

## Tell us what you want to see in the Annual Report

It's that time of year again when the association starts to think about putting its Annual Report together.

We know that residents value the Annual Report and it is an opportunity for the association to tell residents and stakeholders about the good work done within Pickering and Ferens Homes.

The report is put together by staff and a committed group

of residents who want to help us celebrate our successes and tell everyone what we intend to do to improve and move the association forward.

If you have any views on last year's Annual Report and how we could improve on it this year, or if you would be interested in meeting with the group that works on it, call Gavin Clark on (01482) 223783.



## Help us support Hull Foodbank

Hull Foodbank is part of The Trussell Trust, a Christian charity committed to community action against poverty and marginalisation in the UK.

The charity says that 60,000 people live below the poverty line in Hull and its foodbank provides a minimum of three days worth of emergency food and support for local people in crisis.

Pickering and Ferens Homes is supporting the charity by encouraging staff and residents to donate non-perishable, in-date food (see the insert for more information).

## We say Yes to Homes – do you?

Pickering and Ferens Homes is backing an important National Housing Federation (NHF) campaign.

The federation, which is the voice of affordable housing in the UK, has just launched its Say Yes to Homes campaign.

The campaign addresses hard hitting issues associated with the country's housing shortage. The NHF wants members of the public to support new homes being built in their area by getting in touch with their local councillor to say Yes to Homes, so that plans for new housing are more likely to receive their support.



You can even download a Yes to Homes window poster to display in your window showing your support for new homes being built in your area. Simply visit [www.yestohomes.co.uk](http://www.yestohomes.co.uk) for more details or call 020 7067 1027 for more information on how you can support the campaign.

## Paying our respects to Beattie

We were saddened by the recent news that Beattie Chapman has unfortunately passed away.

Mrs Chapman served on our Residents' Editorial Panel for a number of years, contributing to our residents' magazine.

Having lived at our Sherwood Court scheme, in Bilton, for over 22 years, Mrs Chapman moved into residential care earlier this year and has sadly died aged 93.

# PeopleFirst

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)

The magazine for the residents of Pickering and Ferens Homes

# PeopleFirst

Issue No. 15

The magazine for the residents of Pickering and Ferens Homes

## First residents move into our new £2.4m development



Meet our new Trustee

Learn about our Resident Portal

Resident models at HullBID Fashion Week

Rokeby commended in awards

Head of Maintenance retires after 20 years

Enter PFH In Bloom

Top Neighbour Award winner

Residents scrutinise our services

Next Annual Report underway

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## Catch up with the Chief Executive

There is plenty to update residents on in this issue of People First. I have really hit the ground running since joining Pickering and Ferens Homes in February and I am thoroughly enjoying my role. Firstly, I visited all of our sheltered schemes and familiarised myself with our properties in general. I plan to visit our schemes as regularly as possible by doing more "back to the floor" style work, bringing me closer to issues that are important to our residents.

I have been working closely with our staff and those who work in partnership with us, such as Hull City Council, to gain a detailed understanding of our current position on everything. I am also keen to spend time working with people from the region's health sector, particularly those with a focus on the over-60s, to ensure Pickering and Ferens Homes is supporting their key agendas.

In the last issue of People First, I talked about wanting to "future proof" the organisation and I am now really beginning to get to grips with what we need to work on in this respect. An increased focus on resident engagement and responding to residents' diverse needs are just some of the areas I am looking at, in fact within the next six months we are undertaking a review of our Resident Involvement Strategy to look at the ways in which residents can get involved with providing feedback and helping with the organisation's decision making.

Other key areas I am working on include modernising our internal systems to ensure we are fully proficient in the way that we deal with residents' needs and that we are continually providing the best possible value for money. This includes internal service reviews and the introduction of our new IT system, including the Resident Portal featured on Pages 6 and 7.

I have accelerated our stock condition survey work to enable me to produce a clearer business plan for next year and I am also working in partnership with Hull City Council on an expression of interest bid for a Big Lottery Fund grant relating to the local authority's Older People's Loneliness and Isolation Programme.

I hope you enjoy reading the rest of our latest news in this issue!

Best wishes

*Claire*

## Meet a Pickering and Ferens Homes resident - Bob Holdstock



"To play for them was something really special for me – I was a boyhood fan and here I was playing for the first team."

