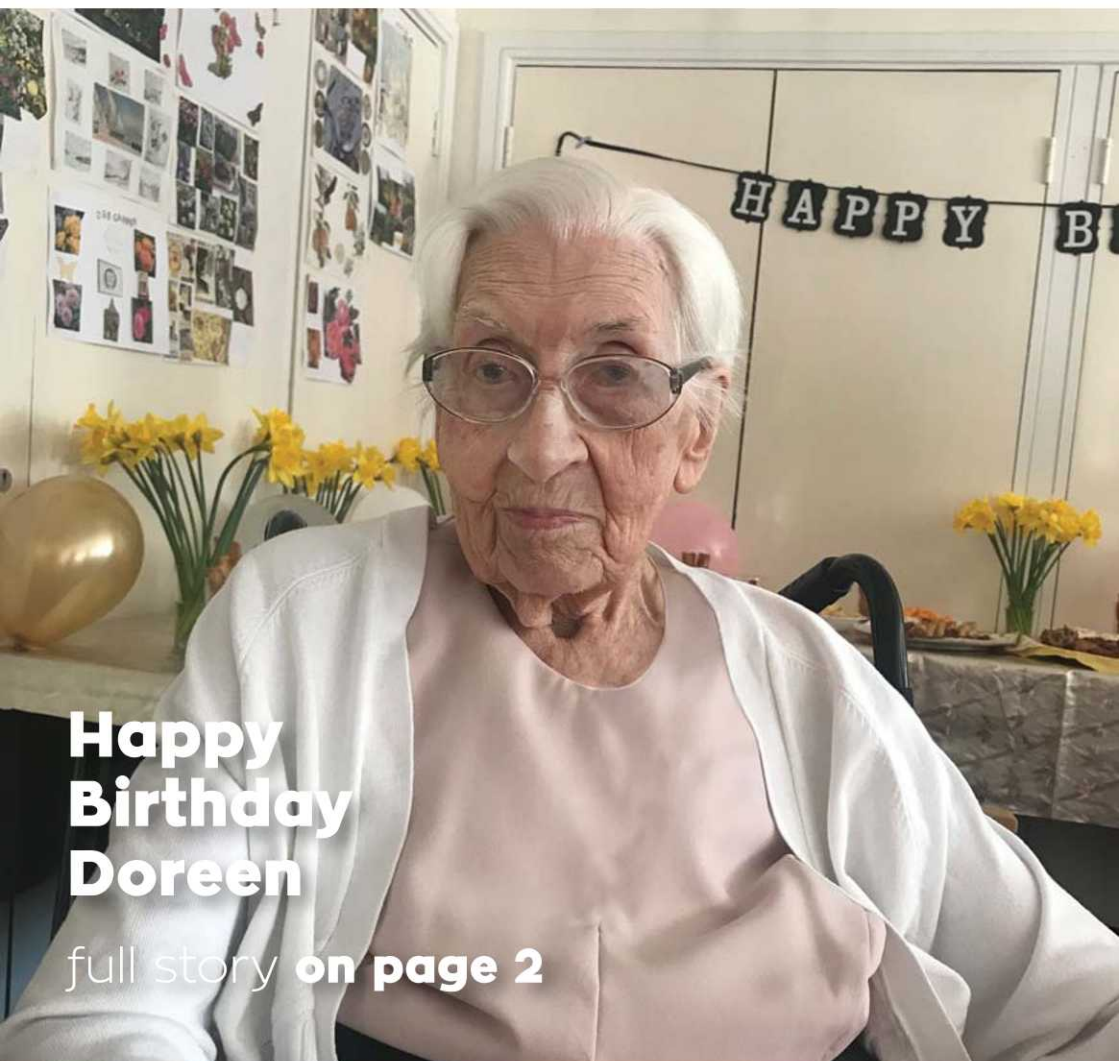


SPRING
2018

the newsletter from saha - **transforming lives**



**Happy
Birthday
Doreen**

full story **on page 2**

MAKE SURE YOU'RE IN

THE LOOP

Call us on 0800 970 6363
Email us on info@saha.org.uk

 **saha**
Salvation Army Housing Association

Doreen celebrates a really special birthday!



