

Your News

A magazine for the customers of St Vincent's Housing

Issue 58

Winter 2010



Great 'Days Out' for the kids over the Christmas break page 18

A round up of just some of the events which have taken place during the year page 12. Pictured: residents at Thomas More Close having a great night at their Cruise Evening



We would like to remind our customers at this time of year to take extra care on icy surfaces. St Vincent's is not responsible for supplying or spreading grit at any of our schemes.

Repairs over the Christmas period.

Seasons greetings to all our customers

The offices will close on Friday 24 December at 1 pm and re-open on Tuesday 4 January at 9 am. If you have any emergency repairs during this time please phone our out of hour's repairs service on: ☎ **0845 606 6565**

During this time any emergency repairs will be dealt with by our contractors. In most cases a temporary repair will be carried out until normal working hours resume. However if a part is required you may need to wait until after the 4 January. This is because the manufacturers and suppliers also close down over the festive period. If the part required is for your central heating system you will be left with portable heaters until the repair can be completed.

If your repair is not urgent please wait until the office re-opens to report it. Our out of hour's service will not be able to process any non urgent repairs or give updates on anything that was outstanding before the 24th December.

What's in this edition ...

Crucial Jobs and Benefits contacts

4

Try a visit to the Imperial War Museum North for a great day out

7

Details of our new Gas Contractor

15

Your News is for Everyone

You can contact us on one low cost number (subject to the tariff you are on), whatever your enquiry.

 **0845 606 6565**
or 0161 772 2120

You can report a repair, or speak to a customer service advisor about any issues to do with your tenancy with St Vincent's.

Please also use this number to report an emergency repair either before 9am or after 5pm and at weekends.

We can provide this information in a number of alternative formats to meet your needs, including a telephone translation service, printed in other languages, CD, large print or electronic format. Customers with a hearing disability can call the **mini-com number** on **18002 0161 772 2156**

ہم یہ معلومات آپ کی ضرورت کو پورا کرنے کیلئے متبادل صورتوں میں فراہم کر سکتے ہیں، بشمول ٹیلیفون ٹرانسلیشن سروس، دوسری زبانوں میں پرنٹنگ، سی ڈی، موٹے حروف میں لکھائی یا الیکٹرونک میں۔ ہمارے وہ صارفین جنہیں سننے کی معذوری ہے وہ ہمارے مٹی کام 18002 0161 772 2156 پر ہمیں فون کر سکتے ہیں۔

Możemy udostępnić te informacje w innych formatach zależnie od twoich potrzeb, między innymi tłumaczenie przez telefon, druk w innych językach, CD, duży druk lub format elektroniczny. Klienci z problemami ze słuchem mogą kontaktować się z nami poprzez minicom pod numerem 18002 0161 772 2156.

You can report Anti-social Behaviour on our new 'Out of hours' line

We have now set up an anti-social behaviour line so that you can report anti-social behaviour and receive advice and support at the time it is needed. **The number is 0845 217 0714 which is available between the hours of 5pm until 9am and at weekends.**

Your Crucial Contacts

Some handy numbers and websites you may wish to cut out and keep

Benefits

- Tax Credits: 0845 300 3900
- Disability benefits: 0800 88 22 00
(Textphone: 0800 24 33 55)
- Carer's Allowance: 0845 608 4321
(Textphone: 0845 604 5312)
- Employment and Support Allowance and Capacity Benefit: 0800 055 6688 (Textphone: 0800 023 4888)
- Winter Fuel Payments: 0845 915 1515 (Textphone: 0845 601 5613)

Jobs and redundancy

- Jobcentre plus: 0800 055 6688
- www.direct.gov.uk for general information about accessing services and getting help
- www.moneymadeclear.org.uk for financial information
- www.adviceguide.org.uk for debt advice

If you need assistance give St Vincent's a ring.....

- Angela Kehoe (Money Management Officer) - 07793444172, or email angela.kehoe@svha.co.uk. Angela can help singpost customers with money worries
- Leala Irvine (Positive Futures Officer) - 07947949768, or email leala.irvine@svha.co.uk. Leala can help with training or employment issues.



Bolton Credit Union Collection points

If you live in Bolton and are struggling to get a cheap loan, avoid the loan sharks and try one of these.....

