

# People FIRST

Issue No. 23

The magazine for the residents of Pickering and Ferens Homes



**“I swore I would take it to the grave and that’s exactly what I am going to do”**

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Getting to know our new Scheme Managers

Meet our new Resident Trustees

New alert system revolutionising lives

Bringing a “pub crawl” to the comfort of your own home!

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# Catch up with the Chief Executive

Welcome to the latest edition of People First magazine, which is aimed at keeping our residents and stakeholders up-to-date with all of the latest news from Pickering and Ferens Homes.

I am delighted to see that our residents at Longhill are settling into their new homes well and at the time of going to press, we were busy making plans for the official opening event to mark the opening of our properties at Weaver Grove and Larne Road so watch out for photographs in the next edition!

Our work around tackling loneliness and isolation, as well as promoting health and wellbeing, is really beginning to pick up pace and continues to be a major focus for the Pickering and Ferens Homes team.

It's fantastic to see that we are launching some new initiatives within our activities programme, including our very own "Pub Crawl" around our sheltered schemes this year, as well as continuing to feature The Residents' Show, our popular annual conference for residents. Read more about these events on Pages 7 and 12.

I am delighted to report that we are using the results of the Resident Profiling work we carried out last year, which was aimed at better understanding the demographic of our residents, in order to ensure that these new initiatives directly respond to the very diverse needs, behaviours and interests of our residents.



In the coming months, we are also recruiting a Health & Well Being Manager, as well as a Director of Property Services and a Development & Sustainability Manager. As Pickering and Ferens Homes continues to evolve, the people who fulfil these positions will play an instrumental role in defining the services we provide to residents going forward. We will update you further on this in the next edition of the magazine.

I hope this issue provides plenty of interesting reading for you and I look forward to seeing residents at some of the exciting events coming up this year.

Best wishes,

*Claire*

## Do you have an Energy Monitor in your home?

Just a note to make you aware that EMS, the environmental charity which fitted energy monitors in eligible residents' homes, are planning to contact those residents or visiting their homes during early July to gather feedback on how residents are finding the monitors.

# Keeping residents up-to-date with our performance

(As at 30th April 2015)





## Longhill development leaves new residents speechless

**Nobody wants to feel like a prisoner in their own home, but for Susan Scott getting out and about was becoming a daily struggle when she lived in a second storey flat.**

Mrs Scott says she was at her wits' end when she approached Hull City Council to request a move to a ground floor property and says she couldn't believe her luck when she found out she had been nominated for a state-of-the-art Pickering and Ferens Homes bungalow.

**"Nothing prepared me for just how breathtaking my new home actually is."**

"I don't even know where to begin, I can't stress how impressed I am." Mrs Scott explains. "The flat was making my life miserable, getting out to the shops was like a chore rather than an enjoyable experience and it got awfully lonely up there as no one really spoke to me.

"When I got the call about the Longhill bungalows I was bowled over, but nothing prepared me for just how breathtaking my new home actually is. It's nothing like a small bungalow that you might expect and the garden really is something else."

Pickering and Ferens Homes' two new Longhill developments, in Weaver Grove and Larne Road, east Hull were designed by Hull-based architects, Gammond Evans Crichton, with emphasis placed on providing accessible living within an established community.

Mrs Scott added: "Now, I feel safer than ever and I've made so many new friends. I love having lots of neighbours and it's great to be able to get out of the house and have a chat with them. Even the gentleman in the far corner shouts over to me every morning.

"Everything's new to us all and everyday we're still taking things in, but I think everyone's finally settled in now.

"I'm looking forward to arranging some get-togethers with the other residents as we get to know each other more.

"It really is my dream home and I can't wait for everyone's reaction when they see the properties at the official opening. Everyone who comes to visit me is left speechless.

"I would really encourage older people who are struggling in their own homes to consider applying to Pickering and Ferens Homes. They are ever so helpful and it's completely changed my life moving into this property."

Pickering and Ferens Homes, in partnership with Hull City Council, is proud to be playing a key role in the provision of housing for the over-60s and these new build properties provide opportunities for residents to socialise and access our wider network of renowned support services and activities

The new residents at our Longhill development are set to be treated to Afternoon Tea to mark its official opening in July.