**The people of Hull share a common love, which sometimes acts as a divide between the two halves of the city.**

But for one Pickering and Ferens Homes resident, it doesn't matter whether it's a black and white shirt or one emblazoned with red and white – rugby league is always the winner.

And this is even from a man who once ran out onto Craven Park wearing the shirt of his childhood favourites, Hull Kingston Rovers.

Robert Holdstock (better known as Bob), who lives in Hebrides Close, was feared by many men in his youth. A professional rugby player with a reputation for toughness, he played hooker and made several first team appearances for Hull KR in the 1957-58 season.

"I'd grown up as a fan of the red and whites, and although now I like to see both teams do well at the time I was a supporter of KR," he said.

"To play for them was something really special for me – I was a boyhood fan and here I was playing for the first team."

But bizarrely it was his brother's success on the pitch, and a competition for the same place in the starting line-up that saw him step aside.

"I enjoyed playing for them but my brother signed and he was a lot better than me so I didn't see a future in it," added Bob.

"I don't go to the games now, which I do miss but I can't get out and about as much as I'd like to – I do get up-to-date match reports from one of several family members who go along. It's in our blood."

Bob comes from a long line of rugby players, with brothers, uncles, cousins and nephews all having lined up for professional teams. He started his rugby career after his national service in the 1950s.

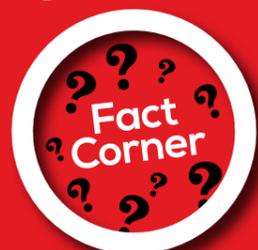
Shortly after the war had finished, he did his two years of national service with the East Yorkshire Regiment.

"That was some two years of my life," he says. "We were in Germany and of course I played rugby for the army team and on one occasion we got the chance to go to the Olympic Stadium in Berlin, that was something to behold. For a young lad from east Hull, it was magnificent, especially given all the recent history at the time, bearing in mind we had just been through World War Two. I was in my youth when the war was still going on, but I certainly understood the gravity of the situation."

"It all seems a distant memory when I look around at my surroundings now but I love living with Pickering and Ferens Homes, they properly look after you and I couldn't think of being anywhere else – it's a great community."

## Keeping residents up-to-date with our performance

(April 2012 to March 2013)





**"We are already feeling very settled in our new home"**

## First residents move into their "dream home" at The Jacobs Homes development

**"Moving to our new bungalow at The Jacobs Homes has completely changed our lives."**

This is how Judy Egan describes the way she feels about her new Pickering and Ferens Homes property, which forms part of our £2.4m redevelopment of the Charles and Esther Jacobs Homes properties.

Judy and husband John moved into their two-bedroomed energy efficient bungalow off Askew Avenue, west Hull, at the beginning of April and they say life has never been so good for them. Comprising of 20 bungalows, all the properties face on to a central village

green with private parking and enclosed front and rear gardens.

After being on Pickering and Ferens Homes' waiting list for almost six years Mr and Mrs Egan were delighted when they were allocated a property at The Jacobs Homes development, because Mr Egan's health had deteriorated and living in an upstairs flat in Anlaby was no longer viable for them.

"It's like a dream come true living here," said Mrs Egan. "It has given John a much better quality of life, he can get out and potter about in the garden – where we lived before there wasn't a lift, so we really did struggle to get out much.

"We are already feeling very settled in our new home and have spent a lot of time outside doing the gardening, which we love. We have lovely neighbours and really I feel like I have come back to my roots because I used to live at the bottom of Askew Avenue when my children were little. It's ideal as well because both my daughters are within walking distance of me now."

The energy-efficient properties are fitted with high levels of thermal insulation to floors, walls and roofs. They also have triple-glazed windows and water butts to collect rainwater in.

The development programme was started after Pickering and Ferens Homes amalgamated with Charles and Esther Jacobs Homes in September 2008.

We contemplated renovating the properties but took a decision to demolish and rebuild after discovering a number of buildings on the site were suffering from subsidence and all required extensive refurbishment throughout.



## Getting to know Vanessa, our new Trustee

**Pickering and Ferens Homes' Board of Trustees is delighted to welcome a new Trustee, who brings a wealth of experience to us.**



Vanessa Walker

Vanessa Walker was appointed to the board following a rigorous recruitment process.