Hoot Wise with money

Bolton Credit Union

60 Ashburner St, Bolton, BL1 1TD

Opening times:

Monday: 10am - 4pm

Tuesday: 10am - 4pm

Wednesday: CLOSED

Thursday: 10am - 4pm

Friday: 10am - 4pm

Halliwell UCAN Centre

Hatfield Road, Bolton, BL1 3BU

Opening times: Monday 12.30pm - 2.30pm

New Bury Residents Association

George St, Farnworth, Bolton, BL4 9PU

Opening times:

Monday: 10am - 11.30am

Wednesday 2pm - 3.30pm

Johnson Fold / Chorley Old Road

Neighbourhood Housing Office

75 Johnson Fold Ave, Bolton, BL1 5SF

Opening times: Tuesday: 9.30am - 10am

Brightmet UCAN Centre

22 New Lane, Brightmet

BL2 5BN

Opening times:

Wednesday: 10.30am - 12noon

Little Lever Library

Coronation Square, Little Lever

BL3 1LP

Opening times:

Wednesday: 10.30am - 12.30pm

Brazley Community Hall

Cedar Avenue, Horwich

Bolton, BL6 6HT

Opening times:

Thursday 12.30pm - 2.30pm

Quids In

24 Mawdsley Street

Bolton, BL1 1LF

Shoulder to Shoulder with all wh

The Royal British Legion plays a crucial part in providing su
serving and ex-forces personnel



The British Legion provides financial, social and emotional support for those who have served or are currently serving in the Armed Forces,

their dependants and carers. Nearly 9.5 million people are eligible for some kind of support from the British Legion, maybe you, or a member of your family is eligible?

Support comes in various forms:-

Poppy Advice - benefits and money matters, war pensions and compensation claims.

Poppy Breaks - they have four poppy break centres, located in some of the Country's most popular, traditional seaside resorts.

Poppy Travel - Remembrance tours

to war cemeteries, memorials and battlefield world wide.

Poppy Calls - provides a free dedicated handy person to those unable to carry out small repairs and minor alterations to their home.

Welfare support - white and brown goods, furniture, paper bonds for housing etc. (depending on their personal circumstances).

Civvy Street - Advice on Training and careers advice.

Combat Stress - for clients suffering from Post-Traumatic Syndrome Disorder.

The British Legion's website provides a step by step guide to the assistance that forces personnel can access. Log on at www.britishlegion.org.uk

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Ever visited the Imperial War Museum? If not, it's a great free day out for all ages

THE CRUSADER BY GERRY JUDAH

6th November 2010 – November 2011

IN THE SPOTLIGHT - CAPTAIN CHARLES FRYATT – A BRITISH SEAMAN'S STORY

Now Until 4th September 2011

SPECIAL EXHIBITION

ALL ABOARD: STORIES OF WAR AT SEA

Now until 25th April 2011

THE GULF WAR 1990 - 1991: PHOTOGRAPHS BY JOHN KEANE

Now Until 27th February 2011

TYNESIDE SHIPYARDS, 1943: PHOTOGRAPHS BY CECIL BEATON

External Spaces now until July 2011

Open 7 days a week from 10am - 5pm with free admission.

Closed 24, 25, 26 December.

The Quays, Trafford Wharf Road, Manchester M17 1TZ

(close to Junction 9 of the M60)

T: 0161 836 4000 E: iwmnorth@iwm.org.uk

www.iwm.org.uk



Book Review

This time, our Book Review has been written by Esteban Clarke, Neighbourhood Officer at St Vincent's (pictured at the recent staff conference). Esteban is also helping us implement our new IT system.



Uprising by Scott G. Mariani

Continuing the popular Vampire trend that's so big these days, Scott Mariani has managed to re-create the mythology of Vampire's very successfully in the world as we know it today.



Similar to the world of Harry Potter where we are surrounded by magic yet it remains hidden from us, in Uprising vampire society is all around us yet very hidden and governed by the seemingly benevolent Vampire Federation. They blend in with us in the daytime with the

use of pharmaceuticals that protect them from the sun and short term memory blockers that prevent their 'donors' from being aware they were even fed on by a vamp.

Our dark hero of the day is Alexandra, a Federation special agent tasked with bringing miscreant vamps to an end. As we get to know Alex a mysterious chain of events begin to target key federation facilities and agents, clearly trying to bring them to an end. Not to put us humans out of the limelight of course, the leading man in the story is Police Detective Joel Solomon whose family were murdered by a vampire and he's always been haunted by the events. Joel is immediately drawn in when a local

'5'

Why did the vampire take up acting?

