

Wellbeing 21

News, information and advice for Oldham residents

Resident Conference 2022



WHAT'S INSIDE?

- News from around the schemes
- Resident Conference 2022
- You Said, We Did
- Love Springs Eternal

AROUND THE SCHEMES

IT SEEMS A WHILE AGO NOW, BUT SCHEMES ACROSS OLDHAM CELEBRATED THE FESTIVE SEASON IN STYLE



At **Hopwood Court**, Christmas started early with residents enjoying an afternoon trip out to Smokies Hotel.



Residents at **Hopwood** set up a choir last year and they did a Christmas performance for friends and family to attend. They sold tickets to raise funds, and everyone absolutely loved it.

They also enjoyed a visit from local secondary school Crompton House, when the school's brass band came to perform carols. The residents loved it and joined in the singing.

Finally, they had their own Hopwood Court Christmas party with the wonderful Blue Birds duo.

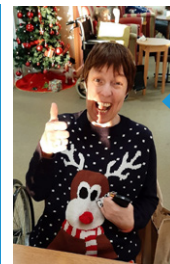


Residents at **Charles Morris House** also celebrated the Christmas period with a variety of events. Pictured is a special delivery for all the residents, a little afternoon treat box, kindly supplied by Failsworth Salvation Army, spreading the joy of Christmas to everyone.

The Salvation Army also entertained residents with a Christmas singalong.



Residents are pictured here getting ready for Christmas, putting up the trees and decorations as well as some Christmas crafts



and taking part in a Christmas jumper day.

Charles Morris House residents were also invited to the Failsworth Coop Academy Christmas party, to be entertained and looked after by the students. A good time was had by all. They finished the festivities with their own Christmas party afternoon at Charles Morris House, with entertainer and special guest.



The festive period was also a busy one at **Springlees and Dunsford Courts**. Residents are pictured –



at the community lunch club Christmas party, all having a great time thanks to Age UK Oldham



the preparations for their Christmas own party



and at their Christmas meal at the Roebuck Inn, Strinesdale

At **Millgate**, thanks go to the White Hart pub, who kindly did a collection to make up four Christmas hampers for four residents who are occasional visitors to the pub. Thanks also to Morrisons supermarket, for their donation of mince pies for all residents.

AROUND THE SCHEMES



Violet Hill Court also got into the Christmas spirit with a wreath making workshop.



Residents were clearly feeling very Christmassy for their Christmas quiz, Christmas raffle afternoon, mince pies and mulled wine, entertained by the Waterhead Academy school choir.

And in other events, another fabulous party event at **Hopwood Court** to celebrate Jack Ryan's 90th birthday! Jack is very active at Hopwood Court, doing lots for other residents and he is a committee member and a Court Voice.



Special Delivery! Many congratulations to Joan and Geoff Brierley, of **Springlees Court**, celebrating their 65th wedding anniversary, with a special message from King Charles III and the Queen Consort.



At **Millgate**, resident Mrs Matthews has been making hats and cardigans for the premature baby unit at the Oldham Royal Hospital, which her daughter takes to the hospital for her.



Finally, **Hollins Methodist Church** is providing a **warm hub** on a Thursday Evening from 6.45pm to 8pm, with a free hot bowl of soup and roll. They are also doing a food bag for anyone on benefits.



At **St Herbert's Court**, residents had a lovely Christmas Service and Carol singing afternoon, thanks to David from Chadderton Community Church.



Amazing generosity from residents of St Herbert's Court, Fir Grove and Cypress Avenue. This year's donation to Oldham food bank, a very worthy cause!



Thanks to the staff and pupils of Royton & Crompton School for putting together the free Christmas food hampers and distributing to residents. Everyone braved the cold weather delivering much appreciated hampers around the bungalows in Shaw.



Lynn, restaurant provider at **Tandle View Court** and a local resident made and sold hundreds of festive chocolate orange knitted covers to fundraise for reduced cost Christmas dinners for residents in our extra care schemes in Oldham, who were struggling financially. What a fabulous way to help others.

