

SUMMER 2022

# TridentTalk

*A beacon of hope*

ANNIVERSARY EDITION CELEBRATING 60 YEARS: 1962-2022



# TRIDENT TALK

## 60th anniversary special edition

**A**s well as 2022 being the year of the Queen's Platinum Jubilee, it also marks Trident Group's 60th anniversary, since it started life as Templefield Housing Association on 5 July 1962.

This special edition of Trident Talk is to mark the Group's 60 years of providing housing, care, and support services to our communities.

We have produced this anniversary edition for you which features some of our iconic

buildings and developments over the period; reflections from others on the Group; an invitation to readers on how to get involved in marking this milestone over the coming year, and news as we look to the future and providing many more years of service before our next BIG anniversary, marking our own platinum milestone in 2032.

## DEAR READER

**As you may know, 2022 marks a significant milestone in Trident Group's history...60 years in fact, and to mark the occasion this special edition of Trident Talk recognises and celebrates this.**

**A**s Chair I am immensely proud of what Trident has achieved over this time and for the contributions of the very many staff and residents involved, we are all very grateful. The Trident we have today is because of the efforts of many in providing and enjoying the housing and services of which we are rightly proud. On behalf of the Board, both current and past, thank you all. I hope you enjoy this special edition of Trident Talk.

Best wishes

**Colin Small**, Chair of Trident Group Board



Colin Small

# A WORD

## From the Group Chief Executive

**W**elcome to this special edition of Trident Talk. This celebratory edition is to mark Trident Group's 60th anniversary on 5 July 2022.

I am pleased to have been a part of the Trident Group journey for almost 19 years, and there are probably some of you who have lived in our properties, worked for the organisation, or been supported by us, for even longer than that.

This milestone in our journey has seen us achieve many things over the years and still continues to give me, my Executive Team and staff, the drive to do more, more of the same, and more with a difference. And in recognising my staff teams I want to turn my attention to personally thanking and recognising you as our resident - customer - stakeholder.

My vision for the Group has always been to be a 'Beacon of Hope' for all, in all our areas of service and operations, and this is probably needed now more than ever, as we look beyond this milestone towards the next and all the exciting challenges and opportunities that it brings for all at Trident Group.

**John Morris**

Group Chief Executive of Trident Group



John Morris



*My vision for the Group has always been to be a 'Beacon of Hope' for all, in all our areas of service and operations, and this is probably needed now more than ever, as we look beyond this milestone towards the next and all the exciting challenges and opportunities that it brings for all at Trident Group.*



# THE HISTORY OF TRIDENT HOUSING

Trident's story began in 1962, when Templefield Housing Association was founded to take advantage of the changing housing policy in the early '60s. Trident Housing Society was later founded, in August of 1965. These were two of five housing associations which went on to become the current Trident Housing Association; through a series of mergers that occurred in the 1970s.

**T**emplefield built England's first cost-rent scheme in Yardley in 1963, and throughout the 1960s several housing schemes were built across Birmingham by different housing associations. Trident Close in Erdington and the Templefield Estate in Edgbaston, opened in 1971, were among some of these schemes.

In 1979, Trident and Templefield merged. The new association kept the Trident name, with more than 600 housing units at the time. This was also the time in which the iconic tower building, Trident House was being built, along with the Granville Square site, in Birmingham city centre.

Trident House was completed in 1980 - when the first tenants moved in - then opened to the public by the Duke of Edinburgh in 1981. The new building was able to accommodate more than 300 people, many of whom had been left behind by the housing legislation at the time.



At the time when Trident Housing was expanding and merging with other housing associations, there was a clear premise that the Association existed to help fill gaps in housing and care provision. People have always been at the heart of Trident's ethos, there has always been a passion for the wellbeing of our residents and customers, demonstrated by so many workers.

This ethos has been demonstrated by Trident Reach's work in the

homelessness, domiciliary care, domestic abuse, and complex needs services. These services are built around people and communities, with workers sharing a passion for the welfare of the individuals they care for.

It is central to our mission going forward to understand customers' and residents' needs and communicate effectively with them, to continue to build a strong community bond across the Midlands.