Happy Birthday
Doreen from
everyone at



Saha were extremely delighted to celebrate with resident Doreen for her centenarian birthday!

To celebrate the momentous occasion loved ones, friends and special guests joined together for her 100th birthday party at Catherine Baird Court.

Doreen received a very special card from Her Majesty The Queen wishing her a very happy birthday! And she was presented with cards and presents by the local MP and even had a visit from the Mayor!



Get T4R Involved!

Saha's resident scrutiny panel has been established for a few years and now undertake scrutiny exercises on various services across saha to help to make improvements that benefit everyone.

We have been coming out to services and schemes up and down the country to bring you our Get Involved roadshows that give you the option of asking questions about involvement.

One of the most frequent conversations that we have been having with residents around involvement is the opportunity to Get Involved from home but still have the option to discuss topics with other residents.

We have created an online social media group where residents can discuss local resident involvement and share ideas about what you are doing in your service or scheme. We also ask questions on the group to get feedback, you can give your feedback here on upcoming service reviews

***To find out more find us on
Facebook: saha Get Involved***

Important!

Please note that from the 2nd May saha have changed from British Gas for domestic gas servicing and breakdown cover. They are being replaced with Sure (North and South West area) and TSG (South area).

If you have any questions please contact our Customer Services Team on

0800 970 6363

Volunteer Award Winner - Ben

We would like to congratulate 2nd Chance's Ben King for having gained the saha Champion's award. Ben's skills and personal qualities have been indispensable in helping the service to continue to grow and develop, and to achieve our stated goal of "Transforming Lives".

Ben initially joined 2nd Chance on a six month work experience placement, organised by Job Centre Plus. From the first day he was with 2nd Chance he exhibited extreme enthusiasm towards the project. At the end of his supported work experience placement, Ben chose to continue to volunteer. Since then he has grown into an integral part of the 2nd Chance team.

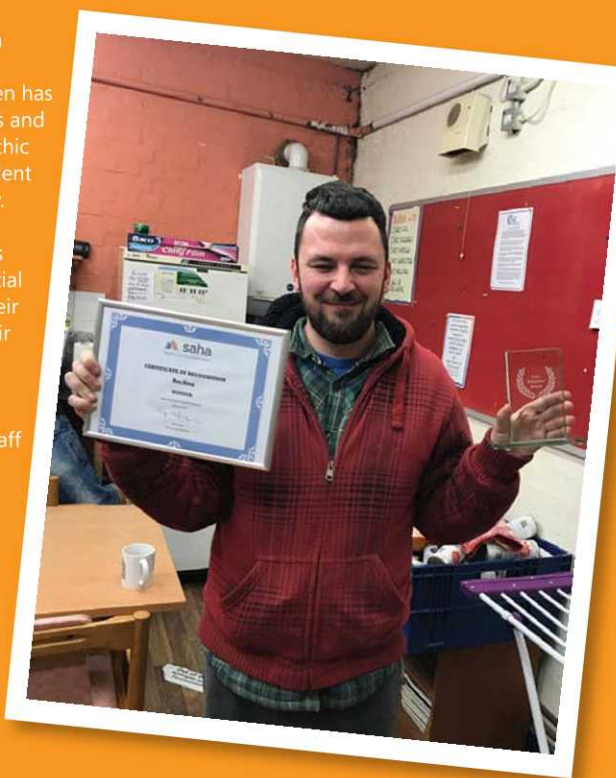
Ben acts as a driver's mate and as such has a highly visible position within 2nd Chance. His conduct with customers has always been exemplary and 2nd Chance are regularly contacted by customers, to whose homes Ben has delivered furniture, praising both his abilities and attitude. Ben's care, compassion and work ethic have helped 2nd Chance maintain the excellent reputation they hold in the local community.

Ben frequently volunteers for up to five days per week. This commitment has been essential in 2nd Chance's continued ability to fulfil their operational commitments and carry out their vital community service. Ben was presented with his award by Louise Coulson (part of saha's Get Involved team) at 2nd Chance. In attendance were all of the volunteers and staff from 2nd Chance and Ben's proud mum.

Ben said:

"I started off volunteering after a job placement from the job centre mandatory work placement. Applying for the driver's mate role has allowed me to add experience onto my CV. What I like most is that it's like family here at 2nd Chance"

"I enjoy coming here and volunteering, it's given me a purpose when talking with our customers."