Resident Conference 2022

The Housing 21 Oldham Resident Conference was held at the St Herbert's Parish Centre, Chadderton and was a great success. The event was attended by your Oldham Court Voices and other invited guests, including winners and runners up in the Housing 21 garden competition, those recognised for the RHS North West Britain in Bloom and those people chosen by you to receive our 'Fab Neighbour' Awards. It was great to bring all involved residents together and thank them for their contributions over the last year.

As well as presentations from Oldham Council and Housing 21 staff, covering achievements in the last year and future projects and initiatives, there were three breakout sessions.

There was a tech session with drones and virtual reality headsets, an exercise quiz run by ABL Health, and we had a wonderful cartoon drawing session delivered by the legend, Tony Husband. Tony is a massive advocate for raising awareness of dementia and its impact on families and we were very fortunate to have him, residents loved exploring their creativity.



Housing 21 Resident Satisfaction Survey 2022

This year's resident satisfaction survey included a prize draw for residents who returned the completed the survey. Three residents were picked out of a hat, with a first prize of a £75 shopping voucher and two runners up prizes of £35 each.

The lucky winners were –

- Mr Cunliffe and Mrs Moffatt, of Springlees Court
- Mr Alan Seville, of Holland Close
- Mrs D Whitehead, of Nimble Nook



Pictured: (Left) Mr Cunliffe & Mrs Moffatt (Right) Mr Seville

There was also a communal prize of £125 for the scheme with the highest return rate, which went to Lido House.

Have a look on pages 6 – 9 for the resident satisfaction survey results

Winter Warmers!

Congratulations to two of our Winter Warmer winners, who found golden tickets inside the Winterwise leaflets we distributed to all our bungalow residents last year.

The winners were –

- Mrs Debio of Covert Road who won a £30 Tesco voucher and
- Mr Albert Quigg of High Street who won a £30 Asda Voucher

There are still three more tickets to find, so keep a look out!



You Said, We Did!

Customer feedback is crucial to helping us develop, and if necessary, change so that we can offer the best possible service. You said, we did, is our way of communicating the customer feedback we have had, how we have acted on it and what we have implemented to improve services.

Throstle Court

You Said

Residents wanted more social activities to happen at their scheme

We Did

A suggestion board was placed in the lounge, to allow anonymous comments. As a result, the Court Manager has worked with residents to apply for funding for a new TV in each lounge, a karaoke machine, pool table, dart board, lighting and other games. A social committee has also been set up, successfully running a range of events.

Violet Hill Court

You Said

Residents asked for the name of the building to be displayed at the front and for planters, to brighten the entrance.

We Did

These are now in place, using the 'Kerb Appeal' funding. Residents also said the planters needed painting, so after a survey for the colours, the Court Manager arranged for this to happen.

You Said

Residents wanted a railing to assist with walking up the hill from the bus stop.

We Did

The Court Manager contacted the local councillor who supported the idea, and it is now in place, for the benefit of the whole community.

Springlees Court

You Said

Residents were raising concerns about the increasing energy prices.

We Did

The Court Manager arranged a coffee afternoon with Groundwork's Energy Works, who gave a talk on how to save money and gave out goody bags to residents. This was so successful; it was replicated in schemes across the country.

Old Mill House

You Said

Residents wanted a disabled parking space at the scheme.

We Did

The Court Manager approached the local councillor, who has now arranged for this to happen.

Resident Satisfaction Survey Results 2022

During Summer 2022 we asked questions about the services and activities Housing 21 provides. On the following pages you'll see some of the key results from that survey
We had an overall response rate of 53%

Client group	Number of residents	Completed surveys	Response rate
Extra Care	227	97	43%
Retirement Living (flats)	353	203	58%
Retirement Living (bungalows)	793	421	53%
Total	1,373	721	53%