It was in his **blood**



lad tells tales of watching vampires in the cellar of a nearby mansion. Joel secretly investigates these claims and happens upon the much bigger crisis in the vampire world.

Alex and Joel's paths eventually cross making the story much more compelling as they dig deeper to get to the leader of the group responsible for the devastation in the vampire world, and the growing number of open and unchecked vampire attacks on humans, trying desperately along the way to find an ancient artefact that might save the day.

The main and supporting characters each add their own flavour to the

events and bring you right into the action and the emotional rollercoaster that runs alongside.

You can't help but keep reading as the story swaps between Alex and Joel early on, when they join forces and later on when they part ways because you just have to know if they can really put an end to the bad guys. If you're a vampire fan or maybe new to the genre, you'll appreciate the fresh direction Mariani has taken with this subject.

If you want to recommend a good book, or maybe a great film you have seen recently, email your suggestion to sarah.hodgkinson@svha.co.uk.

Left over vegetables at Christmas? Try making some lovely filling and healthy soup.

Chop and gently simmer any vegetables of your choice, in a pan of water (about half a litre) with a stock cube added, until tender. Then puree in a blender (if you haven't got a blender, give them a good bashing with a potatoe masher).

Add some chopped parsley, and a tin of tomatoes. Finally stir in a tablespoon of low fat creme freische and serve with crusty bread.



Our Take 5 Crossword is all about Food.....

Across

1. Slang name for popular culinary district in Rusholme, Manchester (three words 3, 5, 4) (12)
4. This bread is often eaten in Ireland (4)
5. German turnip (two words 4 and 4) (9)
7. A popular fruit or vegetable drink made in a liquidiser (8)
10. White, milky or dark this food always comforts (9)
11. Traditional British hot drink (3)
15. South Asian word for bread (4)
16. A stick of this by the seaside is always popular with the kids (4)
18. A popular meat or cheese substitute (4)
20. Once a week, a great british tradition (two words 6, 5) (11)
22. Rice and these make a great Jamaican dish (4)
23. From which animal does Haggis come from (5)
24. The tubers are an edible version of the popular sun flower (two words 9 and 9) (18)

