

People FIRST

Issue No. 24

The magazine for the residents of Pickering and Ferens Homes



**Meet our Frank Stevenson,
a Normandy War Veteran**

Also inside this issue...

The Residents' Show returns

Meet our new Trustee

In Bloom winners revealed

Your Customer Support Team

What the Budget means for us

New team members

Catch up with the Chief Executive

Pickering and Ferens Homes getting to grips with Government policy changes.

The new Conservative Government announced its first emergency budget on 7 July 2015.

The budget announcements contained some significant policy changes that will affect housing associations (HAs) like Pickering and Ferens Homes.

The changes are now being drafted and will move through parliament during the autumn. The main areas of change are:

Rents

The Government regulates housing associations through the Homes and Communities Agency. They are responsible for setting rent policy that all HAs need to adhere to. They have set out proposals to reduce the level of rent charged by 1% each year for the next 4 years (2016-2020). This is good news for residents and will reduce the country's welfare bill but has the consequence of reducing income to Pickering and Ferens Homes.

We will therefore need to make unprecedented levels of savings in order to ensure we remain financially viable.

The Government has also said that residents who have high incomes will have to pay a market rent rather than a social rent if they live in publicly funded housing. This is referred to as the 'Pay to Stay' Policy.

Pickering and Ferens Homes' management team is currently evaluating how we can best save money without wherever possible affecting core services we offer to our Residents.

This means that we will need to consult with you should we need to change the way we deliver services to you. We also want your input and ideas on the best ways we can save money whilst ideally keeping up the quality of what we do. In particular we will be working with the Residents Committee whose role is to support Pickering and Ferens Homes' value for money agenda.

Right to Buy

The second key policy that was announced was in relation to extending the 'Right to Buy' to housing association tenants. Council tenants already have the ability to purchase the rented home they live in at a discounted price subject to some application criteria. We are currently unsure if this will affect Pickering and Ferens Homes given our Almshouse charitable status but we will know when more detail is known. If it applies to us we may see the number of homes we own and manage reduce, difficulty in our ability to replace those we sell, and ultimately more pressure on our finances. We need to carefully assess the detail when it is known and what it will mean for our future.



Welfare changes

There have been a number of changes to the levels of benefit people can apply for as the Government is lowering the cap to £20k. We will also have an increasing number of residents affected by the move to Universal Credit. If applying for Universal Credit residents should speak to a member of our staff so we can support and advise you where necessary.

Over the coming few months Pickering and Ferens Homes' Board and Senior Team will be looking at the impacts of these changes and will be considering a new business plan to respond to this new set of circumstances. We will make sure we keep you advised of our progress.

Best wishes,

Claire



90-year-old Normandy War Veteran talks to People First

Frank Stevenson, pictured far right

Dressed in a crisp white shirt, smart grey trousers and a Royal Navy embellished cap, you wouldn't think Second World War sailor, Frank Stevenson, was preparing for a day in front of the television.

This is how the 90-year-old, Ada Holmes Circle resident, has dressed every day since he retired from life at sea and says he never leaves the house without his medal embroidered suit jacket and tie.

The well decorated veteran, who was brought up on Hessle Road in a family steeped in naval history, headed straight to the shipping office when he left school at just 13-years-old.

"I walked in and I said to the man, I'm looking for a ship to work on and he said great I've got one that leaves for New York tomorrow, and that was that," he explains.

"My mum couldn't believe it when two chaps from the Merchant Navy came knocking at my door a few days after I'd returned. I wasn't even legally old enough when I first started going out to sea. It was quite tough at first because they treated us like slaves, but I knew I belonged at sea."

Mr Stevenson, who rose through the ranks to become a petty officer on board a warship, recalls being in America when he heard the news that war had broken out.

He added: "We knew it was coming. Of course it was scary but we just got on with it, it was our job at the end of the day. I got to travel all over the world, mind you I didn't get to see much of it."

One of those locations was Normandy, the place where many thousands of troops came ashore and helped turn the tide of war into an eventual victory against Hitler's Germany.