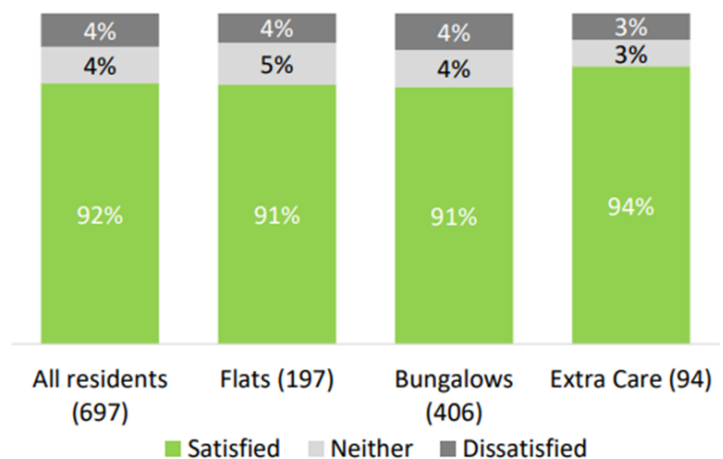
Overall satisfaction

We asked residents "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing 21?"

Overall, 92% of residents are satisfied with the services provided.

Extra Care residents marginally more satisfied.

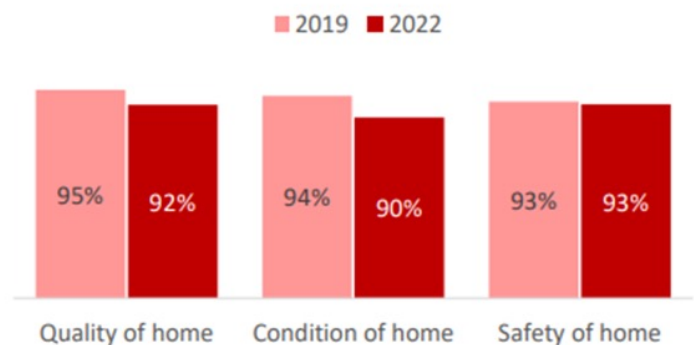
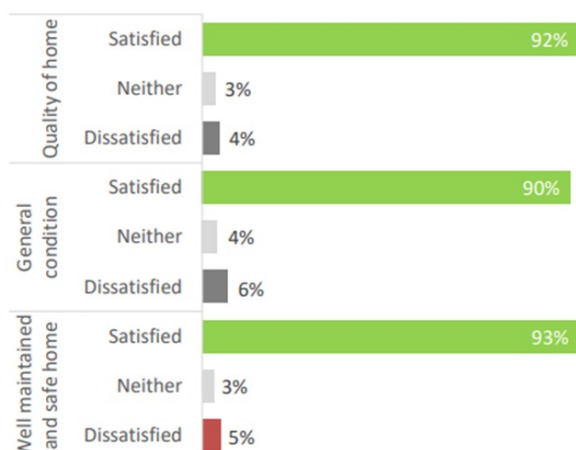
Satisfaction is 2% higher than in 2019.



Home, environment and key services

Very high ratings for the home (90% to 93%).

Ratings are slightly down on previous survey for the quality (3% lower) and condition (4%) and safety (3% lower).