## Special event set to mark official opening

Residents from Weaver Grove and Larne Road, along with key stakeholders associated with the project, will come together to welcome David Orr, Chief Executive of the National Housing Federation, to officially open the purpose-built bungalows.

The development was made possible by £585,000 of funding from the Department of Health (DoH) and also features a communal area, providing opportunities for residents to socialise and access Pickering and Ferens Homes' wider network of renowned support services.

The DoH's Care and Support specialised housing fund, which was announced in December 2012, recognised a shortfall of housing which enabled vulnerable people to live independently.

# Share your news & meet new friends!

Do you enjoy reading newspapers and magazines, writing stories, taking photographs or even just chatting about ideas and sharing your views? Then what are you waiting for?

Pickering and Ferens Homes' "News & Views" group meets regularly and tours our Sheltered Schemes and Pop-ins over the course of a year to give all residents the chance to join in, whether you want to come along as a one off or attend on a regular basis.

An informal get-together, it's a chance to enjoy a cuppa and a chat with like-minded residents and discuss story ideas for this magazine, People First, as well as sharing your views on other ways we communicate with existing residents and how we promote Pickering and Ferens Homes to the outside world.

Unlike many of our other resident-led committees and meetings, News & Views offers a much more relaxed and social setting for residents to contribute their ideas and also keep their minds active.

Previously known as the Editorial Panel, we have recently changed the name of the group to News & Views to better reflect its activities, which involve residents getting together to share their news and opinions on a wide variety of different issues.

Residents needn't worry about being up-to-speed with what's happening in the news or being well informed about the association and its services. The whole idea of News & Views is to give everyone a voice and to ensure this magazine continues to appeal to a wide variety of residents and their interests.



## News & Views Launch Party

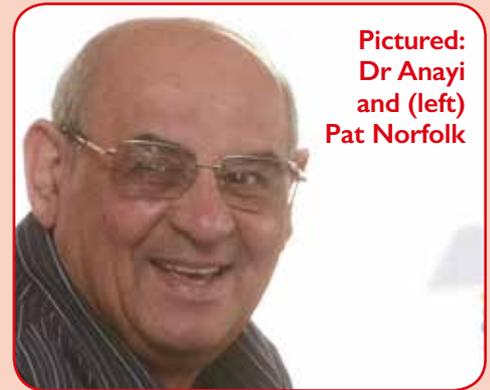
**Where:** HumberView, Victoria Dock, Hull

**When:** July 29th, 11am to 1pm

**What:** Tea, coffee, cake & a chance to find out more about the News & Views group

**Book your FREE place:** Call (01482) 223783 to confirm you're coming along

**Transport:** If you require a taxi to get to this event, we will reimburse your cost if you present the taxi receipt.



**Pictured:**  
Dr Anayi  
and (left)  
Pat Norfolk



## What our News & Views group say:

**Long-serving Pickering and Ferens Homes resident Barbara Crosher is the brains behind the News and Views name.**

She said: "I think the old name put people off joining in, 'Editorial Panel' sounded too formal and didn't really reflect what we do. The group talked about the name change one day and I thought it was simple, the meetings are about news and views – and that was that."

Having previously worked as a site manager at a sheltered housing scheme in Sutton Park, Barbara has always been involved in community-led projects.

She has been part of the editorial group for the last decade and says she has seen a lot change since People First magazine was launched.

She added: "If more people joined our group it would give them a real insight into the hard work we all put in to the magazine to make it an enjoyable read for them. If they contributed to the story ideas, I'm sure they would really look forward to it landing on their door mat."



Pat Norfolk, Sherwood Court:

"I like to get involved in things. The best thing about this group is everyone gets chance to say something and the get-togethers we have give people chance to chat about all sorts."

Jean Thorley, Broadway Drive:

"My neighbour, Barbara, encouraged me to start coming along to this only fairly recently and I have been coming ever since. You really come away feeling like you have contributed and got something out of it, which makes life more interesting!"



news + views

Len Middleton,  
Cromarty Close:

"I was one of the first people to join this group back when the residents' magazine was called Horizons many years ago. It's a good way of keeping your mind occupied and meeting new people, I really enjoy being part of it."