Down

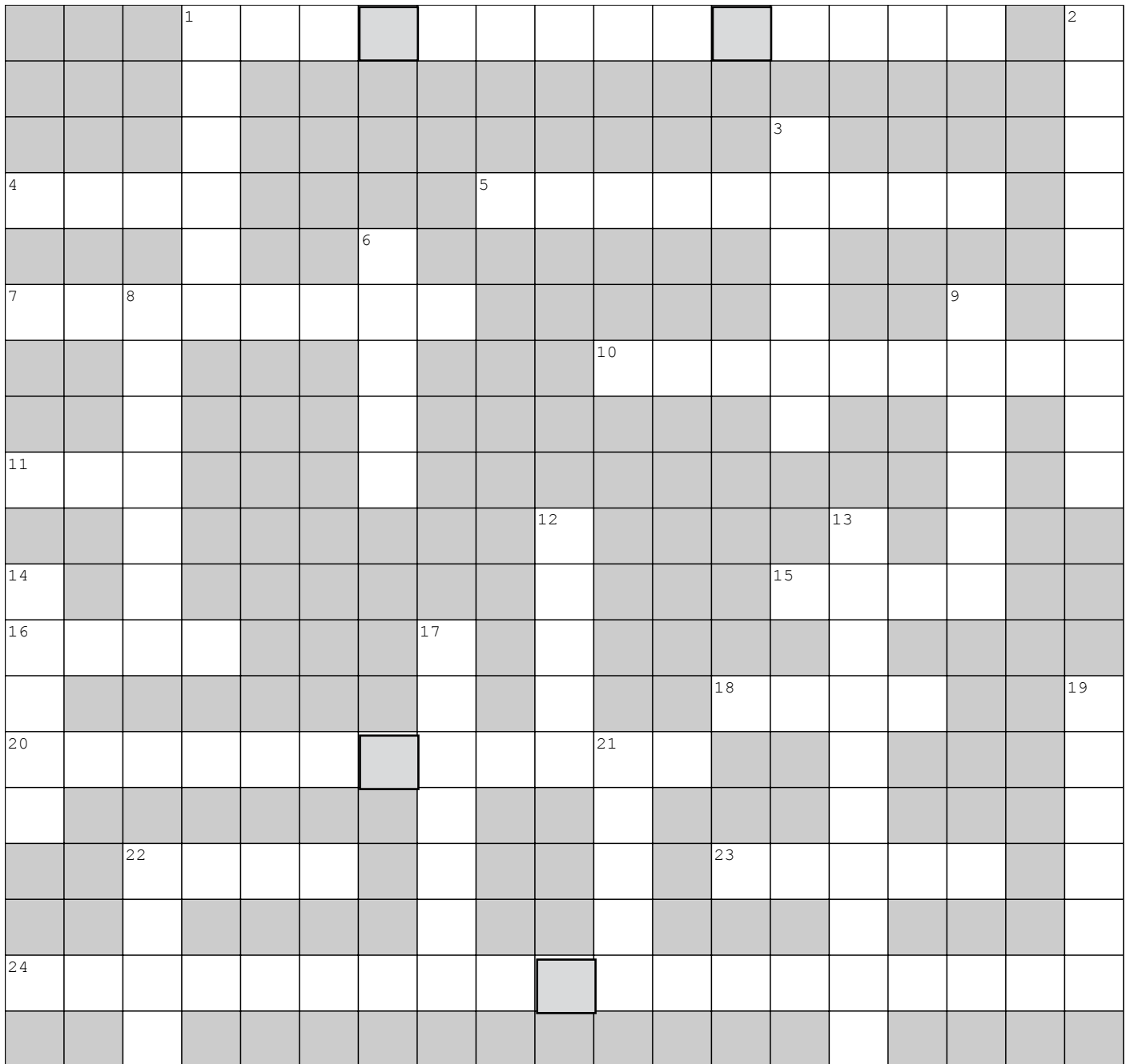
1. Love apple is an old name for which fruit (6)
2. Kulfi is a type of which Indian food (9)
3. Which country produces 70% of the worlds olive oil? The answer is in the clue. (6)
6. Chicago or deep pan (5)
8. Grown without the use of pesticides (7)
9. An Italian sandwich (6)
12. Strict vegetarian (5)
13. A crunchy british variety of pear (10)
14. not tinned or frozen (5)
17. You can't make one of these without cracking a few eggs (7)
19. A type of stew eaten in Liverpool (6)
21. Noodles,dumplings and Dim Sum are all foods from this country (5)
22. A common meat in traditional Polish cusine (4)

For the answers, log on to www.svha.co.uk and to go Little Vinny's Fun Zone

We are disappointed to report that we recently had to undertake injunction proceedings against one of our tenants who was verbally abusive and threatening towards two members of our Neighbourhood Team.

We were successful in obtaining the injunction which prohibits the tenant from being verbally abusive or threatening towards staff and contractors and if this was to be breached this could result in the tenant being sent to prison.

e '5'



Fortunately, this is a rare occurrence. However, St Vincent's will, where necessary, undertake these measures to protect our staff against any tenant who thinks it is acceptable to be abusive towards staff and contractors during the course of their work.

Many thanks to the majority of our tenants who show respect and courtesy.

Out and About

A round up of just some of the St Vincent place throughout the year

Spring 2010



The Annual Customer Conference held in Rochdale



Residents at Almond Court in Duckinfield planted some lovely spring flowers to enhance their scheme



A big welcome to the new Committee for Holstein Avenue Tenants (HAT) in Rochdale.

Summer 2010



25 year anniversary at Alice Ingham Court in Rochdale



Tenants at Edmund Jennings Close in Chatburn, Clitheroe enjoying a strawberry tea



A Know Your Neighbour event at Bradford Road in Bolton



t's events which have taken

Autumn 2010

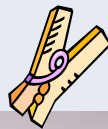


Children at Crescent Road, Great Lever taking part in the Big Bolton Tidy Up

Winter 2010



Making a difference event held at Khubsuret House, Rochdale, which enabled volunteers to work with residents at the scheme, improving skills and confidence



Participants in the Enviz project performed at a major launch event in London



An Agency Day at Manchester Foyer, inviting the community and housing providers in to view the facilities and meet Foyer residents



Batman and Spiderman paid a visit to the Know Your Neighbour Event at Sherwood Close, Nelson



If you are holding an event at your scheme, and would like to see it featured here, get in touch with Sarah Hodgkinson on 0161 772 2162 or email sarah.hodgkinson@svha.co.uk

Arthritis and Rheuma

What's the difference?