Last year, Mr Stevenson joined more than 150 British Veterans along the Normandy coastline to commemorate the D-day landings of June 6th, 1944, a trip which he doubts he will be able to make again due to his age.

"It's a mixture of emotions going back to Normandy. It brings back a lot of difficult memories but it's also nice to see faces you haven't seen for more than 70 years. You think of those that never came back, but that stays with you forever – it's just one of those things."

In 2012, Mr Stevenson hit national headlines when he exposed a fake Royal Navy captain after spotting he was wearing his medals in the wrong order and that one ribbon - awarded to veterans of the 2003 Iraq war, was displayed upside down.

The veteran had felt honoured when Stuart Elliott approached him at the Rugby Tavern in Hull, following a Remembrance Day parade at the city's war memorial in 2010, and even asked a friend to photograph the handshake.

"I felt sickened and ashamed. I don't think that man would have lasted long during the war. He was certainly very convincing and had the gift of the gab."

The former sailor worked on the seas long after the war as a fisherman, until pneumonia forced him into retirement. He now meets with other veterans once a month at St Vincent's Church for a catch up.

Mr Stevenson was especially pleased when Ada Holmes Circle played host to a World War II themed Big Night out – In, on September 3rd, to mark the 76th anniversary of England declaring war on Germany.

Keeping residents up-to-date with our performance

(As at 31st August 2015)

FACT CORNER



Rent written off as a percentage due

0.17%



Current resident arrears

0.48%



93.3%

of all reactive repairs completed within target time

0.3%

Only of properties are vacant and available to let



An average re-let time for properties of 18.5 days

100.5%

of rent was collected out of all rent owed





New series of events launched with Hull Pie

Pickering and Ferens Homes' mouth-watering approach to tackling loneliness and isolation is going down a treat amongst residents since the launch of its monthly "Big Night Out - In" initiative.

The first event saw HumberView transform into a traditional-style pub scene for its Pie and a Pint evening, complete with pies, pool, darts and a pint of lager or two.

Residents enjoyed a cookery demonstration by renowned pastry chef Matt Cunnah, owner of the immensely popular Hull Pie, before tucking into one themselves to round the night off.

This month, residents were invited to step back in time as they entered Ada Holmes Circle, which had been converted into a classic 1940s wartime Britain street party.

Residents also enjoyed entertainment from a pianist and a traditional bangers and mash supper from Hull Pie.

Paula Kelly, Resident Services Director, said that resident profiling work carried out by Pickering and Ferens Homes recently identified high levels of isolation in male residents.

It also highlighted the fact that their participation in events is far lower in comparison to female residents.

Pickering and Ferens Homes decided to develop an event that would appeal to men who perhaps can't get out to social venues as much as they once did, whilst also addressing the fact that some residents who live alone don't feel inclined to cook homemade meals for themselves anymore.

"Despite this event being aimed at men, designed to bring the pub to them in the comfort of their own home, we also had an overwhelming response from female residents, which is fantastic," explained Paula.

"People are especially vulnerable to loneliness and social isolation later in life and we know it can have a serious effect on health too. There are ways to overcome loneliness, even for residents who live alone and find it hard to get out.

"This particular event will be the first of many designed to inspire our male residents to get involved and we hope that in time it will mean they won't need as much encouragement from us to come out of their homes and use the communal areas available to them."

Last year, two fifths of all older people (about 3.9 million) said the television was their main company, according to Age UK.

Len Middleton, who has been a Pickering and Ferens Homes resident for 20 years, praised the initiative and said it's just what residents need to help them connect with others and give them a sense of purpose again.

He said: "Many of our male residents will have been used to getting out and about to socialise a lot more, but for many of them it's not as easy to leave their homes as it used to be.

"It's great to see Pickering and Ferens Homes putting on more events that appeal to men. A pie supper and a game of darts is right up our street, it certainly beats sitting at home watching the television with a meal for one.