Vanessa's early career was a district nurse caring for older people in their own homes in East Hull in the late 70s and early 80s.

She went on to become a Human Resources Director for a national community care organisation, before she entered a 12 year career in local government leading improvement programmes in councils.

Currently a Parish Councillor for Welton and Melton, as well as being a Non-executive Director of Hull and East Yorkshire Hospitals NHS Trust; a Stakeholder governor of Humber Foundation NHS Trust; and Vice Chairman of Hull and East Yorkshire MIND, Vanessa is delighted to be part of the Pickering and Ferens Homes team.

Hull City Council's Building Control department recently entered Rokeby Mews into the South Yorkshire and Humber Building Excellence Awards, which is run by Local Authority Building Control Yorkshire.

## Rokeby Mews is "Highly Commended" in awards

**Our £1.3m Rokeby Mews development has been Highly Commended in a regional building excellence awards initiative.**

Rokeby Mews came second in the Domestic Sustainable Buildings category and therefore received a Highly Commended certificate. The development was officially opened by Hull West and Hessle MP, Alan Johnson in May last year.

She said: "I have known about Pickering and Ferens Homes for as long as I can remember, in fact I grew up on the same road as one of the original Ferens schemes.

My understanding of the organisation so far is that it is founded upon very sound values and principles. The staff I have come across are really dedicated to what they do and it is clear that Pickering and Ferens Homes provides far more than simply good quality housing. There are lots of added value services too.

"As part of my work with the association, I am keen to engage with residents to help minimise the risk for older people to be isolated or to experience varying degrees of poverty. I am also very keen to ensure a high standard of governance and I hope my previous experience in local government and as a board member for other organisations will add value to Pickering and Ferens Homes in that respect."

Comprising 10 eco-bungalows, the west Hull-based development was made possible through a grant of £539,000 from the Homes and Communities Agency together with land provided free of charge by Hull City Council and the additional cost being financed by Pickering and Ferens Homes.

The two bedroomed dormer bungalows were designed by Hull-based architects Gammond Evans Crichton Limited.

# Introducing our Resident Portal

When we talk about residents being able to pay their rent or reporting a repair on the internet, many residents may feel quite daunted.

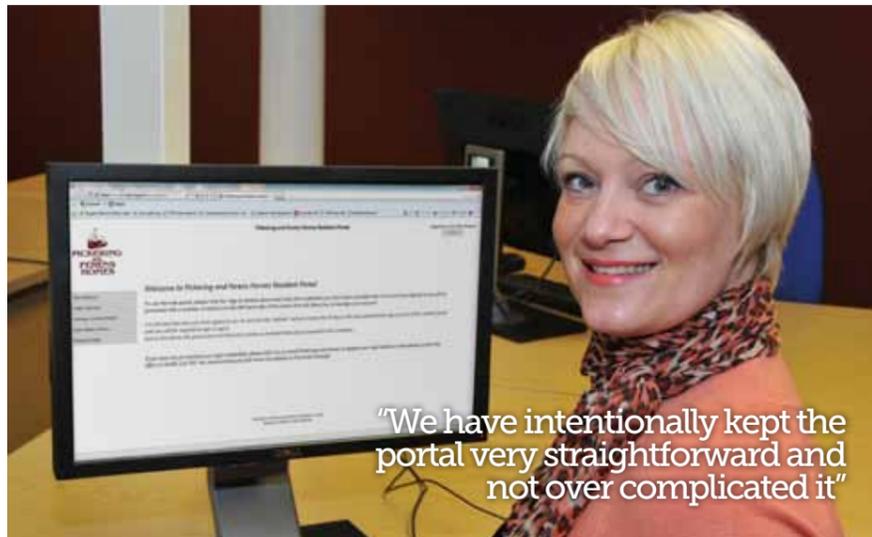
However, our new Resident Portal is incredibly straightforward to use and if residents themselves don't use the internet or don't want to use the portal, it's still worth reading on to find out more about how friends and relatives might be able to help you make the most of our new online system.

The portal will allow residents to securely log on and view all of the most up-to-date information they might need. This includes copies of previous rent statements and details of outstanding balances, and residents can even make a secure payment online using their Rent Payment card, which most residents already have. The system will securely store a resident's Rent Payment card details after the first time you use it, so that making a payment online thereafter is very quick and easy.

