

# WIN a VIP guided tour & lunch at Coletta & Tyson

Pickering and Ferens Homes has teamed up with Coletta & Tyson Garden Centre in Woodmansey to offer one lucky resident a VIP experience there.

The centre offers everything you need for your garden, from bedding plants to top soil, as well as indoor and outdoor furniture, a pets department, delicious cafe, gifts, stoneware and pots, garden ornaments and much more.



The winner of our competition will start their afternoon by enjoying lunch and a drink with their guest in the recently-opened restaurant there, before meeting a member of the Coletta & Tyson team for a VIP tour.

They will also be given a collection of plants and seeds to take home.

To be in with a chance of winning this prize, simply fill out the form below and tell us in approximately 100 words why you would benefit most from this exclusive experience.

Entries should be sent to Pickering and Ferens Homes, The Maltings, Silvester House, Silvester Street, Hull, HU1 3HA, no later than June 30th 2014.



**WINNER!**  
Congratulations to Mrs Wilson at Ada Holmes Circle, whose name was drawn out of the hat for our theatre tickets prize.



### Coletta & Tyson VIP experience entry form

NAME:..... TELEPHONE:.....

ADDRESS:.....

In 100 words tell us why you would benefit most from this exclusive experience:.....

.....  
.....  
.....

**REMINDER – we would like to remind residents that our offices will be closed on May 26th and 27th for the Bank Holiday.**

**Eileen Hosie and Great Granddaughter Courtney**



## Grandchildren out in force

### Inside this issue:

15 bungalows start on site in Longhill

Meet our Top Neighbour Award winners

Your jobs in days gone by

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## Catch up with the Chief Executive

Welcome to the latest issue of People First, which is packed full of our latest news. The past few months have been a hive of activity at Pickering and Ferens Homes, as residents will see from reading the magazine.

I am delighted to inform you that our Patrington scheme, at the former Lindall's Hospital site, has been shortlisted down to the final three to receive the East Riding of Yorkshire Council Chairman's Built Heritage Award in the single new dwellings, conversions and minor works category. The awards ceremony is set to take place at The Spa in Bridlington, so we will keep residents informed about the results!

There really is some excellent work going on at Pickering and Ferens Homes at the moment, with significant progress being made in areas such as resident profiling, IT portal development, gas servicing compliance, asbestos management, planned maintenance and home visit programmes. The budget setting work that has been carried out has also been to a very high standard.

We remain focused on our vision to be a high performing organisation providing housing for older people and services which are viewed by others as exemplars of best practice, ensuring residents and their views are at the heart of decisions here at Pickering and Ferens Homes.

Ultimately, we are focused on delivering excellent core services representing real value for money and services which are really tailored to the individual needs of the residents we serve.

A key area for us to work on is the development of innovative partnerships that enable us to deliver services that integrate housing, social care and health to improve residents' wellbeing. Essentially, our work is about making a real difference to our residents' quality of life.

Best wishes

*Claire*

## Grandchildren converge on Broadway Manor to help tackle loneliness & isolation



We welcomed a group of very special visitors into one of our sheltered housing schemes over Easter, in a bid to tackle loneliness and isolation issues.

Pickering and Ferens Homes asked residents at Broadway Manor to invite their grandchildren and great grandchildren in to reminisce about Easter in days gone by – as well as meeting the Easter bunny and enjoying a fun-filled afternoon.

Almost 30 children converged on the scheme in east Hull to chat to their grandparents and find out more about what they used to do to celebrate Easter when they were younger.

We are continually developing new, innovative ways of tackling loneliness and isolation issues amongst our residents. Graham King, Scheme Manager at Broadway Manor hoped the event would encourage residents to socialise with each other and enjoy the company of their younger relatives.

He said: "We had a very positive response to this event and it encouraged residents who might not normally get involved with communal activities to open their front doors and take part in something new.

"Tackling loneliness and isolation issues amongst residents is a top priority for Pickering and Ferens Homes. It has been identified as a key issue for older people and we are taking a hands on approach to ensuring that any residents who are at risk of being affected are receiving the support they need, and quite rightly deserve.

"The children enjoyed meeting our Easter bunny character and taking part in the fun activities, meanwhile our residents benefited from sharing a special afternoon with their grandchildren and great grandchildren and had the chance to socialise and enjoy being with others."

Dennis Metcalfe, 90, a resident of Broadway Manor, was delighted that his Great Granddaughter Lucie Metcalfe, aged six, and Great Grandson Jackson Murray, aged three, could join him for the afternoon. "It was a really good day," said Dennis. "It made a nice change and I think events like this are a good idea. I really enjoyed Great Grandchildren coming in for the afternoon."

