



Door to Door

Your local tenant magazine

July 2019

Gardening Competition 2019 **WINNERS ANNOUNCED**

Thank you and well done to everyone who entered our 2019 Gardening Competition. The standard of entries was very high and there were some difficult decisions for our judges! However, the judging panel (including our Environmental Champions and Jane, our tenant gardening guru) finally picked these winners below.

Jane said: "This year the Broadland gardeners surpassed themselves in their enthusiasm! The design, colour and maintenance of all entries was of a very high standard. As always it was a great pleasure to be able to talk to the entrants and see how much effort and care they take to produce such stunning results. Well done to everyone who entered this year". We hope their beautiful efforts inspire you this summer, and look forward to receiving your entries for next year's competition.



Judges' Commendation Award

Best Small Garden

Best Hanging Baskets and Patio Pots



Best Garden

Best Recycled Garden

Best Community Garden

Is someone you know at risk from County Lines?

'County Lines' describes when drug gangs from big cities expand their operations to other parts of the UK. In Norfolk and Suffolk, the drugs usually come from London. Much of the 'business' is done over a dedicated mobile phone line.

We work closely with tenants who have been victims of

County Lines activity. We have several successful cases of working with the Police to stop 'cuckooing' (where drug dealers threaten the tenant so they can use their home to sell drugs). Criminal networks involved in County Lines often exploit children and vulnerable adults to move and store drugs, money and weapons. They

may use coercion, intimidation and violence, including sexual violence and weapons.

If you think a child or vulnerable adult is at risk of criminal or sexual exploitation in Norfolk:

- Call Norfolk Police on 101
- Contact Crimestoppers on 080 555 111 or visit <https://crimestoppers-uk.org/>

Signs that someone you know might be involved in County Lines activity:

- Are they often going missing from school or their home?
- Are they travelling alone to places far away from home?
- Do they suddenly have lots of money/lots of new clothes/new mobile phones?
- Are they receiving a lot more calls or texts than usual?
- Are they carrying or selling drugs?
- Are they carrying weapons or do they know people who have access to weapons?
- Are they in a relationship with or hanging out with someone/people that are older and controlling?
- Do they have unexplained injuries?
- Do they seem scared or like they have something to hide?
- Are they self-harming?

Drug dealers targeting 'Norfolk's children' in new tactic

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Well done, Chloe!

Congratulations to Chloe Slater (right in the picture), who was recently appointed as our Sales Administrator. Chloe joined Broadland in October 2015 as an apprentice and worked in the Customer Services team. She completed her NVQ Level 3 in Business and Administration while working in the Property team. Chloe started her new role in May 2019, helping the Property team with the sales of Broadland's shared ownership properties.

Do you know someone aged 60+ with a care need?



Tenants in our Housing with Care schemes live in their own self-contained home and can access these services:

- 24 hour care & support provided by Norse Care
 - A call system in your home to alert care staff when you need help
 - Social activities
- Communal areas where you can socialise
 - Meals available every day, you can choose to eat in the dining room or in your home
 - On-site laundry facilities
 - Some schemes can offer additional care for people with dementia



How much does Housing with Care cost?

- You will pay:
- Rent, including service charge
 - Council Tax (Housing Benefit may apply)
 - Care costs (Norfolk County Council will calculate this for you plus food/everyday living costs).

How do I apply?

We offer Housing with Care schemes in Norwich, King's Lynn, Downham Market, Cromer, Holt, Wymondham and Great Yarmouth. To apply, contact your local District Council to discuss the application process. Then call Norfolk County Council on 0344 800 8020 to request a social care telephone assessment. For more information visit our website at www.broadlandgroup.org and search Housing with Care.

Who is eligible?

Do you?

- Have a housing need? (your current home can no longer meet your requirements).
- Have a care need? (you can no longer live completely independently and need help with activities of daily living)



Repair needed? Send us a picture!

Soon you will be able to personally manage your home repairs booking online using Tenants Online.