Audrey Wardrobe,  
Barrington Avenue:

"I have lived in my property here for 22 years and came along to this group when it was very first launched. It's a nice chance to have a cuppa and a chat, it's really enjoyable and informal. It would be great to see some new faces joining us."

Betty Broadley, Florence  
Nightingale Court:

"I only started coming to this at the most recent session, but I'll definitely be coming back. When I lost my husband I was rattling around a 3 bedroom house, since moving here life has been brilliant. This group seems to be a great way to meet people and find out new information."

**Pictured (left to right) Jean Thorley,  
Audrey Wardrobe & Eileen Nichol**

Eileen Nichol, Edith Cavell Court:

"When I first moved here I was amazed at how well everybody communicated their ideas. We should all encourage friends to come along because it's a great way of sharing your views."

Dr Sabah Anayi, Junella Close:

"I like talking with the other residents and hearing what everyone has to say. When you come to these groups it really makes you appreciate all the hard work everyone puts in to make sure residents have the best possible living experience."

Ian Jackson, Majestic Court:

"I have been coming along to this group for many years because I thought it would be a good way of finding out about the association. This magazine has changed so much in that time, it's much more appealing to residents than it ever has been before and I am proud to have played a part in that."

Anne Eggleston, Ronaldsway Close:

"It's a great place to share information and express opinions. It's very interesting to learn about what's going on around you and I think there's a lot of information other residents could pick up on if they gave these get-togethers a chance."



**“I swore I would take it to the grave and that’s exactly what I am going to do”**

**Behind the great men of wartime Britain’s most secret establishment, Bletchley Park, was an army of women, yet these unsung heroines couldn’t tell anyone about their critical contribution to the war effort.**

Now, 70 years on, Pickering and Ferens Homes resident Elsie Stone tells us what it was really like to be one of the enigma code breaking heroes working out in the Buckinghamshire countryside during World War II.

The 91-year-old great grandmother, who lives in one of our Maybury Village properties, called the infamous Edwardian mansion home for two years after being recruited during her RAF training in 1943.

Mrs Stone was made to swear on oath that she would never tell another soul about the goings on at Bletchley Park, a promise she still keeps to this day. She finds it difficult not being able to share stories with her 18 great grandchildren but says that they all understand and respect her decision.

“I swore I would take it to the grave with me and that’s exactly what I’m going to do,” she said. “The hardest part of the job was coming home on leave because I couldn’t tell anyone one what I did.

“My father just used to tell people that I was a really important person and that was all they needed to know. The King visited us a few times but Churchill would always be in and out. He called us the geese that laid the golden egg but never cackled.

“All of us Bletchley girls kept a five year diary. I never took it home in fear of someone finding it. While everyone was rejoicing in London about the end of the war, we were busy destroying all the evidence. Churchill came in and he said burn everything, and I mean everything.”

Mrs Stone grew very close to the other Bletchley girls whom she worked alongside. Ever since the war ended, the group of eight have met up every five years in South Kensington, where their journey first began. Sadly, Mrs Stone is now the only one remaining, but she still looks out for others from Station X every time she watches parades on the television.

From cracking the German Enigma code to eavesdropping on Japanese communications, the Bletchley Park code breakers contributed to some of the biggest Allied victories of the World War II. In 2013, Mrs Stone received a medal and certificate from the prime minister for her services to the war effort.

She added: “It was a great surprise when I opened my letter. It just came through the post one day, I had no idea it was coming. I must admit, I did think to myself I’m afraid you’re about 60 years too late, nevertheless I am extremely grateful and very proud.”

Mrs Stone’s fascinating story doesn’t end there. She began to trace her family tree a few years back, although her daughter has since taken over the research, and it is looking quite possible that she may be a distant relative of Captain Cook.

The discovery stemmed from a dispute in her great grandmother’s will and, although nothing has been confirmed yet, each of her grandchildren all have a piece of memorabilia from his endeavours hung up in their rooms.