Eileen Hosie, 88, a resident of Broadway Manor, said: "I thoroughly enjoyed seeing my great grandchildren at this event. I thought it was a great idea, as it gave residents a reason to come out of their own homes and socialise with others, even if they might not do normally. It was so nice to see so many children here, they brought a bit of life to the place and brightened up my day. I really enjoyed sharing such a special afternoon with grandchildren and great grandchildren."

**What events would you like to see us organising?  
Send your ideas to Pickering and Ferens Homes, Silvester House,  
The Maltings, Silvester Street, Hull, HU1 3HA,**



Dennis Metcalfe and Great Granddaughter Lucie, aged 6



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

(1<sup>st</sup> April 2013 - 31<sup>st</sup> March 2014)



Rent written off as a percentage due

0.2%



Current resident arrears

4.9%



92.6% of all reactive repairs completed within target time



Only 0.7% of properties are vacant and available to let



An average re-let time for properties is

18.5 days



108.7% of rent was collected out of all rent owed



# Groundbreaking ceremony celebrates start on site in Longhill



The groundbreaking ceremony has taken place on our exciting new development of 15 bungalows in Longhill.

Pickering and Ferens Homes is delighted to now be starting on site with a pioneering new scheme, after securing £585,000 of funding from The Department of Health.

Key partners came together to celebrate the start of construction work on the site at Weaver Grove and Larne Road, in east Hull, which will provide purpose-built accommodation for the over-60s in Longhill once complete in March 2015.

Designed by Hull-based architects Gammond Evans Crichton, the development will be built by Hobson and Porter – we appointed the firm following a formal tender process.

Tom Hogan, Chair of Pickering and Ferens Homes, said: "I am really pleased that we are now starting on site with this innovative scheme, which has been carefully designed to meet the needs of the over-60s.

"Ours was one of seven successful funding bids in the Humber region and it's a really positive step forward for Pickering and Ferens Homes that we, with our partner Hull City Council, are playing such a key role in the provision of housing of this nature.



From left, David Blades of Hobson and Porter, Councillor John Black, along with PFH representatives Pat Norfolk, Claire Warren and Tom Hogan

"This development sees Pickering and Ferens Homes providing older people with even more opportunities to live in purpose-built accommodation at the heart of a local community which is in desperate need of properties that are on one level."

Councillor John Black, Ward Councillor for Longhill and a Trustee of Pickering and Ferens Homes, said: "It is a privilege for me, as both a Ward Councillor for the area and a Trustee of Pickering and Ferens Homes, to be involved in the ceremony to mark the start of this development. There is a real shortage of this type of accommodation for older people in the Longhill area and I am sure these new homes will be really welcomed by local residents there. Pickering and Ferens Homes has an excellent reputation for providing this type of accommodation and I am sure these properties will be very popular."

This development is supported by the Care and Support Specialised Housing Fund, announced by the Department of Health in 2012.

The main aim of the fund is to support and accelerate the development of the specialised housing market, recognising a national shortfall of housing which enables vulnerable people to live independently.

Over five years, the Department of Health is making available £160m capital funding for specialist housing providers to bring forward proposals for development of specialist housing to meet the needs of older people and adults with disabilities.

Pat Norfolk, a Resident Trustee, lives in one of the bungalows in Sherwood Court. She was thrilled to be part of the ceremony at the development. "I was part of a steering group which helped to make some valuable improvements in Longhill over the years, such as getting the community centre up and running. Around seven years ago, we opened a forum to ask residents what their community really needed – and the vote was unanimously in favour of bungalows. This new development is long-awaited and it's wonderful to see it finally happen."

# Mr and Mrs Porter named Top Neighbours in 2014

When we asked residents for their nominations for the "Top Neighbour" title, Mr and Mrs Porter of Florence Nightingale Court received the highest proportion of votes.

We were delighted to give recognition to their selfless actions, demonstrating exactly what it means to be good neighbours.

Mr and Mrs Porter were presented with a cheque for £100 for giving much-needed support to their neighbours Mr and Mrs Benson.



Mr Benson sadly passed away recently, and Mr and Mrs Porter spent a lot of time during his last months giving his wife valuable time for respite, walking their dog and "just being there".

When accepting the award, Mr and Mrs Porter were typically modest: "We would just like to say how humbled we feel to receive this award. We are sure there are more deserving candidates, but we would like to thank all those who voted.

"This is a beautiful area with so many lovely people always there for each other. There's a great community spirit," they said.