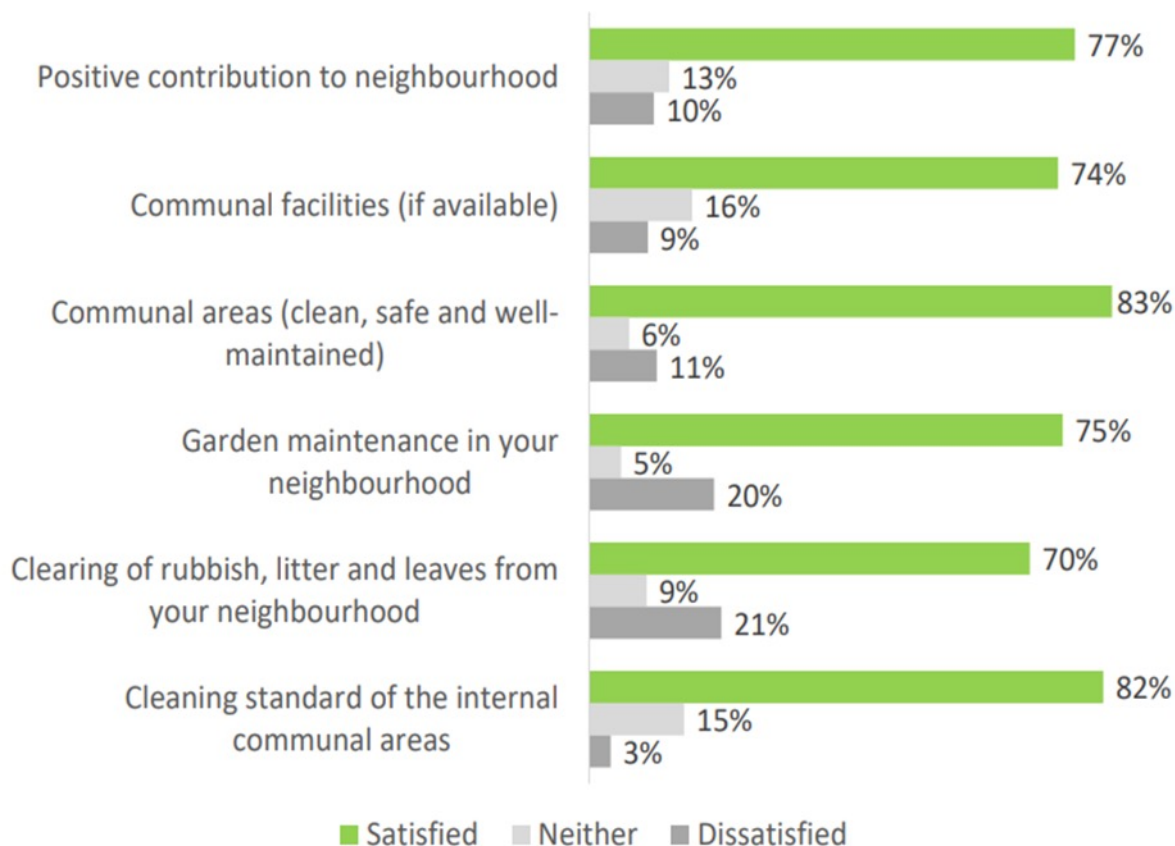


Neighbourhood and estate services

90% Satisfied with the neighbourhood as a place to live

Communal areas and cleaning standards rated higher than other aspects.

Satisfaction across all areas is lower than three years ago (4% to 17% lower).

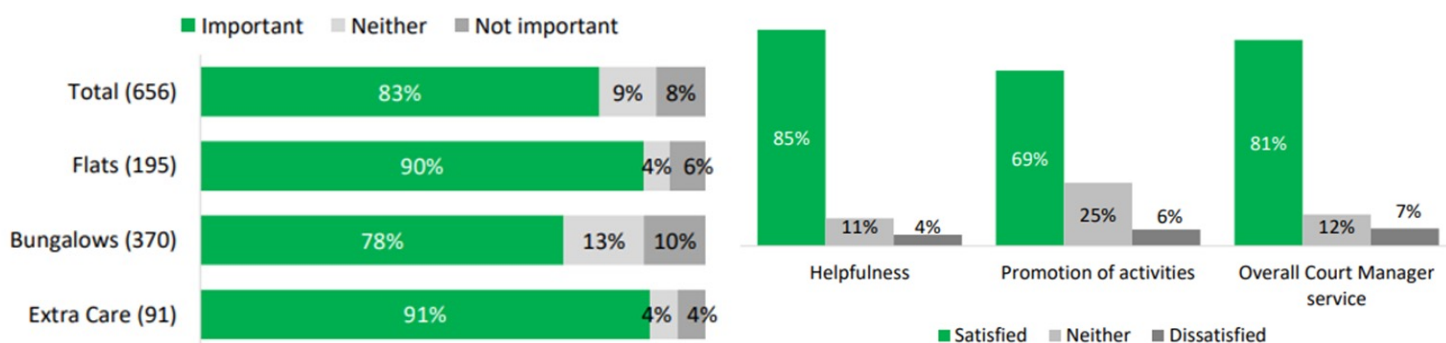


Court Manager Service

Most residents in Flats and Extra Care accommodation said the Court Manager Service is important to them (90% – 91%).