“

*These services are built around people and communities, with workers sharing a passion for the welfare of the individuals they care for.*

# ITS THE PEOPLE WHO HAVE MADE IT ALL POSSIBLE

Celebrating 60 years is something we consider a milestone in the Group's history. Many people have played their part in making Trident's journey possible over the decades, from staff, to residents, to customers. Here are just a few reflections from some of those of people.

## **Dorothy Dangerfield** Tenant with Trident Group since 1968

"I have been a tenant with Trident since 1968, so for 54 years. I have loved every minute of it, we have wonderful neighbours. We first moved to the estate because we needed to get my daughter into a school that would be able to support her special needs. We lived in Birmingham and the doctors told us to move

to an area where she could go to a specialist school, as she had a "genius" IQ level at a very young age.

"We moved from a pokey flat in Moseley to our house in Lichfield and it was the best decision we ever made. Back when we moved, the housing association was known as Templefield.

"My daughter got into a school which could give her the support she needed, she ended up going to university and now she is a teacher. In the 54 years we have lived here, I have seen only three or four new tenants move in, as the estate is so nice that no one moves out.

"There have been lots of changes to the landscape. When I first moved in it was all countryside and now there is a bypass, a country club, and golf course, and lots more which wasn't there when we moved in.



***I have been a tenant with Trident since 1968, so for 54 years. I have loved every minute of it, we have wonderful neighbours.***

"I remember when it was the Queen's Silver Jubilee in 1977, all the houses on the street came together and we had a big party. When the children were younger, they used to play sports on the green at the back. All the neighbours get on well and it's a lovely area to bring children up. I've never had any trouble living here, I really can't fault it. Often when I've had problems Trident have turned up to support very quickly."

**The average house price in 1962 was £2,599, compared to £289,099 in 2022.**



Shamim Lokat

**Shamim Lokat**  
**IHMO Sandwell Services,**  
**with Trident Group since 1989**

Shamim has worked for the Group for the past 32 years, starting on reception at the Group's offices in Martineau Square; Birmingham city centre, before moving to the purpose-built offices on Holliday Street where she also worked as a receptionist.

Having worked in the Group's mental health and homeless services, Shamim now works for the Group's Sandwell services as an Intensive Housing Management Officer (IHMO).

"The reason for my long stay in the organisation is because of respecting my colleagues/ management/customers and equally getting respect back



***I have enjoyed working for the organisation and will continue to work till I retire.***

from them. In particular, management recognising my strength and their trust and faith in me that I will carry out my duties to the best ability that I can. I can say that this has been the very reason I have stayed with the organisation. In short, I have enjoyed working for the organisation and will continue to work till I retire."



Colin Glasford

**Colin Glasford**  
**Central Control, with Trident Group since 1990**

"I came to Trident first because after I had passed a road haulage management course, I was left with a mortgage at the age of 23. I thought I would start working with Trident for two years to earn some money, and now it's been 32 years!

"I was going to try to pursue my career in road haulage management, but then more and more years went by. When I first came, the organisation was a lot like a family, there were only 25 people in the office at the time. I have always tried to adapt to changes with Trident and I have always retrained.

"I have just passed a Level 3 Business Management and Level 4 in Acupuncture, and I run my own martial arts club. I have always worn a shirt and tie and I still wear these to work every day. I have done lots of courses to support me in my role."



Alison Littler

**Alison Littler**  
**Payroll Officer, with Trident Group since 1996**

Alison has been doing the Group's payroll for all our staff since joining in 1996. Alison told us: "I joined working at Holliday Street when there were only 170 people in the payroll. I have seen many changes, office moves, enjoyed abseiling down Trident House and the many benefits and challenges faced, whilst working with lovely supportive colleagues and staff."

Yes, you've read it right, Alison was one of a few staff members who as part of a fundraising event, abseiled down Trident House, one of the city's tallest free-standing living accommodations at that time.



Baljeet Singh Ghataora

**Baljeet Singh Ghataora**  
**Central Solutions Control**  
**Centre Manager, with Trident**  
**Group since 1989**

“When I joined Trident in 1989 it was a fairly small office of about 20 staff in a commercial unit in Birmingham city centre. I have seen hundreds of developments and new services coming on board. We originally only had general needs and sheltered housing, but in 1992 Trident started developing supported housing and care homes.