In the meantime, you can now send photos or videos of the problem direct to Customer Services. You can do this as an enquiry if you are already registered to Tenants Online. You can also use the 'Contact us' form at www.broadlandgroup.org.



Communal repair photos

GDPR- Protecting your personal information

Broadland's Data Protection team is continuing to strengthen our controls relating to our Data Protection obligations. As well as our Data Protection Officer (DPO), we now have an active Steering Group, which includes all areas of our service and our contact with you. This group meets regularly to continually review our Data Protection requirements, including our security and data processes.

We take the care of your data very seriously and we want to be clear with you about how we use it. For this reason, we have decided to issue just one annual update to the Tenant Privacy Notice (rather than quarterly updates, as advised in the February 2019 rent statement). So, we will issue the latest update on our website shortly; the next update will be in February 2020 and then we will issue updates annually after that. This is so that we can be clearer in our communications about what we are doing with your data. If we do need to make any significant changes within the year, we will notify you of them separately.

If you have any questions about Data Protection or our use of your data, please contact:



data@broadlandgroup.org



01603 750173

Meet Kate, our Employment and Training Coach

Kate (left in the picture) is part of our Tenancy Support team. She works with tenants to provide help and advice on:

- employment
- higher and further education
- volunteering
- employment skills
- apprenticeships
- developing and updating your CV
- digital skills

Kate is a qualified advisor who has worked in colleges, prisons and the community for 10 years. Kate has worked for Broadland for the last 6 years. "I love helping people identify a pathway to reach their goals whether in training, volunteering or gaining employment. I work in all areas of Norfolk and Suffolk, so I can see you in any of our offices or can visit you at home."

You can apply for support via the new



Tenant Support pages on our website or for more information email kate.sadler@broadlandgroup.org or call **07917 352291**.

Our Tenant Support service is open to all tenants and is FREE! We'll work with you and your family to agree a plan of what you want to achieve. We can visit you at home, at your local Broadland office or in a place of your choosing.

Help to Save

Help to Save is a new saving scheme that the government has launched to help working people on tax credits and Universal Credit build their savings.

You can save between £1 and £50 every calendar month. After 2 years, you'll get a 50% tax-free bonus on your savings. If you continue saving, you could get another 50% tax-free bonus after 4 years. This means you could receive a tax-free bonus worth up to £1,200, to spend how you like.

You can set up an account online at gov.uk/helpertosave. If you don't have access to the internet, you can still get an account by calling **0300 322 7093**.

Help to Save is backed by the government. This means that any money you save is secure.



Bonus boost

Save between £1 and £50 a month in your **Help to Save** account to get your 50% bonus.



HM Government

gov.uk/helpertosave

0303 303 0003

Have your say

Community Conversations are a monthly event where Broadland staff and tenants meet to discuss what Broadland is doing well and what Broadland could do better. It's your chance to meet other Broadland tenants and tell us what we can do to improve our services. Invitations with times and locations will be sent to you via post, text and/or email based on your communication preference.

Dates for your diary:

- Thursday 18th July – North Walsham
- Thursday 22nd August – Norwich North/East
- Thursday 19th September – Dereham
- Thursday 17th October – Downham Market
- Thursday 14th November – Lowestoft



Community Inspectors on the look-out!

Our new tenant inspectors have so far checked Shipfield, Carrow House, Carrow Court and Cliff Cottages in Norwich; Boundary Close in Dereham; St Katharine's Court in King's Lynn; and Frederick Road in Great Yarmouth. We've fed the issues the inspectors raised to the relevant Broadland teams. Ten Bell Court and Wellington Green are up next. If you would like to become a Community Inspector in your neighbourhood, contact tenantengagement@broadlandgroup.org



Out and About

This is your chance to speak directly with Broadland staff about what's happening in your area and to ensure that your communication preferences are accurate and up to date. We look forward to seeing you soon! Here are the next visits below:

August

- Wednesday 7th at Balfour Street, Norwich 10am - 1pm
- Thursday 8th at Hall Close, Bodham 10am - 1pm
- Thursday 15th at Thurlby Road, Bowthorpe 10am - 1pm