Transforming Lives!



FreshStart resident Lee O'Callaghan was nominated for and won saha's National Resident Award of last quarter of 2017 as recognition for his contribution to the project and the community. Lee is a very talented artist and has spent many hours producing his artwork.

He completed a B-tech in Art at Cornwall College and has drawn pictures which he's kindly donated to the project to display in the communal areas. Lee has facilitated regular art history sessions, classes and workshops at the project for fellow residents and has imparted his skills and secrets to residents and staff. He is passionate about helping others to become involved in art and encouraging their creativity as he feels this will help to take their minds off some of their struggles whilst positively impacting on their mental wellbeing. He has created pictures for family, staff and residents which he has kindly donated in order to generate funds for the project's social fund.

He's often spoken about using his skills to start up a business and would like to start up a website one day so he can start showcasing his artwork and selling it.

Before coming to FreshStart Lee had disengaged from his artwork due to not being settled or having anywhere to draw comfortably surrounded by his materials.

He was encouraged by staff to make contact with the college to collect his portfolio and has thoroughly enjoyed gradually getting back into it. He was keen to display his beautiful artwork in the house for the Chairman's visit this summer which brightened up the place and was enjoyed by all. Recently Lee produced a spectacular drawing of Harry Billinge, one of the oldest WW2 Normandy veterans, chairman of Normandy Veterans Association (NVA), president of the Royal Engineers Association (Cornwall Branch) and president of St Austell Royal British Legion (RBL).

Mr Billinge is a legendary, well-known character not only in St Austell town but in France where he fought during the Normandy D-Day landings and spends much of the year selling poppies in the town centre whilst displaying his many medals of honour. Lee is a known face in the RBL due to his family having lived in the town for many years. Local people know of Lee's talent and often ask him to commission pieces due to his amazing artistic flair.

Lee spent weeks perfecting the drawing of Mr Billinge to ensure it was a true replica of him making certain that all of his medals were identical in the correct colours and shades. When Lee was satisfied it was complete he presented the drawing to Mr Billinge to show recognition and his appreciation for what men and women, like Mr Billinge, put themselves through during the wars to allow us our freedom.

An award ceremony was held for Lee at FreshStart which was attended by FreshStart residents and staff including Mary Firth (part of saha's Get Involved team) who presented him with the award, Lee's Mum, and Graham and Christine Lumm (local Salvation Army representatives). A hot buffet of Lee's choice was provided and he was awarded with a certificate, a special saha plaque and The Works vouchers, so he could purchase art supplies.

Lee was praised by everyone, felt very humbled and enjoyed the event stating he feels motivated to continue with his artwork, facilitate further art sessions and embark on future art projects at FreshStart.

Resident Award Winner - Lee



The Wellbeing burger project was recently launched at Abbott Lodge.

The 'Wellbeing Burger' is a 12 week programme where service users design their own virtual burger based on wellbeing interests and highlight areas for improvements through interventions and activities tailored to their individual needs. The programme connects service users to specialists in nutrition and physical activity. In addition to the weekly meetings there are drop in sessions and out-reach consultations. The project is having a transformative effect on residents at Abbott Lodge, as 90% have moved onto either social or private housing, and more than 40 have enrolled in some form of qualification after completing the course. A high proportion of those involved have reported an improvement in their overall health and are sleeping better.

Nigel Parrington said: "We believe that breaking the cycle of homelessness can't be done by providing accommodation alone and, as a result, offer a wide range of innovative and unique initiatives at our services. The Wellbeing burger is a great example of one of these. It's designed to increase awareness and knowledge of a service user's overall health, based on factors around nutrition and physical activity which may affect their tenancy and for the preparation for independent living.

"Saha is delighted to be offering this service and has been impressed by the transformative effect it is having. By encouraging the community to come and find out more we hope it can act as an early intervention."

The Wellbeing Burger works in partnership with a number of local professional services including The University of Salford, Salford NHS and StreetGames.

Dean Ashton, who devised the programme, said: "Our trained staff work with each client using strength-based conversation and a person-centred approach. An assessment is made of their mood / mental state, general health, risk of homelessness, needs, interests and other relevant information. Staff apply motivational interviewing to develop user-built programmes (the burger) and support clients who are experiencing homelessness to progress to their goals.