Arthritis is an inflammation of one or more joints in the body.

Rheumatism is a word used to describe any aches and pains in the bones, muscles and joints, and will probably affect us all at some point.

The level of pain with Rheumatism varies from person and from day to day but many people with the condition say they suffer more in the cold weather.

There is no cure for Rheumatism but there are treatments to help manage

your symptoms. Some simple changes to your lifestyle can help reduce how much the condition affects your daily activities.

- Take time out to relax your mind and muscles, have a massage
- Don't drink alcohol, tea or coffee late at night, as these could make sleeping difficult
- Sleep in a soft collar if your neck is uncomfortable. This may improve your sleep
- Eat a healthy balanced diet with plenty of fruit and vegetables
- Try swimming in a heated pool.

Gentle exercise can improve your symptoms, gentle muscle strengthening exercises, two or three times a day and a gentle walk can be good ways to start. Speak to you GP



tism



- Acupuncture and massage can help
- Painkillers may help, and can be prescribed from your GP

Certain foods can help

- Eat plenty of oily fish and foods rich in vitamin A,C and E, zinc and selenium is good too
- Avoid foods which are likely to increase your uric acid, such as offal, yeast and certain meat extracts. Avoid red wines, limit your alcohol intake and don't drink more than one or two cups of coffee a day.

Charities such as the Fibromyalgia Association UK can give advice, and your GP should be able to give you details of a local support group.

Arthritis Research Campaign (ARC)
0870 580 5000
www.arc.org.uk

Fibromyalgia Association UK
0870 220 1232
www.fmauk.org

We are changing our Gas Contractor

Over the past few months, we have been reviewing the contract for gas maintenance and repairs, and as a result have now appointed Liberty Group (who currently do our day to day repairs). This new contract is due to begin on the 1st of January 2011.

Customers can look forward to more evening and weekend appointments and a dedicated Helpline

between 8 am and 10 pm.



Many congratulations to Mrs Freda Yates of Thomas More Close in Bolton. Freda celebrates her 100th birthday on 7 December. She always gets involved in social events, as you can see from the picture, and is an absolute inspiration to all her friends and family. Well done Freda!



Customer Panels - what are they, and can you get involved?

Many of you will know Social Investment Manager, Maureen Walsh (pictured below running an event in Bolton). She is often involved in helping customers set up local groups and run events in their neighbourhoods. She also attends the Customers Panels and tries to get as many new customers involved as possible.

There are 3 Customer Panels; East, West and a Sheltered Panel. These Panels have met 3 times this year and have looked at a variety of issues that affect St Vincent's customers. The panels are made up of our tenants who volunteer their time to get involved.

Some of the issues this year have been:

- a consultation on Anti-Social Behaviour and setting up the new out of hours service
- the Aids and Adaptations review
- our Translation of documents policy
- changes to the Decorations Policy

As well as this, each panel looks at the applications for the Tenants Choice Fund. The Panels look at applications from a different area to their own and consider everything from perimeter railings to outside seating and furniture. Each application is discussed individually and value for money is considered as well as the suitability for the fund before the decision is made.

Anyone who would like to get involved with a customer panel can contact Maureen for **more information on 0161 772 2120** or by email at maureen.walsh@svha.co.uk. She hopes to do an interview with a Customer Panel member for the next newsletter, just to prove they are real tenants who get involved!



A Journey of Discovery for Residents at Statham House in Rochdale

Here at St Vincent’s we aim to develop more than just a home – we aim to develop sustainable communities, where people want to live, work and get involved, that are safe and affordable and that have a minimal impact on the environment....

In this edition we feature a project in Rochdale called ‘Our Journeys’ - the aim was to develop sustainable communities through the use of creative arts – using the ‘housing and the built environment’ and ‘social and cultural’ aspects of the sustainable communities’ wheel (right).

St Vincent’s works in partnership with DePaul UK in Rochdale to provide a home for 9 young people aged 16 – 19 who have multiple support needs. The aim of the project was for young people living at Statham House to share the ‘journey’s’ they have taken in their lives, and explore the ‘journey’s’ that they will need to take in the future to move on into their own home. Using art based activities, the group undertook a photography project; discussion groups; housing journey maps; graffiti art and produced a DVD containing video’s, audio recording of people’s experiences and an animation.