If you know someone who goes the extra mile to help people, please bear them in mind for next year's Top Neighbour Award.

# Enter Pickering and Ferens Homes In Bloom 2014



Once again, it's time for our green-fingered residents to showcase their talent and hard work by entering Pickering and Ferens Homes In Bloom.

Whether the fruits of your labour is planted in the ground, a hanging basket, window box or greenhouse, we'd like to hear from you. Year after year, our judges are blown away by the lengths residents go to in order to ensure their gardens are among the very best in the region.

Our Pickering and Ferens Homes In Bloom competition is aimed at fostering a sense of pride in residents' gardens. This year, we would like to encourage even more residents to enter the In Bloom competition to widen the net and give our residents recognition for their gardening efforts.

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 Tuesday, July 3rd 2014. The judging for the competition will take place on July 16th and 17th.



Last year's winner Mrs Moore

## Pickering and Ferens Homes in Bloom 2014

NAME: .....

ADDRESS: .....

TELEPHONE NUMBER: .....

Best garden  Best vegetable plot/greenhouse

Best hanging basket  Best window box/container



# Jobs in days gone by...

In this fascinating new feature, our residents are set to take us back in time to discover their colourful careers. We are encouraging residents to reminisce about their jobs in days gone by and share interesting stories about what they used to do for a living.

## Meet Pat Norfolk, ex-Fuel Office clerk



Pat Norfolk lives in Sherwood Court, Bilton, and is our newest Resident Trustee. She moved to Hull in the 1930s from Saltburn by the Sea in North Yorkshire, when her father was transferred as a joiner on the railways.

Pat left school at the age of 15, shortly after the end of World War II, with no formal qualifications. She joined the Fuel Office in 1946 and began work as a Clerk. It turned out to be the best education of her life so far, and she became skilled at filing index cards alphabetically, with great speed and accuracy, to meet the demands of this busy environment.



Two years in this position gave Pat the experience and confidence to enjoy a long and happy career in office administration. She added: "I always worked in offices and my time at the Fuel Office taught me how to spell really well and file alphabetically – two of the most important skills you could need at the time."

After working at the Fuel Office, Pat went to typing school where she learned how to prepare invoices. This enabled her to succeed in a number of other companies, including the office of a prominent fish merchant in Hull.

**"The Fuel Office stood me in good stead for the rest of my working life"**

Now 82, Pat is as active in the community as she has ever been. After volunteering for Age Concern, she helped establish the Longhill Residents' Association and then the Eastmount Community Association. She now enjoys her position as a Resident Trustee for Pickering and Ferens Homes.

She added: "I want to focus on the health and well-being of residents, including promoting healthy eating, as well as supporting residents in warming up their homes."

## Meet showbiz star, Jean Bell ★ ★ ★ ★ ★

Jean Bell, who lives in a Pickering and Ferens Homes property in Rustenburg Street, off Holderness Road, began her long and illustrious career as a dancer at the tender age of three.

"It was at a charity talent concert, where a lady was singing 'Little Drummer Boy'. She wanted an assistant and I was the first to volunteer!" By the age of five, Jean was dubbed 'Yorkshire's Shirley Temple'.

At the age of 14, Jean opened the local cinema in her home town of Richmond. By this time, Jean was regularly appearing on stage at the Grand Theatre in Byker, Newcastle-Upon-Tyne, which was one of the city's 65 theatres and cinemas in the heyday of entertainment.

From there, Jean received an offer to go on a touring show. "I needed my Mum's permission before I could go touring on my own, but she wasn't one to stand in the way of my ambition!" says Jean.

Jean went on to work with many good artists and star in a number of different entertainment shows, including 'The Good Old Days' – a popular light entertainment programme on BBC television. Performed at the Leeds City Varieties, the show recreated the music hall of the Victorian-Edwardian era.

Jean took a break from performing to enjoy married life, but returned to the stage when she joined the Wilkins Wonders. One memory she especially cherishes is her appearance on the popular ITV show Surprise Surprise in the 80s, with Cilla Black!

Jean hasn't lost any of her energy and positivity. In 2010, she won our Top Neighbour Award, which recognised her fundraising work for Help the Heroes and Parkinson's disease, as well as her efforts in encouraging residents to get involved in community life.



**"By the age of five, Jean was known as Yorkshire's Shirley Temple"**



**TELL US ABOUT YOUR JOBS!**

We would like to hear from more residents about what jobs they did in days gone by. To tell us your stories, please call (01482) 223783 and leave brief details of your name and what job you used to do and People First will be in touch to interview you.

