestic abuse, compared to 27% of rough sleeper men.

Paul McKeown, Trident Reach's Service Lead for Homeless Services, said: "In the past 12 months there has been an increase in vulnerable women on the street, with a lack of suitable provision to offer support. The introduction of this service will help us offer tailor-made support for the needs of these women."

The service is specifically aimed at helping women who would otherwise be unlikely to approach other domestic abuse support services; they are likely to present with complex and challenging backgrounds and behaviours.

For further information, please email RespiteRoomService@tridentreach.org.uk



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A LIFE TRANSFORMED

Homelessness took everything from Natasha Thompson.

Two years ago, a 34-year-old was addicted to drugs, living on the streets, and facing domestic abuse. She had no prospects, no contact with her family and children, and no hope of getting a home.

Trident Reach stepped in to offer her a flat in its Housing First programme in the West Midlands.

Now, Natasha's life has been transformed.

She has managed to beat her addiction to heroin, crack and synthetic cannabinoids, and has learned to live independently.

None of it would have been possible without the base of a stable home.

"I remember it being -10C and someone stole my sleeping bag, so I had to get an emergency foil blanket off the ambulance service. It was the coldest I'd ever been. I was crying. I still think about times like that - it makes me grateful that I've got this place.

"I've been on and off the streets for the last 11 years. But ever since I've got my flat I haven't wanted to go back on the streets. I've worked really hard to try to do everything I need to do to keep the flat."

With the stability of a home, she is considering a return to education in 2022 and wants to study biology so that one day she will be able to work in a lab.

For Natasha, having a home means she has an address, so she can write to her children, and she can also stop losing her mobile phone so she can keep in contact with other members of her family.

Trident Reach, which runs a 24/7 outreach team on behalf of Birmingham City Council, as well as activating the Council's Severe Weather Emergency Protocol (SWEP), also provides wrap-around support. Natasha has a Support Worker who helps her with managing her finances, food shopping and making it to GP appointments.

"I want to say thank you to my Support Worker. I wouldn't have been able to do any of this without her. I think because I got my Housing First flat everything fell into place," says Natasha. "It's made my life so much better."

WHAT IS HOUSING FIRST?

HOUSING FIRST IS A HOUSING AND SUPPORT APPROACH WHICH:

- Gives people who have experienced homelessness and chronic health and social care needs a stable home from which to rebuild their lives.
- Provides intensive, person-centred, holistic support that is open-ended.
- Places no conditions on individuals; however, they should desire to have a tenancy.

The Housing First approach was first developed in New York by Pathways to Housing in 1992. It has since been widely adopted in the USA and become central to the national homelessness strategies in Canada, Denmark, Finland and France, demonstrating widespread success.

In England, since 2010, a growing number of local areas, including Birmingham, have established Housing First services to meet an identified need.

BRAVE DECISIONS

Masharah is like any other 18-year-old, recently having completed her A levels and with aspirations to go to university in the autumn. But, in order to focus on her studies, she made the scary decision to move out of her family home, where she was struggling to concentrate due to an unhealthy living environment there.

Masharah moved into exempt accommodation and was then referred to Trident Reach's Young People Lead Worker Services.

Following her move from home, it was incredibly important to Masharah that she repaired and maintained her relationship with her family and did not become estranged from them. With her Lead Worker, Masharah worked out a way of doing this whilst keeping distanced enough from her family to focus on her studies.

Masharah revealed that she thought once she had left her family home, she would have to do everything on her own. She was relieved to feel real hope once she began working with the Young People Lead Worker Services. Masharah previously had no plan beyond leaving home, she felt supported by her Lead Worker and trusted their guidance. This trust was solidified by the positive results in re-establishing relationships with her family.

School was very important to Masharah as she wanted to go to university, with her first

choice being the University of Cambridge to study Law. She wants to be a corporate lawyer, having been inspired by seeing a corporate lawyer speak on a webinar when she was doing work experience.

With her Lead Worker, Masharah worked on establishing a routine with plenty of balance between studying, relaxing, and having fun. Especially during times of lockdown, she was prioritising revision too much over things such as resting and maintaining friendships.

Her Lead Worker suggested a timetable which would allow Masharah to plan in enough time to revise as well as look after her wellbeing. She now sees the importance of self-care and was able to reduce her feelings of guilt about not constantly studying.