"We envisage that the key to success will be the unique nature of taking a holistic, asset-based approach with each individual, whereby we help them identify their strengths, goals, barriers and supply a variety of ingredients for them to build their own 'Wellbeing Burger'."



Prevention of homelessness awareness programme

Staff at Warwickshire Services have devised a homelessness awareness programme geared at having young people engage in meaningful conversations around homelessness.

Four workshops on the prevention of homelessness were undertaken at Champion School, Leamington with year 10 students. The four sessions were spread over four weeks. A PowerPoint presentation was overseen by saha staff.

Each session was geared up to encourage young people to participate and engage in the sessions by offering scenarios to the young people and getting them to discuss their thoughts on homelessness.

An evaluation form was given to all participants after the sessions and the responses to the questions on that evaluation were overwhelmingly positive. The young people responded positively to a greater understanding of homelessness issues and support that is available to homeless people.

It was noticeable to the saha staff who undertook the presentation that many young people found the subject matter and the presentation very interesting and stated that they felt better informed after the sessions. More sessions have been arranged with other schools in Warwickshire on an ongoing basis.

Stephen House Breakfast Club

Come and join us for breakfast and conversation or if you're in a hurry, drop by before you go on your way

9.15am – 10.15am

When: Every Friday

Where: Resident's Lounge

Cost: Free of charge

What's on offer: selected breakfast items and hot and cold beverages will be provided as well as great conversation!

Quote from AC "Thoughtfully made breakfast and a good opportunity to talk with residents and staff and discuss various topics."

Quote from Wiktor "Lots of conversations and laughs as well as an informal residents meeting."



The Prince's Trust Team Programme

Residents from Doncaster Foyer have been taking part in The Prince's Trust Team Project.

The team project is a 12-week personal development programme, offering the chance to gain new skills, gain a qualification and meet new people.

When residents sign up they are challenged to:

- ***Take on their own group community project, making a positive difference to the place where they live***
- ***Take part in an action packed residential trip***
- ***Get two weeks' work experience in something they're interested in***
- ***Develop their English and Maths skills***

As part of the course, time is also spent developing their interview and CV skills to ensure that their confidence level is sky-high for when taking the next step.

Residents at the Foyer have also been taking part in two team projects. The first project involved residents revamping a local church community room. The room was used to provide hot meals for local homeless people.

The room was chosen because its appearance was less than inviting. Our residents wanted to give the room a homely makeover so that anyone coming to eat a meal felt welcome and able to meet others in a room that was inviting.

Residents had to fundraise to cover the costs of all of the materials used in the project, including paint, wall decals and soft furnishings. The residents completed all of the work themselves to help transform the room from drab to fab!



The second project that residents have been involved in, is creating a video that helps to explain what homelessness means to them and how life is for them at the Foyer.

The video highlights case studies from the Foyer residents outlining their journeys at Doncaster Foyer.

You can watch the video on our Facebook page, search Salvation Army Housing Association to find our page.



Charles Court's amazing events!

Seven residents from Charles Court enjoyed an outing to Burrswood. During the visit the residents enjoyed walking around the gardens and visiting the chapel which they described as beautiful and peaceful.

Fish and chip dinner

The residents at Charles Court have all been tucking into a fish and chip lunch together in the lounge.

Residents got together to organise the lunch to give everyone the opportunity to socialise and enjoy a hot meal together.



Charles Court get in the party spirit!

Charles Court residents have been getting together to celebrate!

Resident Maureen recently celebrated her birthday and the occasion was marked with a celebratory birthday party on the scheme. All the residents enjoyed a birthday buffet organised by Maureen.

A belated happy birthday Maureen!



Keeping St Helens warm

Julie, a kind-hearted resident from Rothbury Court sheltered scheme wanted to help local people keep warm this winter. Julie is a strong supporter of the Salvation Army and recently met the new Local Officer Chris Davidson from the Corps in St Helens. She decided to make woolly hats and generously donated them to The Salvation Army to be distributed to Homeless people in the community.