# A day at the races, without the horses!

For all those residents who enjoy horseracing, we are hoping to organise a raceday event without residents even having to go to a racecourse!

We are urging any residents who would be interested in attending our Residents' Derby Day to express their interest now.

Subject to enough residents registering their interest in this event, we would host it at Broadway Manor on the afternoon of **Wednesday, July 29th**.

The event, which is open to all Pickering and Ferens Homes schemes and properties, would ideally feature the following if it does go ahead:

- Virtual racing featuring pre-recorded races on a screen inside Broadway Manor (betting is optional and managed by an external company)
- Pimms & lemonade on the lawn
- Bring your own picnic and drinks, hopefully to eat outside!
- Hats and ties are optional, just for a bit of fun
- Music and socialising on the lawn



If you're interested in attending the Residents' Derby Day, please contact Pickering and Ferens Homes no later than July 10th on **(01482) 223783** and we would then be back in touch with full details once we know how many residents would like to attend.

Please note that there may be a nominal charge for attending this event, dependent on final costs.

## Save the date for The Residents' Show

The Residents' Show is returning, so make sure you save the date!

Invitations for our annual conference for residents, which is set to take place on Thursday, October 8th 2015, will be sent out later this Summer.

The free event will take place at The Guildhall for the second year running and will be a light-hearted day out featuring a wide range of

talks, demonstrations and taster workshops for residents.

More importantly, residents will enjoy a buffet lunch and the chance to socialise!

If you would like to get involved with organising the event, our News & Views group is meeting on July 29th at HumberView, Victoria Dock, from 11am to 1pm to discuss the event, as well as a wide variety of other exciting initiatives.



## Congratulations to our winner!



Well done to Mr Dove of Junella Close who entered our competition to win tickets to The Deep.

The winner was drawn out of a hat at the most recent get-together of our News & Views group.

Do you have an idea for a competition and prize you would like to see featured in this magazine? Get in touch on **(01482) 223783** to make a suggestion.

## Always ask for identification

We would like to remind residents that they always need to ask all contractors to present their identification.

Whilst our own contractors should always proactively show residents their ID before entering the property, we would like residents to ask to see it in all instances. Please keep your chain on your door; until you are satisfied with the ID that has been shown and, if you are in any doubt whatsoever,



simply ask the contractor for their full name and organisation and ask them to wait outside before calling us to confirm their ID.

Our Customer Support team can be reached on **(01482) 223783**.



# Getting to know our new Scheme Managers

We are delighted to introduce our two new Sheltered Scheme Managers, Mavis Banister, from Ada Holmes Circle, and Julie Hill, from Christopher Pickering Lodge.

Mavis joined Pickering and Ferens Homes' customer support team in August last year but says she has always wanted to work more directly with residents.

When a job opportunity arose at Ada Holmes Circle, she jumped at the chance to apply.

Mavis has got a number of exciting ideas up her sleeve to get residents out of their homes and bring everyone together; Fish Shop Friday being one of them.

She added: "It's a great way to get everyone eating together and socialising. I'm thinking about throwing in a game of dominoes afterwards to try and get some of the gents out of their homes. They're always quite reluctant about coming to these things but I think dominoes might do the trick."

"I think I've fitted in quite well so far."

"I really love working on the frontline. It probably doesn't float everybody's boat but it certainly does mine. I've been surprised at just how quickly the residents have warmed to me as the previous scheme manager was here for a very long time, but I think I've fitted in quite well so far."

Mavis follows in the footsteps of Kath Byford who worked at Ada Homes Circle for many years. Kath retired in April 2015 and we would like to take the opportunity to wish her all the best in her retirement.





**Pictured (left) Mavis Banister and (right) Julie Hill**

Since taking over the reins at Christopher Pickering Lodge in October last year, Julie Hill has already implemented many great initiatives and organised lots of fun activities for residents. She took over from outgoing Scheme Manager, Trevor Haylock, who had been there for many years.

Julie loves nothing more than helping others and has spent most of her life working in these sorts of roles, so she knows exactly what the people want. From monthly church services, to securing talks from local politicians, all her ideas have been a big hit.