A ‘Celebratory’ event was held at Rochdale Town Hall, where the DVD was played to an audience of around 50 people who work with young people in Rochdale – the event showcased the excellent work that Statham House does with young people.



Pictured below: artwork created as part of the project





‘How many more sleeps till Christmas’ will be a question posed by there is plenty of festive fun to be had to keep not just your little e

Manchester

Spinningfields Ice Rink. The Avenue, Spinningfields.

11th November – 3rd January

£5.00 - £8.50 (under 5s Free) Family and group rates are also available

Piccadilly Gardens – Family Fair
9th Dec – 3rd Jan from 11.00am

People’s History Museum - Christmas
Craft Table 18 – 23 Dec

Print Your own Wrapping Paper -
21 Dec **Phg.org.uk**

The *Christmas Markets in Manchester* are now in full swing if you fancy a glass of mulled wine and a Bratwurst sausage. Don’t miss out, they finish on 21 December. Head down to Brazenose Street, Albert Square, St Anne’s Square, Exchange Street, New Cathedral Street, Exchange Square and the Triangle.

Halifax

Eureka National Children’s Museum

Santa’s Toyshop. 4 Dec and 5 Dec, 11 Dec and 12 Dec and 18 Dec to 23 Dec.

From 10.00am to 5pm

Adult and Children aged 3+ £8.95

Children aged from 1-2 £2.95 and under 1’s go free.

Darwen

Christmas Ice Rink, and lots of fun activities. 19 - 21 December at the Darwen Market Place

Bolton

Smithills Hall, Smithills Dean Rd, Bolton, Lancashire BL1 7NP

01204 332 377- Come and see

Smithills Hall decorated in traditional Medieval, Tudor and Victorian decorations.

26th November to 2nd January 2011
from 12.00 to 4.00pm

Adults £3.00 and children £2.00



by many an excitable child during the weeks to come. Fortunately, they will be well entertained, but all the family, during the festive period.

Rochdale

Natural Crafts – Hollingworth Lake Visitor Centre, Rochdale.

Sunday 12th December at 2.00pm

An afternoon of creating seasonal decorations from willow and natural materials, includes a short walk to gather materials.

Free event

Colne

Pendle Youth Orchestra Concert

18 December at the Pendle

Hippodrome, New Market Street, BB8

9BJ - Tel: 01282 864084

Tameside

The Portland Basin Museum, Portland Place, Ashton-under-Lyne, OL7 0QA

Tel: 0161 343 2878

Jolly Holidays! Drop in Workshop

21 and 23 December, 11 am til 3 pm

Admission free - all ages

Clitheroe

Visit the Kaleidoscope Christmas Crafts Exhibition at this lovely

exhibition centre. Clitheroe is packed full of great independent shops and surrounded by the beautiful Ribble Valley countryside, so why not stay for a full day

Platform Gallery, Station Rd, Clitheroe, Lancashire BB7 2JT

Tel. 01200 443071

e-mail. platform.gallery@ribblevalley.



Respecting Diversity and Protecting Vulnerable People

St Vincent's has always aimed to protect and support vulnerable individuals or groups, and following the introduction of the Equality Act, we have amended our policies to ensure that we don't discriminate against any 'protected' group and that we provide support and guidance for those who are vulnerable.

One of the main new areas of the Act for us to consider is the introduction of nine "protected characteristics". These are listed as follows:-

- Age
- Disability
- Gender Reassignment

- Marriage and Civil Partnerships
- Pregnancy and Maternity
- Race
- Religion
- Sex
- Sexual Orientation

We know that barriers and discrimination exists in our society and we will play our part in removing those barriers, tackling discrimination and promoting diversity.

What this means, basically, is that we will always aim to help all tenants in difficulty and where we cannot resolve the situation ourselves we will provide support and guidance.

Some useful links

Equality and Human Rights Commission
Lesbian and Gay Foundation
Disability

www.equalityhumanrights.com
www.lgf.org.uk
www.radar.org.uk

One lucky St Vincent's tenant from Halifax is the winner of the £100 prize draw for completing our

Customer Annual Report Survey.
Pictured: Operations Director, Charlie Norman, with Board Member, Laurie Egan, randomly selecting the winner.