In addition, the system details all repairs that have been carried out at a property and any calls we have logged

when residents have reported a repair. This means residents can double check that we have logged the details of the repair and it tells you whether or not the repair has been carried out yet.

Residents will even be able to do things like update their contact telephone numbers and their emergency telephone numbers for their next of kin. We have intentionally kept the portal very straightforward and not over complicated it, so that residents and their relatives should find it easy to log on and do whatever they need to without it taking too much time.

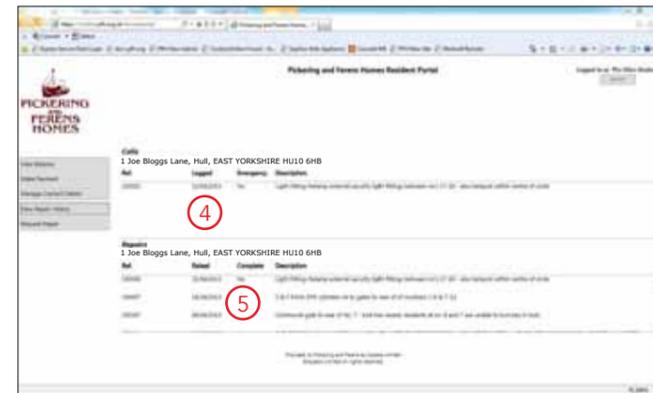


Residents can rest assured about the security of the system as well, it works in a similar way to online banking in that none of the information is stored locally on the site and nobody other than you can access information about you and your property. Every resident will be issued with their own, private log-in details to be kept in a safe place or to be given to a relative who might use the portal on their behalf.

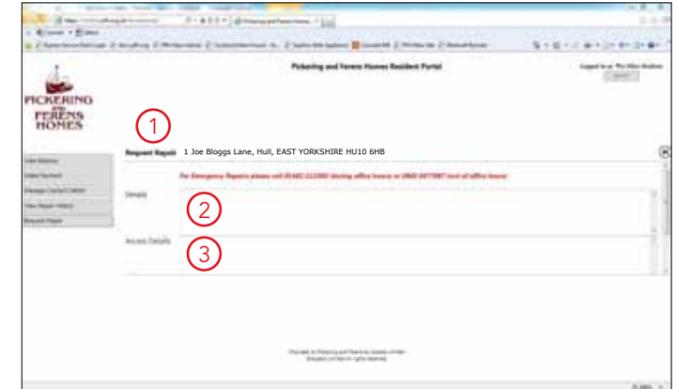
When it comes to the system going live, we will be hosting a series of taster sessions for people of all abilities when it comes to using the internet – this will be an opportunity for residents to get an insight into how the Resident Portal works and how you could use it.

For any residents who really don't think they will use the Resident Portal, it's worth knowing that all Scheme Managers will have access to the system if you would like them to access it on your behalf. All of our staff who work out on site are now fully equipped to access the internet no matter where they are, allowing them to log in to our Housing Management System that has full details of your rent account, any reported repairs and all the information you might require with regards to your licence – please don't hesitate to ask them for more information.

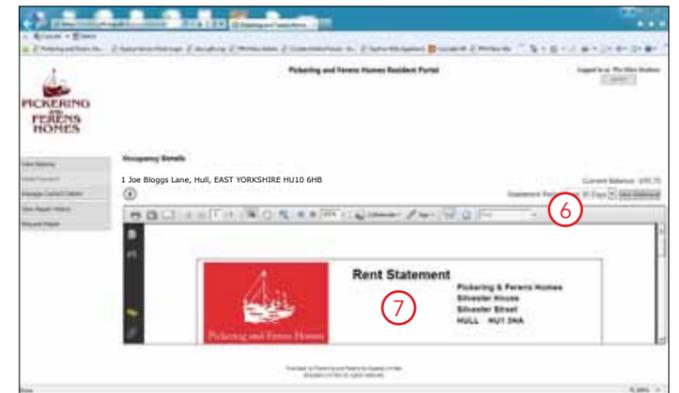
The ultimate aim of the Resident Portal and the Housing Management System we use internally is to make residents' information more readily available, therefore improving the service we provide residents with.