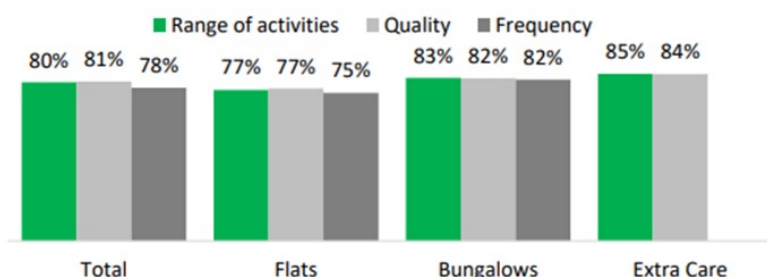
The majority of residents are satisfied with the overall Court Manager service and the helpfulness of the Court Manager.

Not as many are satisfied with the promotion of activities. However few are dissatisfied.



Your Services / Social Activities

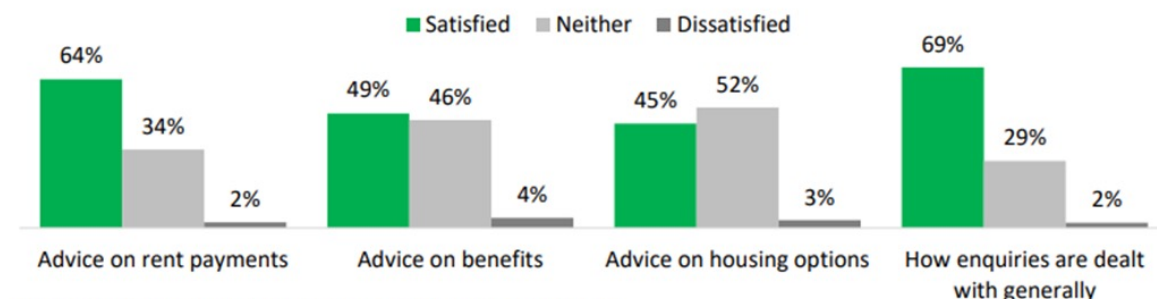
Range and quality of social activities at the scheme



Feeling lonely

19% of residents say they do sometimes feel lonely or isolated, and those in the bungalows (22%) are a little more likely to feel lonely than either those in the Extra Care schemes (21%) or the flats (14%).

Support and Advice



Repairs and maintenance

99% of residents know how to report a repair.

80% said they a repair carried out in the last 12 months.

95% of residents are satisfied with the repair service they received in the last 12 months.

96% are satisfied with the time taken to complete the repair after they reported it.

Customer contact

59% of residents said they had contacted Housing 21 Oldham PFI in the last 12 months (much higher from those in bungalows – 71%).

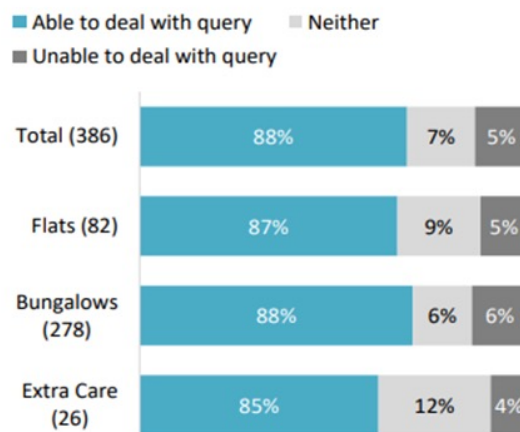
88% found staff able to deal with query and just 5% said staff were unable to deal with the query.

Complaints – 77% of residents are satisfied with the way Housing 21 handles complaints

Helpline – 93% of residents are satisfied with the speed of response by staff Helpline.