"I am looking forward to attending the nights lined up over the coming months and it's a great opportunity to find out the secret recipes behind Hull Pie too."

Forthcoming "Big Night Out - In" events:

- Malin Lodge, Maybury Road - October 1st
- Christopher Pickering Lodge, Hessle High Road - November 5th

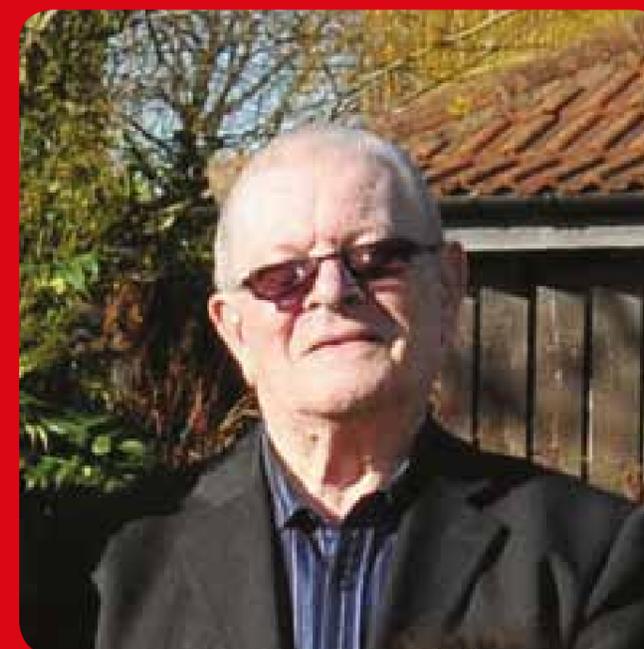


Residents from Ada Holmes Circle at their "Big Night Out - In"



A fond farewell to Trustees

Our recent Board of Trustees meeting saw us say a big thank you and wish a fond farewell to two of our Trustees. Len Middleton, Resident Trustee, and Bob Sandham have both given so much to Pickering and Ferens Homes during their time on the board, including, expertise, creativity and, above all, a passion for what they do. In this issue of People First we talk to Len about what he has enjoyed most during his time as a Trustee. Watch out in the next edition for a focus on Bob Sandham.



Len Middleton

"I've thoroughly enjoyed my time as a Trustee. My favourite part of the job was just having an input and being part of decisions that changed resident's lives for the better.

"When I first joined it was a bit of a rough ride but things soon settled down and it was actually a very satisfying job collectively.

"People weren't exactly queuing up to be a Trustee when I joined, but I've been involved in these sorts of things all my life so I thought why not. I always say, you can't make a difference if you're not a part of it.

"Compared to the other Trustees, I probably had limited education, but I like to think I brought worldly thoughts to the table. It may not be much but I just enjoyed helping residents and making a difference to their lives."



Matt Cunnah from Hull Pie giving residents top tips and his secret recipe



Jo (left) and Sharon (right)

We welcome Jo and Sharon to the team

Pickering and Ferens Homes is always looking to strengthen its most valuable resource, our team of dedicated staff, to ensure our residents continue to get the best possible support. In this issue of People First, we chat to our newest team members about their roles.

Jo Lewis-Summerfield, Development and Sustainability Manager:

Jo will be responsible for working with contractors and designers on any construction work undertaken and will also be working closely with residents to inform and advise them about the importance of sustainability and reducing energy.

Jo has been an environmental enthusiast ever since she can remember. After studying environmental science at college, it was only natural that she went on to graduate in that subject before pursuing a fulfilling career in sustainability, working for environmental agencies and other housing associations.

She said: "I have always been passionate about the environment and I was determined to find a job that would not only provide a high level of challenge and learning opportunities but also help improve the state of our environment."

"Pursuing a career in sustainability promises plenty of exciting development and brain-twisting challenges along the way; not to mention the quiet satisfaction that derives from doing a job that is worth doing. It's extremely rewarding and I love being able to make a positive impact."