Cupcake Day in support of Dementia & Alzheimer's – Staff and residents in St Helens wanted to raise awareness and support the Alzheimer's charity. On a beautiful sunny day we held a garden party with lots of tasty homemade cakes and sandwiches. Everyone had a great time and we raised a total of £107.00.



St Helens Biggest Coffee Morning

Staff and residents baked it and faked it in a bid to raise money in support of McMillan Cancer. We held a coffee morning in the Local Salvation Army Community Church and invited residents from Sheringham Close, Rothbury Court & Ramford/Hammond Street, we also invited neighbours from the local community & The Salvation Army Community Church.

Ann Hunter a resident from Rothbury Court is a very keen artist and made some lovely Christmas table decorations which she sold to friends & neighbours, she very kindly donated the £50.00 she made to help us raise a fantastic total of £223.00 beating last year's total by £16.00. Thank you to everyone involved.



Sail away for a FreshStart

A number of FreshStart residents and support staff enjoyed a day out sailing with Pastor Jason from Hope Church in Penzance on his yacht.

We sailed across Penzance Bay where we had a great view looking back towards the town and a different perspective of the beautiful south coastline where we could see all the way to the Lizard Peninsula.

Pastor Jason took us around St Michaels Mount which also gave us spectacular views of the Mount from different angles whilst telling us about its history. The sea was lovely and calm and the sun shone which gave a stunning glimmer on the water. It was an enjoyable experience for the residents, some of whom had never been on a sailing boat before and provided a different environment for support staff to engage with residents. Pastor Jason was great fun and involved the residents in a variety of aspects concerned with effective and safe sailing including steering and guiding the boat, pulling down on the halyard to raise the sail and mooring up.

The day was concluded with a Jelberts ice-cream, homemade in Newlyn with its delicious ingredient, the world renowned, Cornish Clotted Cream!

"The boat trip around Newlyn Bay and St Michaels Mount was an awesome experience. It gave me a chance to get away from everything whilst clearing my head and gain a better perspective of things,"
FreshStart resident.

"Getting the guys out doing something different for the day was really rewarding for all involved. It gave them the opportunity to engage with one another in a completely different environment and to experience something that some can only dream of,"

Dawn & Eamonn: FreshStart support staff.



Turner House

Health & Well-being Programme

Turner House have started a new health and well-being project with a £10,000 grant from the Hastings and Rother Health and Inequalities Fund. The project aims to encourage and support our residents to make healthier lifestyle choices, to improve the way they look after their own health, and to address the wider social determinants of health.

The goal is to support those who were often reluctant to access health, fitness, and well-being resources, and to bring a variety of activities to their doorstep to inform, introduce, and encourage healthy lifestyle choices. As the program was developed, the staff at Turner House determined that healthy lifestyle coaching is something that they were able to integrate into the way they provide support to residents, and that it could be sustained in the future.

Based on a series of consultations, residents were given the choice to engage in a variety of different activities provided at Turner House. Everyone was given the opportunity to sign up for the sessions they were interested in, and the flexibility to drop in on sessions at any time. Sessions included group fitness classes, pregnancy yoga and relaxation, Kitchen Kickstart course, small group cooking workshops, SuPORT nutrition analysis and exercise consultation, family art sessions, and access to the pop-up gym.

Bringing the sessions to their doorstep allowed those who were reluctant to attend healthy activities in the community to become more likely to get involved. This helped break down barriers and misconceptions about physical activity, and supported small steps to engage. Residents reported that they feel more likely to attend fitness activities in the community after accessing the sessions.

Examples of positive change

Pregnant young woman Rachel:

At the start of the project, Rachel's lack of confidence and self-esteem prevented her from accessing healthy activities. She explained that she didn't know very much about "healthy things", and "would never" go to a group fitness or yoga class. Currently, she has started attending an antenatal swimming course, and this was something that she probably wouldn't have done before. This is what she had to say about the Project, "I found pregnancy yoga very relaxing, and it made me feel calmer in myself. The activities I did made me think about my health more and what I eat, and it's helped me plan and prepare for a healthier lifestyle. I would probably attend activities in the community, because I'm not as nervous about it, and I have a few friends that I can go with now."

