

Ann Fowler House, Liverpool – 25th Birthday Celebrations

> Ann Fowler House is 25 years old this year. The Salvation Army has had a female hostel in Liverpool since 1930. The present Centre was opened in 1983 and offers temporary accommodation for up to 38 single women.

The day was a celebration of the 25th anniversary of the centre and contributions were made by both ex and existing residents. One of the residents cited that Ann Fowler gave her renewed hope, and has helped her to resume her studies.

There were many agencies represented at the Centre, including the Supported Living Development Manager for Liverpool City Council, Chris Ferns. Maff Potts and Major Graham Longmore represented the Salvation Army, with Joe Kaliszczak, Peter Latham, Joanne McMillan, Colin Hale, and Roger Lait representing SAHA.

The entertainment was provided by six women performing a song and dance routine, which was well received by all who attended. The most poignant moment of the day was the recital of a poem written by an ex-resident Stacey, which charted her life.

The Day was truly memorable, made so by the obvious preparation that had been carried out by both the staff and residents, and thanks go to the Centre Manager, Mike Naylor, all the staff and residents, and here's looking forward to the next 25 years...

For more information on our Agency Managed Accommodation, please contact either Margery Manfield-Cooke, Director, or Joe Kaliszczak, Agency Services Manager on 0845 300 0008.



Foyers Success with the Learning Power Award

> The Learning Power Award qualification has been designed in conjunction with The Foyer Federation and City and Guilds, which provides a framework in which projects and foyers can offer education and learning opportunities to vulnerable people.

The Learning Power Awards are aimed at those who work closely with people who are vulnerable, to provide a structured programme within which to focus their work. They offer learning outcomes with clear guidance on how each outcome should be achieved, and suggestions for different types of evidence which can be produced to show how the learning outcome has been met.

The Learning Power Award is made up of a variety of modules under the headings of 'me', 'my space', and 'what I do'. These modules have been designed for project and foyers and to capture and focus on the individual residents' personal development.

> SO FAR AT SAHA: Doncaster Foyer has achieved: **53 learning power award modules, including 7 full awards.**

Braintree Foyer has achieved: **94 learning power award modules, including 18 Full awards.**

On 24 September 2008, Doncaster College hosted an award ceremony for all learners who had participated in training this year and completed a Learning Power Award qualification.

Certificates were presented by the Deputy Principal, Angela Cokesk, to the learners after a brief speech from Sheila Brown, Contracts Manager. A foyer resident (Chris Pettinger) gave his speech on how he completed his qualification and how the modules he chose were specific to his personal development. He also explained how he had helped other residents complete their portfolios by offering support and guidance from his own experience.

So the future looks bright, and most importantly, residents in the Doncaster and Braintree Foyers are benefitting from this opportunity.

For more information on the Learning Power Awards please contact Pete Watts, Principal Manager for Supported Housing on 0845 300 0008 or email directly on Pete.Watts@saha.org.uk

Wandsworth Service User Evaluator

> RSL's with SP funded schemes in Wandsworth were recently contacted by the SP team requesting volunteers for the role of Service User Evaluators, to assist with their monitoring visits. We circulated this information to Catherine Baird Court, Balham which is an SP funded sheltered scheme within that Borough. One resident, Mrs Valerie Hambleton, expressed an interest. She was interviewed and has been accepted as a Service User Evaluator.

Mrs Hambleton has attended her induction and training session and will soon be assisting the SP team in their reviews.

The role involves assisting in interviews with service users and asking residents for their views on the services they receive. Following the interviews, a brief feedback form is completed by the Service User Evaluator so that comments can be included in the final review report. Service user involvement is a supplementary objective to the Quality Assessment Framework, and we are very pleased that one of our residents has

become involved in this key role in reviewing services within the London Borough of Wandsworth.

For further details on SAHA Service User Evaluator, please contact Joanne Holland, Regional Manager - South, on 0845 300 0008 or email directly on joanne.holland@saha.org.uk



Salvation Army Housing Association Partnership Excellence

Residents Lead Development of Service Improvement Plan



> In June 2008, SAHA held its first ever Customer Panel Conference, which focused on ways we can improve our services. Thirty-nine residents and fifteen members of SAHA staff attended the conference.

SAHA held several workshops throughout the day which focused on key areas: Repairs and Maintenance, The Environment, Security and Anti Social Behaviour, IT and Internet Access, Move-on, Interview Techniques and CV Writing skills.

The workshops gave residents from our General Needs, Foyers and Centres an opportunity to give feedback about the services provided by SAHA, and, importantly, how these can be improved to continue to meet residents needs.

The feedback received from the residents has been incorporated into a Service Improvement Plan: Some of the changes SAHA are making as a result to the recent Customer Panel Conference are: (tables opposite)

For further details on SAHA Service Improvement Plan, please contact Peter Latham, Principal Manager, Business Support Innovation Team, on 0845 300 0008, or email directly on Peter.Latham@saha.org.uk

REPAIRS AND MAINTENANCE

Residents Said... SAHA will...

We would like to have a greater say in the maintenance of homes? ... introduce two Asset Management Residents Team (AMRTs) one for the North and one for the South. The AMRTs meet to look, for example, at helping select contractors and kitchen(s) & bathroom(s) replacements. (plus more) This started in Summer 2008.

We would like minimal telephone costs, or for SAHA to provide a free-phone telephone number? ... look at the costs and benefits of providing a free phone 0800 number for residents calling the Customer Service Centre.