During her time at Pickering and Ferens Homes, Jo strives to achieve environmental accreditation for the organisation. She aims to do this by establishing Pickering and Ferens Homes as a pioneer in reducing carbon emissions, drastically reducing energy bills and looking at government policies to be able to advise staff and residents on the importance of loving our planet.

She added: "It is lovely to see the relationships staff have built up with residents here. It was impossible to get to know the residents for the last housing association I worked for, as they had more than 22,000 properties, so I am really looking forward to working with customers on a more personal level and being able to understand their individual needs."

Residents will soon be able to attend sustainability sessions, where Jo will advise them how to save energy in their homes, reduce bills and help them to understand the government grants currently available.

Sharon Brookes, Property Services Director:

Sharon's role entails providing the strategic direction for Pickering and Ferens Homes' Asset Management Strategy, making sure homes continue to be of exceptional quality and tailored to our customer's needs.

Priorities for her team include continuing to add to their excellent customer service, as well as performance and value for money from day to day repairs, empty home repairs, planned maintenance and any future development schemes.

"I wanted to work with Pickering and Ferens Homes because they have a real commitment to the customer and for being a leader for best practice and high performance, which aligns with what I strive to achieve," she explains.

"My aims are to gain excellent levels of customer satisfaction and customer involvement with the reactive and planned maintenance programmes delivered by my team whilst striving for efficiency and value for money."

Sharon has had 25 years of experience working in social and sheltered housing, managing planned and responsive maintenance. Prior to coming to Pickering and Ferens Homes she worked at City of York Council as their Head of Building Services, where she led Customer Service Excellence accreditation.

She added: "The best part about working for Pickering and Ferens Homes is the friendliness of the staff and how everyone comes together for the needs of customers, supporting each other to deliver the best service possible."

"I want customers to be central to how we procure the works and also how we embed their requirements and feedback into everything we do."

Sharon has led programmes of work that have received national and regional Constructing Excellence awards for best practice, continuous improvement and tailoring services to meet and exceed customer needs and she looks forward to implementing her skills in her new role.



Last year's event and (right) Martin Green, CEO of Hull UK City of Culture 2017



The clock is ticking and the countdown has begun for this year's annual Residents' Show. With a fantastic line up of guest speakers and exciting workshops for residents to get stuck into on October 8th, it promises to be the best one yet.

It's very exciting times for the people of Hull, and with the City of Culture year fast approaching, who better to have as our guest speaker than Martin Green, chief executive and director of Hull UK City of Culture 2017.

Following the success of last year's event, residents will have the chance to take part in a variety of exciting workshops, get to know one another during the immensely popular speed socialising session and tuck into a tasty buffet-style lunch – not to mention a whole host of other activities in store.

One of the workshops being hosted by Stewart Campbell, a long standing member of the Campaign for Real Ale (CAMRA), promises to be a highlight of the show. Stewart will be talking about the importance of real ale and CAMRA's fascinating history.

Of course, the workshop wouldn't be complete without a taste testing session of Hull's finest brewed beer.

Stewart said: "There's a beer revolution going on in Britain – and cask ale is right at its heart."

"People may be going to the pub less often, but when they do go, in increasing numbers they're looking for something special, something different from discounted supermarket lager brands and that's why more of them are drinking cask ale."

Campaign for Real Ale is an organisation of volunteers fighting for consumer rights within the pub-going sector.

He added: "I want residents to walk away from this year's show with a new found appreciation for real ales, having learnt that they are not all bland bottles of fizz."

Following on from Claire's article about the Government's policy changes and how this could affect Pickering and Ferens Homes, it is very timely that we will be hosting Budget workshops at The Residents' Show. The workshops are really important as we need to consult with residents on budget reductions and what their views are in terms of how we should prioritise our finances.

You can find out much more about CAMRA at The Residents' Show, as well as taking part in a wide range of other workshops including poetry workshops with English students from Wyke College for example.

To confirm your attendance at The Residents' Show, please call (01482) 223783.



Stewart Campbell, CAMRA



Here we hoe again...