16 year old mum Beth:

"Doing activities within Turner House has changed the way I think about my health. I know how to cook a variety of different meals in a healthier way and how balancing exercise and food helps you to get the right amount of nutrition that your body needs. Also if the opportunity arises I would attend classes in the community now." Staff have spotted both cooking and leadership talent in Beth, and have started to make arrangements for Beth to become a peer advisor at Turner House.



Hazelwood Court garden completed

Our award winning Sheltered Housing Scheme Hazelwood Court, has worked with the local community to obtain funding for a Garden Project at the scheme.

Through consultation at a residents' meeting, it was decided that one of the garden areas needed a complete overhaul. The garden area is part of a communal walkway through the scheme used by the general public, so we sought Community Involvement in raising the funds.

Scheme Manager, Margaret Bolton liaised with Limebrook the scheme's gardeners as to how this work could be carried out. Limebrook worked hard during the year to completely clear the area and provided much of the work as free labour along with donating the membrane for the gravel.

We then wrote to local garden centres to ask them to provide new shrubs and were delighted when Perrywood Garden Centre, in Tiptree, said they would like to donate to the project. We provided them with a wish list and they presented us with some beautiful shrubs.



In addition to this, a grant application was made to Heybridge Parish Council to cover the gravel and materials to complete the work. We were pleased when the funding was granted, Cllr Simon Burwood from Heybridge Parish Council came to present a cheque to some of the schemes residents, Jan Maynard, Sandra Johnsen and George Osborne.

Our garden is now complete and we would like to say a big "Thank You" to Heybridge Parish Council, Perrywood Garden Centre and Limebrook for their contributions and hope the general public has as much pleasure from our garden as we do, as they walk through the scheme.

Community Champion of the year for Harlesden

Saha resident Leroy Simpson was the recent recipient of the Harlesden Community Champion of the year award. Leroy's nomination which can be found on the Brent Council website states:

"A giant in the Harlesden community, Leroy devotes most of his time and energy to supporting local people, many of them vulnerable, helping them navigate difficult situations and gently guiding them to the organisations who can assist. He is kind, wise

and considerate, and helps many other workers in the area give their best.

He was instrumental in establishing the Harlesden Hub project, and is a key part of making sure the community continue to access the services based at Harlesden Library.

Well done on this fantastic achievement Leroy!"



2nd Chance makes great progress



Learn My Way

Free learn my way courses on using a computer, browsing the web, sending an email and finding work online, have been run from the 2nd Chance IT suite. In partnership with the local Volunteer Centre 9 volunteers were supported with their online course. The volunteers have covered some general IT skills as well as more specific job search skills such as Universal Jobs Match, creating and attaching documents to e-mails and uploading their CVs to job web-sites. Together they managed to complete a fantastic 50 modules and have already started using their new skills with job searches

Jumpstart

In partnership with the Inclusive Enterprise Programme, 2nd Chance has been holding "Jumpstart", a business support programme with a difference.

Tailored for marginalised individuals it provides free, specialist support giving our clients a chance to explore whether starting a business is for them – giving them a confidence boost, understanding what it means to be their own boss and whether this is something that they would like to pursue. The workshops and networking groups are an ideal place for clients to start exploring the world of business for the first time and gaining the confidence and knowledge they need to take the next steps.

Jumpstart is available to those from all walks of life and it doesn't matter if they have a business idea or not. With Jumpstart's help jobseekers have found better employment opportunities, young mothers have started a business which gives them the needed flexibility, and people with disabilities and other health problems have started thinking of the benefits that self-employment could provide them with.

So far, 11 volunteers have chosen to take advantage of the free scheme. The knowledge that they receive can be applied when starting a business, or any job search, or career opportunity and the positive impact it has on the majority of our clients is notable. In the words of Brian, "I would definitely recommend the workshops, even if just to see if starting a business is for you, plus you get the chance to meet a lot of people, pick their brains and get their support."

Partnership with local College

Five students from the Interior Design Course at North Warwickshire and Hinckley College have been on Work Placement at 2nd Chance. They have visited on a weekly basis and have been upcycling a range of pre-loved furniture items.

The collaboration has also provided valuable work based experience for six trainee painter-decorators who transformed the entrance and parts of the showroom.



United are up and running!