- ④ Indicates when you logged the repair with us
- ⑤ Once a repair is completed this will say 'Yes'



- ① The Resident Portal allows you or a representative to request a repair online
- ② Type in simple details of the repair required
- ③ Type in here any other information relevant to us accessing your property



- ⑥ Select the date range for the statement you want to view
- ⑦ The statement you choose will display here

## Help us test the Resident Portal!

We are making an appeal for residents to come forward. Before we formally go live with the Resident Portal later this year, we want to be certain that the system is as accessible and efficient as it possible can be, if you would be interested in taking part in a session to test the Resident Portal out at our offices, please let us know by calling **(01482) 223783**.



## Text message updates from Pickering and Ferens Homes

We are currently in the process of introducing a text message alert system for residents. From research we have undertaken in the past, we know that approximately 15% of residents have a mobile phone and this figure is increasing all the time.

Our text messaging system will allow us to send residents a text message confirming the date and time of an appointment we make for someone to come out and carry out a repair for them, for example.

Residents will also be able to do things like text us with the word **"BALANCE"** and receive an automatic reply with their latest rent account balance.

Residents will need to register for the service first, so that we can link their mobile number with their account.

Full details of how the system will work and how to register will be included in a future edition of People First.

Before we launch the system, we would like residents who have a mobile phone to come forward and take part in a session to test this system.

If you are interested in coming into our offices and taking part in this, please call us on **(01482) 223783**.



## Pickering and Ferens Homes played active role in HullBID Fashion Week

**We were delighted to be involved in HullBID Fashion Week this year.**

Pickering and Ferens Homes played an active role in helping the event organisers to open up the events to the over-60s.

We held a HullBID Fashion Week working group at our offices, which invited both residents and members of the public over the age of 60 to come and have their say about the types of events they would like to see throughout the week, which ran from April 29th to May 4th.

The week, which included more than 30 different events across the city, featured a full day of events dedicated to the over-60s and we were delighted that one of our residents – Ian Jackson – decided to get very involved in the event.

We were very proud when Ian strutted his stuff on the catwalk at an event called Make Fashion Your Business at Hull Truck Theatre.

Ian modelled clothes from Debenhams and Next at the breakfast event, which saw more than 80 members of the

business community sit in the audience.

The event was aimed at showcasing the types of outfits retailers in the city have on offer for workwear and business dress.

Meanwhile, other residents also attended an event called Learn to Surf the Internet in Style, which took place at St Stephen's shopping centre and featured talks and mini workshops on how to make the most of the internet and how to shop online for example.



Resident Ian Jackson models at an event at Hull Truck Theatre

## Hornsea properties join Pickering and Ferens Homes

Pickering and Ferens Homes has recently acquired four properties from Railway Housing.

The four flats, which are located in Mereside, Hornsea, are almshouses and therefore are more easily managed by Pickering and Ferens Homes.

We have worked with Railway Housing in a similar way on a previous acquisition.

The properties are currently maintained to a very good standard and they are all occupied by existing residents. We would just like to take this opportunity to say a very warm welcome to those residents!

## We bid a fond farewell, as Paul Atkinson hangs up his hat

**Everyone who lives in a Pickering and Ferens Homes development knows about the rich history we boast.**

Conceived at the start of the last century by Christopher Pickering and Thomas Ferens, the two philanthropists individually started their own social housing schemes.

It wasn't until the early 1990s when the two different entities became one. Shortly after Paul Atkinson joined as a one man maintenance team.

He said: "When I started it was just me, I was in a way the Head of Maintenance but there was only me in the team.

"I've been here for almost 20 years now and have thoroughly enjoyed every single minute – it's been such a great job and I have met some wonderful people along the way."

Now 60, Paul plans to retire at the end of the month – with the intention of learning how to sail preferably in the Greek



Head of Maintenance, Paul Atkinson, is thanked by Claire Warren, Chief Executive

Islands, of writing a book preferably on a Greek Island and of getting requests from many relatives for help with home improvements.

Married to Christine, and with two sons Adam and Neil, Paul is hoping to continue with other interests such as walking, swimming, music and canoeing and visiting the Greek Islands (I think there is a trend here somewhere).

Having originally trained as a joiner, Paul qualified in 1973 at the age of 21 and began working on houses, factories, offices and a few specialist joinery projects.

In 1979 he joined Hull City Council's Architects Department as a Clerk of Works working on major housing schemes before joining the authority's Property Maintenance Department as a building surveyor in 1987.