Mrs MacTaggart, Unusual category winner

Pickering and Ferens Homes' greenest fingers have been at it again, raising the florist style stakes in this year's In Bloom competition.

In all the years it has been running, the winning gardens have come in all shapes, sizes and styles, but they have all had one thing in common: that indefinable star quality that makes a garden stand out from all the rest. This year's winning entries are no exception.

Mrs MacTaggart, who goes by the nickname spring chicken by her fellow Broadway residents, is still on cloud nine after coming first in the Unusual Category – a brand new group to this year's contest.

The gardening guru earned the top spot for her stunning Garden of Remembrance, which she created in memory of all the loved ones she has recently lost, including her nephew and neighbour Gloria, who was also her best friend.

"I was over the moon when I found out I'd won, but I didn't do it for me," she explains. "I am a giver and I live to make others happy, that is my philosophy in life. I created the space so other people could enjoy it and everyone who passes by comments on how lovely the garden looks, which means I've done my job."

The In Bloom victor moved into a Pickering and Ferens Homes property in March this year having spent the last 12 years living in a high rise apartment following her return from Malta, where she taught students with disabilities for several years.

"You can't begin to imagine what it was like for someone who loves gardening as much as me to spend 12 years with no garden, just a balcony to decorate with window boxes.

"My life has been truly transformed since living here. As soon as I moved in I was straight outside planning my creations. I feel like I've finally been given my life back and some sense of reality. It just give me so much joy.

"The arthritis in my hands means I can't dig in and do the gardening myself, but I'm very lucky to have so many lovely friends, family and carers who have helped bring the creations in my head to life."

Fundraising has always been a huge part of Mrs MacTaggart's life and she has enjoyed a long career teaching children with special needs and disabilities - it's where her heart lies after her son was born with several life crippling disabilities.

"Everything I do, I do it for my son. He is my inspiration.

At 42-years-old, he lives independently and continues to defy doctors' expectations, so I've stopped listening now.

"I've learned to take every day as it comes and as long as my gardens are making people happy, then I'm happy."

Mrs MacTaggart, who used her In Bloom winnings to buy more plants, says her champion creation still isn't finished. She has a further feature planned for next year, which she will start to design after her poetry book, Rolling Back the Years, has been published.

There are lots of other lovely stories that have sprung up from this year's competition. Mrs Wooten, 86, the Garden category victor, didn't know anything about gardening till Mr Salter, our Basket winner, showed her the ropes and, in return, she cooks meals for him.

Mr Rooney, who came out on top in the Green Plot, grows everything himself straight from the seed, from fruit and flowers to seasonal vegetables.

Our Container champion, Mrs Allen, didn't know many of the other residents, despite living in a Pickering and Ferens Homes property for eight years - that was until she planted flowers on her front garden, now everyone stops for a chat and to admire the flowers and her Christmas card list has suddenly got a whole lot longer.

Well done to all of our other winners and runners up... until next year!

2015 In Bloom Winners & Achievers



Unusual category

- 1st Mrs MacTaggart, The Broadway
- 2nd Mrs Owst, Schubert Close
- 3rd Mrs Oliver, Godmond Court



Best Basket

- 1st Mr Salter, Westgarth Avenue
- 2nd Mr Mennell, Royale Court
- 3rd Mrs Wise, Ferens Haven



Best Container

- 1st Mrs Allen, Westgarth Avenue
- 2nd Mrs Nightingale, Endyke Avenue
- 3rd Mrs Mitchell, Humber View



Best Garden

- 1st Mrs Wooten, Westgarth Avenue
- 2nd Mr Toner, Endyke Lane
- Joint 3rd Mr Wilson, Majestic Court, and Mrs Strickland, Rutherglen Drive



Best Green Plot

- 1st Mr Rooney, Golden Court
- 2nd Mrs Wrightson, Hebrides Close
- 3rd Mr Abel, Cromarty Close



Welcome to our new Trustee, Pete Stones



We're thrilled to welcome a new Trustee to our Board. Pete Stones brings with him huge amounts of experience from the social housing sector, which will be hugely important to Pickering and Ferens Homes as it continues its journey to provide excellent quality homes and services which enhances later life.