Last summer, Masharah sat her A levels and achieved grades A, B, B in English Language, English Literature, and History respectively. She has applied to university and is currently on a gap year. She is volunteering with Birmingham Museum and Art Galleries, working on a decolonisation project. Through this work she



has been able to network, meet new people and challenge her introversion.

Masharah feels that the path that life has taken her on has allowed her to establish a strong sense of self and pushed her beyond her comfort zone. She states that if it wasn't for the support of Trident Reach's Young People Lead Worker Services, and the consistent support she has received throughout, she doesn't know where she would be now.



Joanne Spence, Interim Head of Housing and Support, in conversation

TEAMS THAT CARE

We're now in the third year of the COVID-19 pandemic, which brought many aspects of life and work to a grinding halt.

Trident Group began to consider the impact of the pandemic from a very early stage, around January 2020. By the time that the first lockdown was introduced in March of the same year, the Group knew that a “business as usual” approach - as much as was possible - was going to be the best solution for the people it supports.

Joanne Spence, Interim Head of Housing and Support, explains that initially Trident Group

and its employees had to make a lot of quick changes.

“For Trident Reach for example, we made sure that key worker letters were issued to people, particularly the agile services where staff still needed to travel across the city. So, if they were challenged, they had their ID badges and their key worker letters available to show. We made sure that we 'Red-Amber-Green (RAG)-rated'

the people that we supported at Trident Reach. For the people who were at highest risk, who still needed us to have eyes on them, we continued to offer face-to-face support, albeit at a social distance.”

The teams adapted to a more community-based style of work, especially during early lockdowns. It was key for them to ensure that residents and customers had the help that they needed. Support included signposting to foodbanks, increasing wellbeing calls, and ensuring tenants knew their financial entitlements if their income had been affected by the pandemic. This was all alongside staff dealing with their own pandemic-related anxieties.

“People have had their own experiences of the pandemic. What’s been key for the staff is the communication from the organisation but also that we’ve been able to link it to external information so that they can get a wider context as well. It’s been really commendable that despite whatever personal beliefs, feelings, anxieties people have, they’ve given a really consistent message to residents.”

Through the challenges of the past two years, staff have grown resilient and more confident in how to react during uncertain times. They have put the needs of customers first, knowing that if they didn’t show up, no matter what their fears were, that could have an impact on customers’ lives.

“We’ve had lots of feedback from residents and customers saying that they were really appreciative of us still being there for them... and that had they not seen us, they wouldn’t



Joanne Spence, Interim Head of Housing in conversation

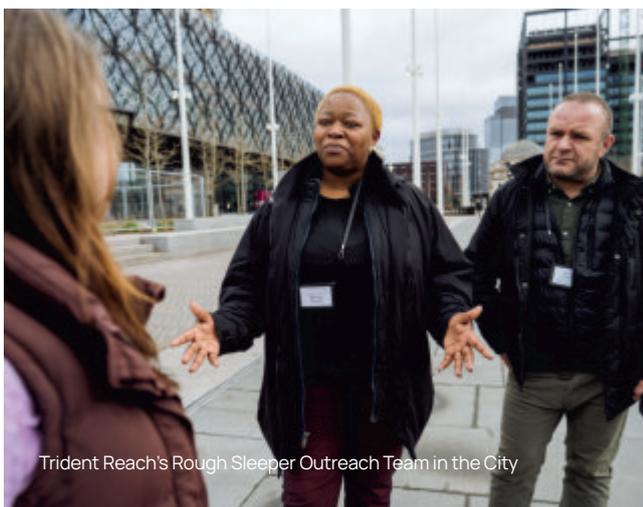
have seen anyone else at that time. If they had not had that call from their Housing Officer or their Support Worker, they would have been much more affected by social isolation.”

Joanne would like to express an immense thanks to colleagues across both the Group’s Housing and Support Services who have shown compassion, checked in on customers and residents, and believed in them.

“Thank you to everyone working at our services, for all you have done and will do for our residents and customers.”

“

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Trident Reach’s Rough Sleeper Outreach Team in the City

THERE'S A BETTER WAY CHANGE INTO ACTION



DONATE - You can help provide additional support for people who are sleeping rough or in danger of sleeping rough by donating at:
changeintoaction.org.uk/birmingham