# News in Brief at PFH

## Polite Reminder to residents - here to help

Pickering and Ferens Homes staff are keen to support residents in solving any problems that they encounter.

We are keen to work in partnership with our residents.

Residents can always expect our staff to be polite and helpful and we ask that residents work with us in the same way.



## WARNING about bogus window cleaners!

Unfortunately, residents at The Broadway Village have reported that a man claiming to be a new window cleaner had been knocking on doors claiming to have taken over the window cleaning round and collecting payment.

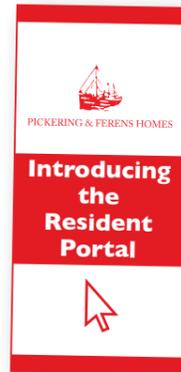
However, the original window cleaner then came round to collect the money and had no knowledge of this. Some residents therefore had to pay twice for their window cleaning.

We have included this warning to ensure all residents remain vigilant and we would urge residents not to open their doors at all to people they don't recognise, without asking for formal ID to be displayed through the window first.

## Introducing the Resident Portal

Residents will soon be receiving their log-in details for our Resident Portal, which gives residents access to their account online. The system allows residents to securely pay their rent online, as well as reporting a repair and updating their contact details.

We will also shortly be sending a leaflet out to residents with step by step instructions explaining how to use the system.



Please rest assured that the information you provide on our Resident Portal is securely transmitted and not accessible for anyone to view.

We use HTTPS security to protect our portal and your personal data in the same way that online shops and banks do for internet banking.

If residents have any difficulty using the Resident Portal, please don't hesitate to contact us on (01482) 223783 for assistance.

## Congratulations to our campaigning resident

Pickering and Ferens Homes resident Barbara Crosher recently campaigned to reinstate a vital transport service, which had previously been a life line for some residents in east Hull.

We would like to congratulate Barbara, who lives at Broadway Drive, for representing the best interests of other residents, who she believed were at risk of becoming isolated due to the removal of the number 50 bus, which connects the east of the city with Hull city centre.

As we understand it, the bus is now back to normal operation on its usual routes. Barbara Crosher said: "I am really pleased that the Number 50 bus is operating as normal now. It really did affect a lot of residents who relied on this service to get into town."



Barbara stood up at the Hull Bus Forum to talk about the impact that the replacement of the number 50 bus with the 58 had in terms of the loss of links to amenities at the southern end of Holderness Road.

Barbara says that Adam Fowler of the Hull Bus Forum was instrumental in bringing this issue to the fore.

## Get involved with The Residents' Show 2014

Pickering and Ferens Homes is delighted to inform residents that we are running The Residents' Show again later this year.

Following on from the first ever conference that we hosted for residents last year at the Mercure Royal Hotel, the feedback was excellent and we have carried out analysis work to ensure the event offered value for money and was worthwhile.

We are now pleased to announce that this year's The Residents' Show 2014 will take place at The Guildhall on October 9th. Planning work is already underway and we would like to ask residents who are interested in helping to plan the format of this year's event to volunteer for this.



Residents will be asked for their opinions on the different types of activities and entertainment they would like to see at The Residents' Show, as well as playing a key role in deciding on the timings of the day and options on the catering.



Last year's event was a huge success

The Residents' Show Working Group will meet for the first time on **Wednesday, June 18th at 2pm** at Pickering and Ferens Homes' offices at Silvester House and a future visit to The Guildhall is also to be planned. To register your interest in attending this, please call us on (01482) 223783.

## Residents' Editorial Panel goes on the road

Residents who meet regularly as part of the Residents' Editorial Panel are taking their meetings 'on the road' in a bid to give more people the opportunity to get involved in producing this magazine.

Paula Kelly, Director of Housing Services at Pickering and Ferens Homes, chairs the meetings which usually take place at Silvester House. However, due to the Boardroom being in use for another meeting, the most recent meeting took place at Humber View and inspired members of the panel to look at taking the meetings out and about in future.

Therefore, the latest meeting took place at Barrington Avenue Pop-in, in north Hull, and residents are keen to continue moving the venue of the meetings around. The group meets to talk about content ideas for People First magazine and make suggestions on the types of stories we could cover.

"We are always looking for new story ideas for People First," said Paula. "Hopefully, by hosting the meetings at different schemes and Pop-ins, it will encourage more residents to attend. If residents happen to see one of the meetings taking place, they should feel free to just come along and have a cup of tea with us. They can listen in and get a feel for what we talk

about or contribute if they wish to. Residents can attend just as a one off, if they can't commit to attending all the meetings throughout the year."