She said: "I've linked up with local primary schools such as Francis Askew, and the residents were delighted to be invited to watch their pantomime. In September I'm hoping to get residents giving a 'years gone by' history lesson to the children at Christopher Pickering.

"We've also recently had the Priory Park singers perform at the Lodge and I'm hoping to make them a regular feature. I've constantly got ideas, I just want to put on normal events that you'd expect to do in any normal community setting.

**"The residents made me feel really welcome and I'm looking forward to the future here."**

"The Scheme Manager I took over from had been here for quite a few years and he was a tough act to follow. I know it's a lot to ask to expect people to trust someone new coming into their homes straight away but all the residents have made me feel really welcome and I'm looking forward to the future here."



# Meet our new Resident Trustees

Since joining Pickering and Ferens Homes eight years ago, John Holliday says he has always had his sights set on joining our Board of Trustees, as a Resident Trustee.

John, who lives at Majestic Court, has been pipped at the post by other residents twice before, but this year his luck has changed.

“Call it third time lucky,” he said. “I’m very much looking forward to this role and being a voice for the residents. It’s my job to make sure everything is in order and that’s exactly what I’m going to try and do.

“It will be a learning curve for me and I’m looking forward to attending the various events and courses linked to the housing association. It will be my responsibility to understand the rules and regulations the association has to abide by.

“I definitely feel up for the challenge because I know, from speaking to past Resident Trustees, that I will be well supported in my role by all of the Pickering and Ferens Homes staff.

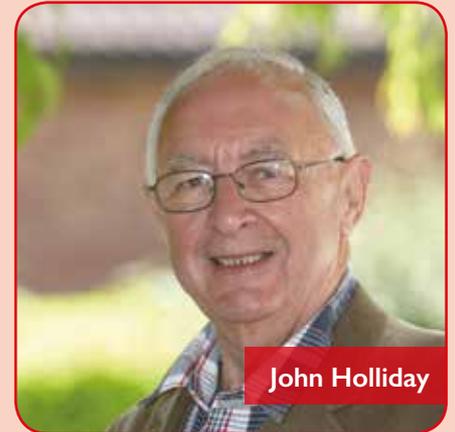
“I’m not looking to achieve anything in particular during my time as a trustee – to me achievement is to be seen to be doing. If residents are happy then I’m happy and I wish my colleague Michael the very best of luck as well.”

In the short time Michael Clark has been living at Malin Lodge he has been keen to pursue the role of Resident Trustee, not to mention the fact that he has spent his entire life in community-led posts and pioneered his very own charity.

“I am very passionate about helping people and seeing what I can do to improve the lives of others, in particular those who are more vulnerable. The charity I started, although it now no longer exists, helped those with learning disabilities to meet new people and we also organised holidays and trips for them.”

Like John, Michael is also looking forward to the learning aspect of the role. He added: “The more learning the better. Older people have a lot to give, we have stacks of life experience to share and can learn from each other. I am really looking forward to being a voice for our residents.

“I’m still pretty new around here myself and everyday I’m taking new things in. I just want to do well for the residents and I would encourage lots more people to come along to the various meetings, we’re a friendly bunch and you can learn a lot about what’s going on around you.”



John Holliday



Michael Clark

## Gas appliance servicing and repairs

Pickering and Ferens Homes appointed Liberty Gas to undertake all gas appliance servicing and repairs from June 1st onwards.

The contract is for two years but can be extended for a further two years thereafter. This is the first time we have combined the gas servicing and the associated gas appliance repairs in the same contract.

We anticipate that we will save approximately £60,000 this year, so our contract with Liberty Gas represents really good value for money.

Liberty Gas, which was founded in 1969, will be contacting you directly to make appointments for gas servicing, when your appliance is due. As you know this is a legal obligation that has to be carried out annually.

There is no change to the way that gas repairs are reported, either via the resident portal or by contacting the Customer Support Team on **(01482) 223783**.

We will order the work and then Liberty Gas will contact you to arrange an appointment to undertake the gas appliance repair. Liberty Gas will also be providing the Out of Hours repair service for gas appliances.