Treated fairly – 91% of residents agree that Housing 21 treats them fairly and with respect

Dealing with enquiry



Helpline

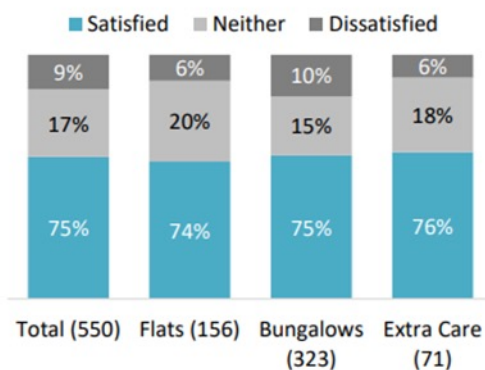
- Speed of response
- Relevance of questions and information
- Helpfulness of staff
- Speed of staff arriving
- Overall satisfaction

Total (143)	93%	93%	94%	89%	93%
Flats (57)	93%	95%	96%	96%	96%
Bungalows (55)	91%	91%	92%	80%	88%
Extra Care (31)	97%	92%	93%	90%	96%

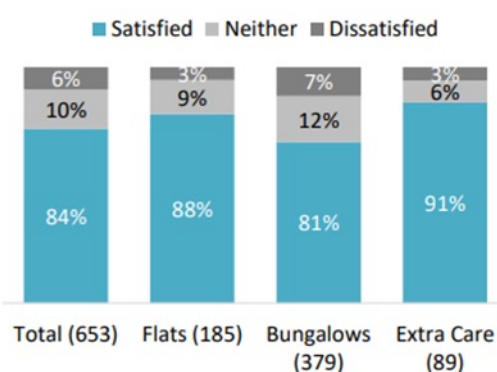
Communications

Satisfaction with listening to views has increased by 4% in the last three years (up from 71% to 75%). While being kept informed has fallen marginally (2% lower).

Listens to views and acts



Kept informed



News from MioCare

- Former Managing Director, Karl Dean, left the MioCare Group at the end of January with Rob Jackson (previously Director of Care) stepping up and into the role that Karl leaves behind. Colleagues gathered to thank Karl and wish him well after seven years at the helm.
- The MioCare Group's Extra Care management team have recently been out and about meeting residents who receive care and support from them. They had great feedback on the care delivery at Trinity House during a recent coffee morning. A big thank you to everyone that came along and shared their thoughts and suggestions (as well as a brew and a biscuit!).
- The MioCare Group are proud to be a Founding Member of the £500 Challenge - a fundraising campaign launched by The Care Workers' Charity encouraging businesses across the adult social care sector to commit to an annual donation of £500, the same as an average grant they award to a care worker experiencing financial hardship.





Your Health
Oldham

WOULD YOU LIKE TO **STOP SMOKING &** START LIVING

**FACE TO FACE CLINICS
ACROSS THE BOROUGH AS WELL
AS TELEPHONE SUPPORT TAILORED TO
YOUR NEEDS**

WE CAN HELP YOU

If you live or have a GP in Oldham our **FREE** Stop Smoking service, **Your Health Oldham**, can help you.

Our specialist stop smoking advisors are here to support your quit journey and help you achieve a smoke free life.



0161 960 0255



@YHOldam



YourHealthOldham



yourhealtholdham.co.uk



Love Springs Eternal!

OVER TO YOU

Dorothy Taylor, aged 73, was only 14 years old and still at school when she met Jimmy Leith, now aged 75. At the time, Jimmy was 16 and worked for Frankhill Laundry, on Franklin Street, Coldhurst, facing Oldham brewery.

Jimmy was a 'van lad' and used to travel round with his boss, Pearson Oldham, but they used to call at Pearson's house on Chelmsford Street every lunch time. Pearson would go home for his dinner and Jimmy would eat in the van. The young Dorothy also lived on Chelmsford Street and got to know Jimmy, simply by walking past on her way back to school at Hollins. They struck up a friendship and started to meet up at night, just for a couple of hours. Then Dorothy left school at 15 and started to work at Boots in Oldham.