Originally joining Pickering and Ferens Homes as Maintenance Manager, he retires as Head of Maintenance and has

a responsibility for seven staff, a multi-million pound maintenance budget and some quite serious management responsibilities.

He said: "Me and my team have always strived to deliver an excellent repairs and maintenance service to residents and believe we have always done well.

"I really like the ethos of the organisation and the working conditions but mainly the people - staff, trustees and residents alike.

"I also like the fact I feel this is a worthwhile job. I would have really liked to get out and about to see residents at the various schemes more, but towards the end of my time I have been very busy at my desk in the office which is my only complaint."

"I have loved working for Pickering and Ferens Homes and will miss being here – but I am looking forward to a different way of life with new challenges."

## Residents asked to scrutinise what we do!

**Our Resident Led Scrutiny Group continues to go from strength to strength and the group is now starting to scrutinise the services we provide.**

The nine residents recruited so far have started work on their first task. They are taking an in-depth look at why some properties are refused on first offer. Letting properties quickly and efficiently saves time and money for the association so having residents cast their eyes over how we do this is important. After all, every resident was at one stage offered their current home so

the group members all have first hand experience of our allocations system.

This review, supported by the Tenant Participation Advisory Service (TPAS), is well underway and the residents are working closely with officers to understand the process. Members of the group have also been promoting the valuable work that they do to the Board of Trustees and talking about how services can be "resident proofed". Residents Judith Miller and Ian Jackson attended the Board meeting on May 20th and told the Board all about the group and the review they are undertaking.



## A kind-hearted resident has been awarded the Pickering and Ferens Homes Top Neighbour Award.

Out of a strong shortlist of seven other residents, Jeanette Van de Kamp – who lives in Westgarth Avenue, north Hull – stood out as the winner because of the support she provides for so many other residents living at the scheme.

Mrs Van de Kamp has provided care, support and friendship to her neighbours but has also helped with housework, washing, preparing meals and shopping. Above all else, she has been a true friend to her neighbours.

Mrs Van de Kamp has consistently gone above and beyond to help others and she has been rewarded with a £100 prize for her good deeds.



Mrs Van de Kamp, who has lived in her Pickering and Ferens Homes property for almost five years, said: "I didn't know I had even been nominated for the Pickering and Ferens Top Neighbour Award, so to win was great.

"It means a lot to me because it means my neighbours appreciate what I do, although I don't do it for any reason other than I hate to see someone struggle. You can't let someone go on when they need help.

"It's a lovely place to be and everyone chips in to help everyone else. As I am one of the youngest and fittest, I like to help my neighbours out – I might need the help myself one day!

"I enjoy helping others and never really saw it as anything special, I was just doing what all good neighbours should do.

"I am very grateful to those people who nominated me and for being selected as the winner."

## ENTER Pickering and Ferens Homes in Bloom 2013



Maureen Moore, of Ashbury Court, won last year's Best Garden category

It's not too late to enter Pickering and Ferens Homes in Bloom. We are always hugely impressed by the lengths that our green fingered residents go to with their gardens, so why not enter yours into any of the following categories.

To enter, simply fill in this form, tick which categories you would like to enter below and return it to Pickering and Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA, **no later than Friday, June 28th**

**Pickering and Ferens Homes in Bloom 2013**

NAME:.....

ADDRESS:.....  
.....

TELEPHONE NUMBER:.....

Best garden       Best vegetable plot/greenhouse

Best hanging basket       Best window box/container

## Universal Credit to replace benefits

Universal Credit will eventually replace:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

At this time, your eligibility to claim Universal Credit depends on where you live and your personal circumstances.

**Residents may have heard about Universal Credit, which is a new benefit that the government has introduced to replace six existing benefits with a simpler, single monthly payment.**

If you already claim a benefit, you will continue to do so as normal and you'll be told when Universal Credit will affect you.

Universal Credit will be gradually rolled out across the UK from October 2013 and will be completed by 2017. How much you'll receive depends on your personal circumstances.

Universal Credit is paid differently to current benefits.

It will be paid once a month into your bank, building society or Post Office account.

Any help you get with your rent will be included with your Universal Credit payment and you'll then pay your landlord yourself.

Residents don't need to worry for now, as Pickering and Ferens Homes is reviewing who will be affected by Universal Credit and we will be in touch as and when the time is right.