# New alert system revolutionising lives

**Every day was a constant worry for 68-year-old Norma Williamson, but thanks to our new 'housing proactive system' her life has been entirely revolutionised.**

Mrs Williamson had the OkEachDay button installed in her home, on Ashby Court, just over a month ago and says it has given her the independence and confidence she has been longing for.

"I absolutely love it," she said. "I'm in and out of the house all day long, popping to the shops and walking my dog, and this button gives me the best of both worlds. I have my freedom and independence while still having that peace of mind that should anything happen to me it won't be long before help arrives."

The OkEachDay button, provided by Housing Proactive, is designed to be pressed every morning within a timescale agreed with the resident, which then alerts Pickering and Ferens Homes to the fact that the resident is safe and well.

There is also a button which transfers residents directly through to Pickering and Ferens Homes and the third takes them directly through to Housing Proactive should they need to inform them of any forthcoming holidays and so on.

Mrs Williamson added: "My dog never leaves my side and I used to lay awake at night worrying about what would happen to her if anything happened to me during the night. I couldn't bear to think of her whining all alone for days on end.

"My son is a musician and he's always on the road, which makes him quite a difficult lad to get hold of. It just helps me breathe a lot easier and sleep better at night knowing I have that extra assurance of someone knowing I am okay."

Mrs Williamson admits she doesn't attend resident meetings very often, but when she heard the agenda for the OkEachDay get-together she made sure not to miss it.

"The chap who invented it told us he thought of the idea because he couldn't keep track of his grandmother and it reminded me a bit of myself," she explains. "I was so delighted with the alert system that I rang Pickering and Ferens Homes to personally thank them for transforming my life. All my friends want to get one now and I'd recommend them to everyone."

The system is separate to, and works very differently from the pendants, lifeline telephones and hard-wired pull cord systems that some residents already have in place.

Katie Burton, Pickering and Ferens Homes' Housing Manager, said:

"It's felt that this system will be a huge benefit to our residents, and also offer a far more comprehensive, less intrusive way for us to check on their well-being, receive feedback and get messages to them. It's hoped that residents will also feel safer knowing someone will check on them if they're unable to press the Ok Each Day button on the phone.

"The messaging aspect of the service is also really useful; we can get urgent messages out to residents about important issues, for example if there are emergency works taking place in their area, bogus callers etc. We can also send out messages to remind residents of events taking place, such as meetings, trips and other activities."





## Bringing a “pub crawl” to the comfort of your own home!

Calling all those residents who used to love nothing better than a pint and a chat down at their local pub.

Pickering and Ferens Homes is delighted to announce the launch of the PFH Pub Crawl. Whilst it might be a pretty slow pub crawl, taking place over four months, we have no doubt that there has never been one quite like it.

Following on from our Resident Profiling work, we discovered that a high percentage of our male residents felt lonely or isolated.

In true Pickering and Ferens Homes fashion, we decided to take matters into our own hands.

For the first time ever, we are piloting an initiative designed to bring all the things that are synonymous with the local pub to the comfort of our residents' homes.

We would like to encourage residents to join us for everything from a game of darts or pool through to card games and casino nights, as well as a pint and a chat.

Each event is set to be different, with some featuring a curry and a quiz and others featuring a pie and a pint.

Whether you come along on your own, or want to bring a neighbour too, come and join us for what is set to be an informal get together and a bite to eat, with each event starting at 4pm and running until 6.30pm.

To register your interest in any of the following dates and venues, simply call us on **(01482) 223783**.

If transport presents you with a problem, please talk to us so we can help find a solution that will enable you to attend.



Our “pub” is coming to a Sheltered Scheme near you on the following dates, from 4pm - 6.30pm:

- Humber View, Victoria Dock, city centre: August 6th
- Ada Holmes, Greenwood Avenue, north Hull: September 3rd
- Malin Lodge, Maybury Road, east Hull: October 1st
- Christopher Pickering Lodge, Hessle High Road, west Hull: November 5th



# People **FIRST**

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact Pickering and Ferens Homes on (01482) 223783. [www.pfh.org.uk](http://www.pfh.org.uk)