The next Residents' Editorial Panel meeting is on **Wednesday, June 11th at 11am** and will be hosted at Malin Lodge, Maybury Road, east Hull.



## We welcome Helen Birch to our Finance team

**Feedback at our Residents' Editorial meetings has told us that residents are interested in reading more about the people who work at Pickering and Ferens Homes. Therefore, we are continuing to profile members of our team in People First. In this issue, we meet Helen Birch.**

Helen started work as a Management Account for Pickering and Ferens Homes at the start of 2014. She is already relishing the variety of the role and being part of the small and friendly team.

Helen brings a wealth of experience and qualifications to her new position in our finance team, based at Silvester House in The Maltings, Hull city centre.

After completing her A-levels, Helen's first job at an accountancy practice in the city gave her the opportunity to enjoy some real hands-on training. It was here that she gained her AAT and ACCA qualifications, before moving on to work for a large manufacturing firm, where she qualified as a Chartered Certified Accountant.

**"We are all pushing in the same direction to achieve the same goals and provide the best we can for our residents"**

Helen returned to work for her previous company, but this time as a Manager. Among other responsibilities, Helen handled the financial affairs for a number of charities and trusts. So what persuaded her to work for Hull's foremost housing provider for the over-60s?

"I was attracted by the variety of the role and I also liked the fact that Pickering and Ferens Homes is only a relatively small organisation, which I had been used to. This means I can enjoy getting to know the people really well – especially as there is a constant supply of cakes and biscuits!"

**"I was attracted to the variety of the role"**



Away from work, Helen is dedicated to her young family. "I have a two year old girl, Sophia. As I work full-time, I'm kept pretty busy inside and outside of work!" Like many with both a career and young children, time is precious for Helen.

"When I do manage to find some free time I enjoy going to the park with my family or taking the dog for a walk. I also enjoy travelling, gardening, cooking and going to the gym," she said.

As for the future, Helen looks forward to using her knowledge and experience to the benefit of Pickering and Ferens Homes. "I hope that I will stay with the organisation for a long time – I do tend to stay somewhere if I am happy and enjoying the work."

## A thoroughly first class experience!



**One Pickering and Ferens Homes resident recently enjoyed the trip of a lifetime to London, courtesy of First Hull Trains. People First caught up with Joyce Christison on her return...**

Joyce Christison, of Arden Court, off Priory Road, was the recent lucky winner of two first class return tickets to London on board First Hull Trains. On Wednesday, April 16th Joyce and her husband, Trevor, made their way to Hull Paragon Station and embarked on the journey of a lifetime.

"The luxury began as soon as we got on board. I'd never travelled first class before and the staff couldn't have been more attentive, offering teas, coffees and soft drinks regularly throughout the journey," said Joyce.

**"The luxury began as soon as we got on board at Hull Paragon Station"**

Joyce and her husband arrived at London King's Cross feeling suitably refreshed and pampered. From there, they made their way to Kent, where they stayed with one of Joyce's oldest friends, Carol.

Originally from Deptford in south-east London, Joyce and her family moved to Hull when she was ten years old, but she still considers herself a cockney. After 48 years of living up north, Joyce rekindled her friendship with Carol through the social media site, 'Friends Reunited'.

Now a regular traveller to London, Joyce enjoys catching up on nearly half a century of experiences at Carol's home in Crayford. During their reminiscences, they discovered that Joyce's oldest brother and Carol's husband worked together for a number of years at the Houses of Parliament, on the security team. All that time they had been completely oblivious to the fact that they have Joyce in common!

On the Thursday during their trip, Joyce and Trevor travelled back into London for the second part of their prize – afternoon tea at The Ritz. "We were greeted on the door by the concierge, a real character who is used to opening limousine doors for the average Ritz customer, but we had a laugh and a joke!" added Joyce.

Once inside they were treated to sandwiches (with no crusts) and a choice of 30 teas, served in heavy silver pots. All the while, the waiting staff were attentive to their every need without being intrusive.



Joyce described The Ritz in words of wonder: "The word I'd use to describe The Ritz is 'opulent'. You could easily imagine Noel Coward playing the piano! In fact, the pianist had played with Frank Sinatra earlier in his career. I could never have dreamed that one day I would eat where world famous people had done so. I will treasure the memories of tea at The Ritz forever."



**"The word I'd use to describe the Ritz is 'opulent' – you could imagine Noel Coward playing the piano!"**

Joyce might have been tempted to visit Westminster Abbey, where she was selected to sing in a choir at the age of seven or eight. But such is the size and bustle of the capital – which is familiar territory for Joyce – she was content just to go for a stroll with her husband.