At the time, Jimmy lived at Austerlands and used to ride his bicycle all the way down to Werneth and back to meet Dorothy. He got a job as an apprentice road paviour with Oldham Council Highways, which included day release and evenings at Manchester Polytechnic – this made courtship by bicycle very difficult – he wasn't getting home until 9.00 p.m. on college nights – and Dorothy had started going out with a friend from Boots on Saturday evening. They simply drifted apart, and Dorothy met and married Jack in 1969. They were married for 50 years until Jack passed away in 2019, having raised two children, David and Adele together.

Jimmy met and married Maureen in 1966. They were married for 10 years, before divorcing. They had three children, Gill, James and Sharon and Jimmy went on to have another son, Michael, with Denise. Both Dorothy and Jimmy ran pubs at times in their lives (Jimmy had the Oddfellows in Lees, whilst Dorothy and Jack ran the Rifle Range in Chadderton for 15 years), but they continued to lead their own separate lives.

At the time of Jack's death in 2019, Jack and Dorothy were living in Royton and Dorothy was so upset, she virtually stayed in the house for a full year. She then sold the house and moved in with her daughter. She was, in her own words, in a very bad place at that time, but over all the years, she still hadn't forgotten about Jimmy. She decided to try and find him – which she managed to do via Facebook! Jimmy was unattached, so they arranged to meet at the Front House in Lees in March last year and they hit it off immediately! Jimmy had been living in Springlees Court for 11 years and when a flat became vacant, he told Dorothy. She decided to apply for it and moved in in August. They haven't looked back, having got engaged in November. They haven't fixed a date for a wedding yet but watch this space!





GREATER MANCHESTER FIRE AND RESCUE SERVICE

FREE HOME FIRE SAFETY ASSESSMENT

Half of fires that result in deaths are in homes with no working smoke alarm. Smoking is the main cause of fire deaths in the home. Most fires in the home start when people are cooking. Greater Manchester Fire and Rescue Service provides home fire safety advice to keep you safe. For personalised advice or to find out if you are eligible for a Home Fire Safety Assessment, please visit our website at www.manchesterfire.gov.uk

REMEMBER!

IF THERE IS A FIRE IN YOUR HOME:

- GET OUT •
- STAY OUT •
- CALL 999 •

www.manchesterfire.gov.uk |  @manchesterfire



Looking after your boiler during extreme cold weather

We've received several calls from residents recently that have had no heating or hot water.

When our contractor, Dynamic, have attended they have identified that the boiler fuse has been switched off.

We ask that residents **DO NOT** switch the fuse spur off during cold weather. By switching it off, the frost protection function on the boiler will not work.

Without frost protection heating, the water in your boiler could freeze, preventing it from heating the home and potentially causing serious damage to the boiler and to your home. The boiler in your property has this frost protection feature which turns the boiler on if the temperature of the water within the unit drops too low.

- **Please DO NOT switch the fuse socket to the boiler off**
- If your boiler is not working, please call our repairs line on 0800 032 1215
- Check your thermostat and temperature to maintain a healthy and warm home

If you have any concerns regarding your property, please call the repairs line or speak to your Court Manager.

If you are struggling to keep up with your heating bills, please do get in touch on 0345 6044 447 or speak to your Court Manager about our **Helping Hands Fund**.

We have been able to help residents who are struggling to keep warm this winter by supporting them with their fuel and food bills.



Have you got home contents insurance?

Many residents believe that Housing 21 automatically insure their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipers. However, this is not the case. Residents are responsible for contents insurance in their own homes.

The insurance taken out by Housing 21 only covers the building itself such as windows, doors and the roof. A good way to think about it is that if you turned the building upside down, anything that fell out is not covered by Housing 21's insurance policy.

Housing 21 Suggestions, Comments and Complaints October – November 2022

There were three informal complaints received over the quarter. Of these, two were repairs related and one was about work to a vacant property.

All of the complaints were resolved at the first stage. In the same period, we received four compliments. Of these, three were about repairs contractors and one was about a Court Manager.



How to tell us what you think about the services we provide in Oldham.



We genuinely welcome any feedback about our employees and services. In the first instance if you have feedback about our housing or care services you should contact your Court Manager.

You can write, telephone, email or speak in person to the Court Manager; there is no requirement to fill in a form.