“The organisation changed and became more commercialised. One of the key developments was setting up the housing for the Japanese workers at Chrysanthemum Court in the early '90s. It was built for the Toyota factory workers, with 32 two-bedroom flats, which later became 64 one-bedroom flats. The biggest change we have seen is all the big developments in Shropshire and Derbyshire.

“I have thoroughly enjoyed working with the organisation. Over the years, Trident used to

have lots of staff conferences, residents' conferences, and Christmas parties and summer balls which used to really get a lot of engagement from staff, and I look forward to more of that in the future.

“We used to play five-a-side football, bowling, cricket, and quiz nights! We even once had a quiz on a boat. From 2006 I saw changes coming in the organisation, with the biggest change being the introduction of Trident Reach in September 2009.”



*I have thoroughly enjoyed working with the organisation. Over the years, Trident used to have lots of staff conferences, residents' conferences, and Christmas parties and summer balls which used to really get a lot of engagement from staff, and I look forward to more of that in the future.*



Helen Litherland

**Helen Litherland**  
**Executive Director of Housing**  
**Care and Support, with**  
**Trident Group since 1994**

“Throughout the time I have been with Trident, the focus of why it was formed and why we are still here, 60 years later, has remained at the core - people. We meet the needs of people at a time in their lives where they look to us to give them hope, which could be through providing a home or care and support, supporting people to re-build their lives and be part of communities, being cared for, being in a place of safety and refuge and we work to empower people to be resilient and live a happy life - isn't that what we all want?

“We house, care and support people with multiple and complex needs and who have had previous adverse experiences that lead them to Trident - but the thousands of actions that the staff here at Trident do on a daily basis all contribute in some way to improving a person's life, and that's pretty amazing.

“I've never seen any of my roles as a job but working to

“

***Throughout the time I have been with Trident, the focus of why it was formed and why we are still here, 60 years later, has remained at the core - people.***

achieve the values and aims of Trident. Each of us has a power to have an impact on somebody else's life for the better.

“We continue to change and adapt to the environment, the housing, care and support sector and the world we live in, to survive and be a financially sustainable business - but without changing our reason for being Trident - the people. After 60 years that's something for us all to be proud of.”



Joanne Spence

**Joanne Spence**  
**Head of Housing and Support,**  
**with Trident Group since 1997**

“I remember, when I joined Trident as a support worker,

visiting our Holliday Street office as part of my induction. I was introduced to the-then Chief Executive who looked me straight in the eye and asked, ‘What brings you to Trident?’, without hesitation and although nervous, I gave my answer, ‘Fate and your mission statement’ and waited. His serious face broke into a smile, ‘Ah, both excellent answers’ he said, nodding encouragingly.

“So, 25 years later I find myself reflecting on why I have stayed working for Trident all this time, and the answer hasn't changed a great deal.

“Yes, my fate throughout the years may well be more influenced by commissioning priorities, business plans and Key Performance Indicators than ‘greater forces’ being at work, but I have always felt empowered to have my voice heard and to be part of the decision-making that shapes the direction of the organisation.

“Now, more than ever, the housing, care and support sector is fast-paced and ever-changing, but with this comes opportunities for our employees to embark on new roles, develop forward-thinking services, and indeed move on from Trident with our investment in them paying dividends in their future career journey.

“Most importantly, I can still see the principles of that mission statement that inspired me to apply for a role woven throughout our strategies and corporate priorities and in the aspirations

that we have, to remain as that beacon of hope, providing effective services, individual support, and most importantly sustaining tenancies for the most vulnerable of our residents and customers.

“I am fortunate enough to work for such an ambitious organisation that is fuelled by making a real and positive difference to people's lives every day and to be able to ask the new staff I meet ‘What brings you to Trident?’.”

“

***I am fortunate enough to work for such an ambitious organisation that is fuelled by making a real and positive difference to people's lives every day and to be able to ask the new staff I meet ‘What brings you to Trident?’.***

**A pint of milk in 1962 cost 8½p, compared to 69p in 2022.**



# LOOKING TO THE FUTURE

As well as looking back and celebrating our achievements over the last 60 years, our anniversary is also an opportunity for us to look forward and let you know some of our plans for the next 10 years.