"I have been employed in social housing for over 25 years now and therefore have always been passionate about and heavily involved in the sector," Pete explains.

"Having the opportunity to act as a Trustee on the Board at Pickering and Ferens Homes really excites me and gives me the chance to use my experience to put something back into the sector and hopefully help the organisation continue to deliver excellent services to its current and future customers.

"As a trustee of the organisation, I see my main role as helping the Board ensure that the organisation is managed and run in a way that continues to deliver excellent services to the residents of Pickering and Ferens and that these services represent value for money now and in the future.

"I am joining a very experienced and knowledgeable Board who all have the interests of the organisation and its customers at heart. If I can play my part as a member of this Board in helping the organisation to build on all the great stuff it already achieves and in addition prepare itself for the future, then that has to be the target."



From left Julie, Helen Eayres, Jo, Helen Jessop, Claire and Lisa

Meet the Customer Support Team

Pickering and Ferens Homes operates a dedicated Customer Support Team for residents who are contacting us for a variety of reasons, such as reporting repairs, enquiring about their rent and service charge, making complaints and compliments, reporting anti-social behaviour, making an application for housing, requesting aids and adaptations to their home.

The Customer Support staff are able to deal with all enquiries, as we know that there are times when residents may want to report a repair and pay their rent, as well as ask a question about something else.

We also realise that whilst we have helpful and experienced Customer Support staff, there may still be times when customers need to talk to another member of staff. The Customer Support Team can also help with this by making an appointment so that we can help you enjoy a seamless service.

For those of you who already use this service regularly, you may already be familiar with our team. But for those who aren't, we would like to help you finally put a face to the friendly voices at the other end of the phone.

Helen Eayres, Customer Support Team Leader

"Our residents are a lovely group of people who often make me smile! They are all different and have different needs and they challenge me to be the best I can be.

The role isn't easy but it is never boring and it is immensely satisfying when a resident thanks you for your help because they feel better for talking to you.

"We know that when a resident calls customer support it is often because they are worried about something and knowing that we can help them resolve the problem and put their mind at rest is incredibly satisfying.

"I want them to feel that they can ring us about anything relating to their property or occupancy and have confidence in us being able to help them. I want them to know that there will always be a friendly helpful person at the end of the phone who will listen to them and hopefully resolve their query.

"I am also very proud of my team as they have had to learn a huge amount of information since the service was created two years ago and have all worked incredibly hard to learn new skills to the benefit of residents."



We chat to the Customer Support Officers



Lisa Harness

"I enjoy the vast variety of the work and I love that we are not doing the same things all of the time.

"What I hope to achieve for our residents is that they are satisfied with the service they get and that they are happy as a Pickering and Ferens Homes resident and feel content and secure in our properties.

"I'd say my favourite part about working with Pickering and Ferens Homes residents is listening to them say what a great service they get and how happy they are in their homes."



Claire Bangs

"My team take all of the incoming calls to the association and we aim to deal with the majority of them without the need to transfer to other departments.

"I'm also on the reception desk two mornings a week, which includes dealing with all visitors to the association, booking trips, taking rent payments, etc. The list really is endless.

"I enjoy the face to face contact with visitors when I am working on reception and it is nice to put names to the faces I speak to on the phone - and vice versa I presume."



Julie Davison

"I enjoy working with a brilliant team of people to make sure all of our residents are receiving the utmost customer service. It's a very fast paced environment and no day is ever the same, but that's what I love about it.

"No matter what the query, I always try to make all of our residents feel valued and listened to with every call and empathise with their frustrations.

"My favourite part though has to be the deep appreciation every resident shows for our help. Being able to make a difference to an older person's life just by a quick phone call is a brilliant feeling."



Jo Ford

"I am passionate about this role as it is extremely satisfying assisting people in resolving their queries and worries and it is fulfilling to know that we are able to assist in achieving very high standards for our residents.