2nd Chance United

Since competing in the Street2Feet football tournament in Manchester last year, 2nd Chance United have gone from strength to strength. The team came together shortly before the tournament, but enjoyed playing so much, that they became determined to stay together, train and enter this year's tournament. They now train weekly on Monday evenings and were kindly given a discount by Etone, a local sports centre, on their weekly training sessions.

Dean Ashton (National Sports Development Manager), visited the team to run a training session and he was very impressed with their 'general improvement in skills, fitness and moving the ball around.' The team are mentored by Simon, one of saha's drivers and have now started playing friendlies with other teams.



To raise funds to help pay for their training sessions, the team have completed a sponsored cycle. In the first week of December, they cycled the equivalent of Land's End to John O'Groats. They managed to raise £285 which enabled them to keep training through the winter and purchase a few training aids.

This is a tremendous achievement and we are all so proud of them.



Painting a brighter community in Nuneaton and Bedworth

Community RePaint Nuneaton and Bedworth was launched in May 2017 from saha's 2nd Chance Re-use Project and is celebrating a successful 2017 after reusing over 1,500 litres of paint in the local community. The paint was collected from local individuals and companies who had leftover paint and was used by individuals, charities and communities to colour over 200 lives in the local area.

The scheme, hosted by 2nd Chance, is one of 74 schemes which form the national Community RePaint network. The network provides a solution to the problem of over 50 million litres of paint being wasted in the UK each year through landfill disposal or incineration. Schemes prevent this paint from going to waste by making it available to communities at an affordable price, creating communities where everyone has the opportunity to brighten their spaces and lives. In 2017, over 300,000 litres of paint were redistributed by the network which helped to add colour to over 316,000 lives. The network also remanufactured over 50,000 litres of paint through their remanufacturing centres in Cambridgeshire and on The Wirral. The centres remanufacture the paint they collect into new containers, providing larger quantities of consistent colours which are ideal for groups and charities in need of paint for big community projects.

Nat Kidd, Service Manager at 2nd Chance said, **"Here at 2nd Chance we are really proud of the achievements of our Community RePaint scheme. We started the scheme in May and it is already really valued by our customers as it gives them an opportunity to brighten up their homes and community buildings."**

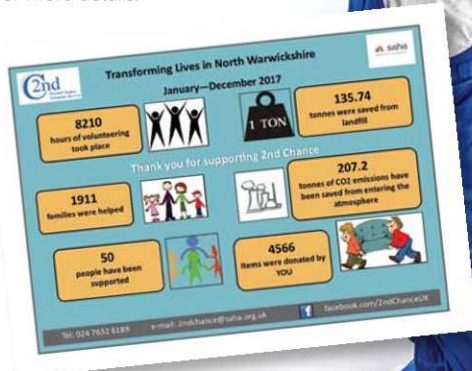
We couldn't do any of this without the amazing team of staff and volunteers who help to run the scheme, so we want to say a big thank you to them for all their support. It's great to be part of a larger network where we all work together to achieve a common goal."

Reflecting on the year, Martin Pearce, Community RePaint Network Manager commented, "We are constantly working to expand and develop the network so it's great to see such fantastic achievements at Community RePaint Nuneaton and Bedworth. They are a valued member of the network and make a great contribution to their community. We are excited to support them in 2018 and see all that they achieve."

Community RePaint Nuneaton and Bedworth can be found at 2nd Chance, 1a Weddington Terrace, Nuneaton CV10 0AG and is open Monday – Friday 9.30am – 4.00pm and the 2nd Saturday of each month 10.00am – noon.

Paint can also be purchased from our Abbeygate Shop in the Abbeygate Shopping Centre.

If you are an individual, community group or charity in need of paint, or if you are a business with leftover paint, you can contact 2nd Chance on **024 7632 6189** or **2ndchance@saha.org.uk** for more details.



Register my appliance

**Safer in
Seconds**

WWW.REGISTERMYAPPLIANCE.ORG.UK

We have around 93 million large appliances in use in our homes, helping us to handle daily chores. We try to keep our fridges, freezers and washing machines for as long as we can. But it's vital that we use these indispensable machines safely.

Register now

Supported by the Government, The Association of Manufacturers of Domestic Appliances (AMDEA) has created Register my appliance - a web portal designed to make the task of registering both new and older appliances quick and easy. By simply clicking on one of the 60 brand logos, the user reaches a registration form linked directly to the relevant manufacturer, where most accept details of products up to 12 years old.