- We will continue to provide the range of services we currently offer, remaining a “Beacon of Hope” to the communities we serve.
- We will continue to invest in your homes to ensure they are safe and desirable to live in. We will also invest more in improving the eco-performance of these homes, reducing the cost of heating your home. We plan to spend over **£100m** over **ten** years on maintaining and improving our properties.
- We will look to build **250+** new properties, providing a range of opportunities for people to move into a new home. We will be developing new properties that give people the opportunity to buy shares in their home as well as more traditional rented and supported housing.
- By **2033**, we will have an annual income of **over £50m**, all of which will be reinvested in our social purpose.



Gareth Price

“

*Over the next five years, Trident is committed to developing sustainable, affordable, and high-quality new homes for social housing residents across a mixture of tenure types that support the need for home ownership.*

## DEVELOPMENT

We have ambitious plans for the development of over 250 new homes around the areas in which we currently work

**Gareth Price, Executive Director of Technical Services** said: “Trident has recently completed six new affordable homes in Hilton, Derbyshire which have been a great success with local residents. We are currently building an additional 27 homes in Woodville, Swadlincote. Both schemes are part of section 106 agreements and include a mixture of rented and shared ownership properties.

“Over the next five years, Trident is committed to developing sustainable, affordable, and high-quality new homes for social housing residents across a mixture of tenure types that support the need for home ownership.”

We are close to signing up to further new schemes in Swadlincote and in Birmingham.



**If you are interested in a new home, why not visit our website and look at details of Trident Group new developments. These are at [www.tridentgroup.org.uk/find-a-home/new-developments](http://www.tridentgroup.org.uk/find-a-home/new-developments)**

## SHARED OWNERSHIP

We plan to offer a greater range of new housing over the coming 10 years including shared ownership which gives you, our residents, an opportunity to buy a percentage of your home, in most cases up to 100%. If you have already purchased part of your property and currently a shared owner and would like to discuss purchasing a further share, then get in touch. You can do this by contacting us at [homeownership@tridentgroup.org.uk](mailto:homeownership@tridentgroup.org.uk).

We will be happy to tell you our latest incentives available to you if you are considering buying further shares in your home.

# RESIDENT PORTAL



We announced as part of our phased launch of the Group's new website, that a residents' portal would be coming.

**W**e are pleased that as part of our anniversary year and our digital inclusion improvements, we will be launching the portal over the coming weeks.

Once registered and logged into the portal, you will have access to your own personal dashboard with useful links including; your profile information, latest rent statement summary and notification alerts to help you manage your tenancy.

You will also be able to:

- **View statements**, including

payment dates and transaction history.

- **View repairs**, including your repairs history and use diagnostic tool to raise a repair without contacting the Customer Contact Team.
- **Book your Gas Service** - from within the repairs section, providing us with details of the most convenient date for you to have your service.

And it doesn't stop there!

Over the course of the anniversary year we will be looking to release more

features and functionalities to make your Trident Portal experience even better. Some of the features coming soon are:

1. Integrated payments
2. More advanced repair booking, enabling you to choose the date and time that suits you
3. Android and iOS apps for an even more convenient experience

**Watch out for information on how to access the portal and its features.**

## GETTING INVOLVED

If you wish to get involved in helping to celebrate our 60th anniversary and have any ideas or suggestions, or would simply like to share pictures or stories of you, your scheme, community or neighbourhood, please contact us at [communications@tridentgroup.org.uk](mailto:communications@tridentgroup.org.uk) or tag us on Facebook or Twitter using #Trident60

We will be working with the Customer Voice Standing Group over the anniversary year (July 2022 to June 2023) to look at ways in which we can mark this milestone.



## HAVE YOUR SAY

If you have any comments or suggestions on any of the content of this special anniversary magazine, then we would love to hear from you. Please contact us at Head Office or Central Site or email us at [communications@tridentgroup.org.uk](mailto:communications@tridentgroup.org.uk)



## CONTACT US

### TRIDENT GROUP HEAD OFFICE

12 Fairlie House, Trident Close, Erdington, Birmingham B23 5TB  
0121 633 4633

### TRIDENT GROUP CENTRAL OFFICE

239 Holliday Street, Birmingham B1 1SJ  
0121 633 4633