"My favourite part of working with Pickering and Ferens Homes residents is being able to talk to them and re-assure them when necessary, but also to listen to the wide range of stories they have to tell, and to get involved with them in a variety of ways – such as the News and Views Group."



Helen Jessop

"I love it when a resident calls us and we can put their mind at ease about whatever they have called us about, but I especially love it when I can make the residents laugh as I might be the only person they talk to that day.

"As a customer support officer I hope to achieve good outcomes for existing residents and to see new residents loving their new homes and the huge difference it makes to their daily lives.

"My favourite part is to laugh with them but also to support them in what can sometimes be a very difficult time in their lives."

The Customer Support Team is available on 01482 223783 to help residents with a wide range of enquiries including the following to name but a few:

- Reporting repairs
- Making complaints and compliments
- Reporting anti-social behaviour
- Making an application for housing
- Enquiring about rent and service charges
- Requesting aids and adaptations

Disability badge reminder

Councils across the country have stopped issuing reminders for blue badge holders. The expiration of your badge could result in a £60 fine if you do not renew it in time.

In order to combat this, please ensure that if you are a blue badge holder, you mark the date of expiry on your calendar and you contact the council to book an appointment at least three weeks prior to the expiry date to ensure that you are not issued with a fine.

Renewals can be made by calling Hull City Council on 01482 300300 to book an appointment at a local library.

Bus Lane Reminder

Bus lane cameras have been installed to ensure drivers do not enter these lanes during peak times. This deterrent, which has been in place since July and was put in place by Hull City Council, to ensure that buses have free passage in and out of the city centre at peak times.

The operation of these cameras are in place from 7am to 9.30am on all routes into the city centre and from 4pm to 6.30pm on all routes out of the city centre. Pickering and Ferens Homes would like to politely remind residents of these new restrictions to ensure they are not issued with a £60 fine.

Keeping warm in winter

Pickering and Ferens Homes continues to focus on preparing its residents for winter by sharing tips for dealing with the cold weather:

- Heat your main living room to around 18-21°C (64-70°F) and the rest of the house to at least 18°C (64°F). Make sure you keep your living room warm throughout the day and heat your bedroom before going to bed.
- Set the timer on your heating to come on before you get up and switch off when you go to bed. In very cold weather, set the heating to come on earlier, rather than turn the thermostat up. This means you won't be cold while you wait for your home to heat up.

- Try to keep the temperature above 18°C (65°F) in your bedroom overnight. It can be useful to preheat the bed with a heated blanket or hot water bottle, however, never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off and always unplug blankets before you go to bed. If you have an electric blanket you should get it tested every three years for safety.
- Keep your bedroom window closed on a winter's night. Breathing in cold air can increase the risk of a chest infection.
- Wrap up warm and wear plenty of thin layers rather than one thick layer. Wearing thin layers traps the air in keeping you warmer.

Test your central heating system today!

Please ensure that you test the central heating system in your property before the cold weather sets in. If you find that there is a fault on the system, then it is important that residents report this to our Customer Support Team so that the problem will be fixed before we experience freezing cold temperatures during the Winter months.

Flashback Stories set to celebrate your lives



During this year's Older People's Celebration Week 2015, we are planning to tell residents' life stories through our very own Flashback Stories.

Every day on social media, between September 28th – October 4th, we will share 'now and then' pictures of a resident, accompanied by a short biography, detailing the remarkable things residents have achieved over the course of their lives.

Older People's Day is on October 1st every year to coincide with the UN International Day of Older Persons.

The main aim for the day is to be a celebration of the achievements and contributions that older people make to our society and the economy. Older People's Day supports the campaign to challenge negative attitudes and outdated stereotypes.

Our campaign aims to celebrate the rich and varied lives of residents, as well as highlighting the achievements of people living in our properties.

So, if you don't already follow us on Facebook and Twitter then now is the time to do so, as we guarantee there will be some interesting stories!