***It is all too easy to take these machines for granted and forget we have them.
But in case there is a recall or a safety repair is ever needed it is essential
that manufacturers can get in touch with users quickly.***

Take a look around your kitchen and visit www.registermyappliance.org.uk today to carry out this simple task. You can even register from a smart phone. Help your friends and family to do the same.

Be appliance safe

These handy hints and checks should be carried out in every home:

- Read and follow the instructions in the user booklet, particularly regarding installation.
- Don't use extension leads to plug in major appliances.
- Check that plugs and power leads are in good condition; these critical items should only be replaced by qualified manufacturer approved service technicians.
- Don't store newspapers or carrier bags at the side or back of your fridge freezer.
- Fit a smoke alarm near your kitchen and test it regularly.
- Don't forget those machines you've had for many years.

Register them now at
www.registermyappliance.org.uk

Abbott Lodge residents learn to weave

Abbott Lodge have some budding crafters at the service. A group of both current and former residents have picked up the bug for weaving. Stephen, who lives at Abbott Lodge assembled the small loom for everyone to use and then there was no stopping them.

Joanna, an ex - resident of Abbott Lodge, has even come back to get involved, too!

The weaving project is part of the creative textile group, and a couple of larger wall hanging works have already been completed by residents. The yarns used are usually from local companies in Lancashire and Yorkshire, so the project is focussed on lowering the carbon footprint and benefitting sustainable local wool production.

Joanna says

"I find weaving very therapeutic, and my friends have been impressed with how creative I have been able to be once I have mastered this fairly straightforward process."



Project worker Wayne Ashbrook added ***"We hope to build the group and its skills so that we can create handwoven scarves for homeless people at some future point. The project has embraced some of the 5 ways To Wellbeing, and has been productive in building self confidence amongst resident weavers! We are always grateful for left over wools and yarns which we can use to create new pieces".***

SuPORT update

Saha have been working in partnership with Places for People as part of the SuPORT project for just over a year now to engage young children living in deprived areas.

One of these projects in Monsall works closely with local primary school children to use sport to build positive relationships with others within the local area.

The group sessions have offered a variety of multi-sports games, team building activities and fun fitness programmes where young participants take the lead on mini sessions and reflect on positive relationships, fair play and communication skills. The SuPORT programmes take place at the Turkey Lane Monsall (TLM) neighbourhood centre which is an area for some of the most deprived families in Manchester and has been in the spotlight for criminal activity and damage.

Since the TLM started offering such engagement activities it has been promoted by the police that they have seen a massive reduction in crime, especially criminal damage to the local tram stop. The sport activities give children something positive to engage in after school and to also integrate with like-minded people to learn new skills and to keep fit.

The SuPORT project has been well attended by the community of Monsall and has been expressed by some of the children as their favourite activity.

Participant feedback:

"I like dodgeball because you have to move fast and it is fun"

"I've like playing with other people. Next year I want to play basketball"

"Dodgeball and sport makes me happy"

"I like the games we play and Deano Mars is a very fun coach"





Rents	Quarter 4 (Jan- Mar 2018)	Our Targets
% of rent arrears of current tenants	4.20%	5%
Customer Survey	Quarter 4 (Jan- Mar 2018)	Our Targets
Overall satisfaction with repairs	94.7%	90%
STAR Satisfaction	Quarter 4 (Jan- Mar 2018)	Our Targets
Resident overall satisfaction with saha	91.90%	90%

Learning from Feedback...

From 1st Oct 2017 until 28th February 2018 saha received 27 service complaints from customers of the Association.

18 complaint cases were resolved and closed in the same period, with 17 resolved at stage one of the complaint procedures and one at stage two.

Compliments

For further information, from October to February, saha staff and contractors received 36 service compliments that were formally logged.

Some examples of the areas about which service compliments were received included:

- Service from a repair contractor
- Service from IT staff
- Overall service at a tenancy sign up
- Service from a Housing Officer
- Service from Customer Services staff
- Service from Foyer staff
- Service from a Scheme Manager

The Loop - Next Edition

If you would like to feed back on the KPI's you would like to see reported please contact the **Get Involved** team on **0800 970 6363**.