More information on providing feedback and our complaints procedure is available by either speaking to your Court Manager or contacting the Oldham office.

Contact details are on the back page of this newsletter.

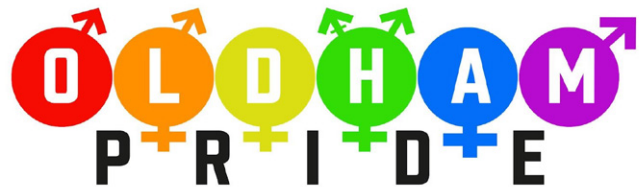
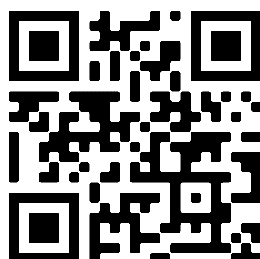


Listen to our Podcast

Tune in to 21 Talks; a podcast showing that at every age, everyone has important stories to tell and opinions to share.

Have you listened to all our latest episodes? We have episodes on sustainability, the Extra Care Academy and inclusivity and financial wellbeing, featuring our wonderful Housing 21 employees and residents!

Stream now on Spotify, Apple Podcasts or on our website and you can also listen by scanning the QR code



All welcome to join Oldham Pride's monthly LGBT drop-in sessions, which will take place from 2.00 pm – 3.30pm on 3rd Monday of each month.

The next one will be 20th March 2023, at Oldham Central Library, Greaves St, Oldham OL1 1AL. Come and enjoy yourself in a safe & relaxed space – with free refreshments & chat.



COMPETITION TIME!



ENTER OUR CHRISTMAS WORDSEARCH COMPETITION TO WIN A
£25 ONE4ALL GIFT CARD.

Simply enter your contact details below and post your answers, to –Vince Sexton,
Housing 21, Chambers Business Centre, Chapel Road, Oldham OL8 4QQ

The closing date for entries is Friday 31st March 2023*.

NAME:

ADDRESS:

TELEPHONE:

A SPRING WORDSEARCH



BLOSSOM
BUD
BULB
BUNNY
CLEANING
CROCUS
DAFFODIL
EASTER
EGGS
EQUINOX
FLOWERS
LAMBS
MAYPOLE
REBIRTH
SNOWDROP
SUNSHINE
THAW
TULIP
VERDANT
WARMTH

**Only Housing 21 residents are able to submit entries for the competition.*

THE WINNER OF OUR WINTER QUIZ
WAS MRS DOROTHY TAYLOR,
SPRINGLEES COURT.



Housing 21

Our office address:

Housing 21
Units 403/404
Chambers Business Centre
Chapel Road
Oldham
OL8 4QQ

Email: OldhamEnquiries@housing21.org.uk
Customer Services Telephone: 0345 604 4447

OTHER USEFUL TELEPHONE NUMBERS:

Repairs Line (24 hours)
0800 032 1215

Oldham Council main switchboard
0161 770 3000
www.oldham.gov.uk

Council Tax
0161 770 6622
council.tax@oldham.gov.uk

Environmental Health
0161 770 2244
environmentalhealth@oldham.gov.uk

Housing Benefits and Council Tax Reduction Scheme
0161 770 6633
benefits@oldham.gov.uk

Payment line
0161 770 6611
24 hour automated payment service

Registrars
0161 770 8960

Waste and recycling
0161 770 6644
waste@oldham.gov.uk

Age UK Oldham
0161 633 0213
info@ageukoldham.org.uk

Ring & Ride
0161 200 6001

Dial-a-ride
0161 633 0097

Citizens Advice Bureau
0300 330 9073
(Adviceline)

Silverline
(confidential friendship support)
0800 470 8090

NHS Advice
111

Police non-emergency
101

Oldham Community Leisure
0161 207 7000

Action Together
0161 339 2345

Oldham Library
Greaves St
0161 770 8000

Making Space
Tandle View, Royton
0161 633 2403

Greater Manchester Fire & Rescue Service
Book a free Home Fire Safety Assessment
0800 555 815
www.manchesterfire.gov.uk/your-safety/hfsa/