September

- Monday 9th at Station Close, Fakenham 10am - 1pm
- Wednesday 11th at Pleasant Court, King's Lynn 9.30am - 12.30pm
- Thursday 12th at The Steeps/Barrack Road, Great Yarmouth 10am - 12pm
- Wednesday 18th at Tremaine Close, Hellesdon 10am - 1pm

October

- Wednesday 2nd at Queen Elizabeth Close, Norwich 10am - 1pm
- Thursday 10th at Scira Lane, Sheringham 10am - 12pm



NEW! Community Improvement Fund

Do you have a project in your community that you would like to fund? You might be able to get a grant from our new Community Improvement Fund!

The Community Improvement Fund is designed to help tenants set up a project in their communities that fits one of these 4 categories:

- health and wellbeing
- community
- environmental
- employment/training/digital

For example, you might want to hold yoga classes in your local village hall or provide water butts for your scheme.

You can apply for any amount up to £2,000 (this is the total amount of the fund). The fund is open for applications from 15 July to 6 September 2019. A panel of tenants from the Tenant Action Group will judge all the applications and make awards.



The new communal greenhouse at Aylsham

Pop it on the Pinboard!

Do you have a flower display that is particularly beautiful this year? Did a new recipe turn out just right? Maybe you've made or written something that you are proud of...?

Why not share it on our new Pinboard? It's YOUR space for photos, artwork or any other creations. Just go to Pinboard on our website, click 'submit', then follow the simple instructions.

We look forward to seeing your inspirations!



Good Neighbour Award

Congratulations to Peter and Penelope from Newton Flotman. They have received a Broadland Good Neighbour award for helping their neighbour Catherine when she had a flood at her property. They even drove Catherine to her mother's house late at night while her home dried out. Thanks for being kind neighbours!

To nominate someone for an award, contact tenantengagement@broadlandgroup.org.



Green Fingers at Lloyd Court

Green Fingers, a new gardening club for tenants at Lloyd Court, is bringing a splash of colour to our Housing with Care scheme in High Kelling. With help from our ESOs, the club has cleared out raised beds and replanted them with bulbs and shrubs. They have also treated the garden furniture, shed and greenhouse, which are all well used by tenants and their relatives.

Care support worker Maria Allison set up Green Fingers with her NorseCare colleagues. In May NorseCare team leader Marie Quantrill was one of the volunteers in a project to clear and tidy up two garden areas. She said: "Tenants are thoroughly enjoying this activity. Carers are interacting with them on a one-to-one basis, as well as in groups, sharing knowledge and their love of gardening, plants and the fresh air.

"I'd like to say a big thank you to Broadland's Estates Services Team, Lloyd Court staff and tenants who helped, and relatives for their kind donations in supporting this project, which has made a significant difference to everyone's wellbeing and enjoyment. It's a great example of partnership working!"



Broadland's Wildlife Watch – win prizes to encourage more wildlife into your garden!

The Environmental Champions at Broadland recently completed a survey to find out how many wildlife-friendly 'homes' we have on our schemes. We are lucky that our Estates Services Team are pretty brilliant at building wildlife stations from old trees or recycled bits of wood that would otherwise have been thrown away. They have made some amazing bird feeders, bird houses and trugs for our tenants.

That got us thinking - perhaps you have put your own hedgehog box, bird feeder, bug house etc in your garden to attract wildlife or pond life? Maybe you made it yourself? Send in your photos - you could win a prize! We have 3 bird boxes and 3 bird feeding stations up for grabs - all made out of recycled wood, of course!

Send your pictures to tenantengagement@broadlandgroup.org or go to our website and post your entry onto our Pinboard at <https://www.broadlandgroup.org/tenants/engage-with-us/pinboard/>. The winners will be the first 6 entries to be drawn at random on 31 July 2019.

But do keep sending us your pictures after that date. We'll put all your photos on our website!