SAHA need to take better ownership and responsibility for customer queries? ... by March 2009 develop a new Service Charter for the Customer Service Centre that sets out the standards of service that residents can expect. We will finalise this Charter with SAHA's Customer Panel together with a new Residents Handbook, so they are resident approved.

THE ENVIRONMENT

Residents Said... SAHA will...

Could single glazed windows be replaced in SAHA's properties? ... by 2010, work towards the government's standard for decent homes initiative.

Can we opt for "e" (electronic) communication instead of paper? ... by Spring 2009 contact all residents to find out their preferred means of communication and put this in place.

SECURITY AND ANTI SOCIAL BEHAVIOUR

Residents Said... SAHA will...

There is a lack of awareness of how to raise Anti Social Behaviour (ASB) issues. ... in the next SAHA residents newsletter produce an article to advise residents how they can raise ASB issues.

... by December 2008, our Agency Services Managers will hold focus group meetings at all our centres to discuss ASB.

IT AND INTERNET ACCESS

Residents Said... SAHA will...

Can IT and internet facilities be provided at centres? ... by December 2008, carry out a survey of residents in all agency managed schemes to assess the demand for IT facilities. We will discuss with our managing agents how this requirement can best be met.

Ashford • Basildon • Birmingham • Blackburn • Blackpool • Bolton • Bournemouth • Braintree • Brentwood • Bristol
Camden • Cheltenham • Chesterfield • Colchester • Cotswolds • Darlington • Dartford • Derby • Doncaster • Ellesmere Port
Hammersmith & Fulham • Huntingdon • Ipswich • Kingston-upon-Hull • Lambeth • Leeds • Lewes • Liverpool
Maidstone • Maldon • Manchester • Middlesbrough • Morecambe • Newcastle-upon-Tyne • Nottingham • Portsmouth
Preston • Reading • Rotherham • Salford • Sale • Salisbury • Scunthorpe • Sheffield • Shepway • Skegness
Skelmersdale • Somerset • Southend-on-Sea • Southwark • St Helens • Stoke-on-Trent • Stroud • Sunderland
Swindon • Tendring • Tower Hamlets • Tunbridge Wells • Wandsworth • Watford • Westminster

SAHA & Local Area Agreement, Partnership for Positive Outcomes

At SAHA we are always keen to ensure that we are supporting the communities in which we work. One way of doing this is by contributing towards achieving desired outcomes set out within Local Area Agreements (LAA's).

We believe we can positively contribute to the varying priorities of the localities in which we work and that Local Area Partnerships (LAP's) have the broad and relevant range of knowledge and experience that can guide us to ensure we are making the most of our resources to make positive impacts.

Our locally based staff are empowered to liaise, make decisions and take action to respond to locally identified need and aims. This is backed up by our Business Support & Innovation Team who provide research and analysis to ensure that informed decisions and actions can be made with both appropriate resident involvement and relevant best practice.

From working in over 60 local authority areas we feel we are in an ideal position to contribute to, and share, best practice between areas and also contribute towards the emerging priorities of Multi Area Agreements.

Within this and future issues of our newsletter we will be highlighting different ways that we are already contributing to the National Performance Indicator (NPI) Outcome Categories and in future we will also highlight our ongoing contribution to specific indicators.

STRONGER COMMUNITIES

> **Diversity.** SAHA has been committed to positively promoting diversity for a number of years. The association has well established Equality and Diversity policy and an internal Diversity Action Group that meets regularly as a quality circle to promote diversity and ensure it is mainstreamed in all that we do. SAHA is proud to have above average representation from many minority groups within both its customers and staff. Diversity training is mandatory for all staff and through our plans and events, awareness of diversity and associated issues are raised with service users.

> **Health.** We have been undertaking a variety of initiatives at a local level to increase the health levels of our service users. This includes offering healthy living training including exercise plans and promoting participation in sport through events such as our SAHA Football Cup which is now entering its fourth year. In addition we also offer football coaching sessions, facilitate access to local sports facilities and even held a 'Nintendo Wii' Olympics during the real world Olympic Games!

> **Community Initiatives.** SAHA housing management teams actively get involved in community development initiatives in conjunction with other RSL landlords in certain areas or by linking in with the Local Authority. Our attendance at the Maldon Community Development forum, for example, led to inclusion in local tenant events such as the Essex Tenant Xtravagnaza and the Maldon Citizens Day. In the North area community development days have been held in St Helens leading to residents accessing other support services such as 'Sure Start'.

SAFER COMMUNITIES

> **Anti-Social Behaviour.** SAHA's Anti-Social Behaviour Working Group has developed over a number of years our ASB policy, procedures and guidelines which proactively and positively enable our staff to work with agencies locally to positively prevent ASB. We have had significant success with Anti-Social Behaviour Contracts (ABC's) both independently and in conjunction with other agencies. We have undertaken proactive work with young people within our Foyer Learning Programme to encourage them to look at how their behaviour affects others promote understanding of both rights and responsibilities.

SAHA housing management teams are members of Crime and Reduction Partnership groups in various Local Authority areas across the country. In attending such meetings SAHA contributes towards local strategic combined efforts to tackle anti social behaviour in key areas.

Additionally SAHA housing management teams have signed up to various Anti Social Behaviour data sharing protocols in many areas and actively work with local police to tackle ASB, working in partnership where possible. In Wiltshire, for example, police use a SAHA site office for regular local drop in sessions for the wider community. Similarly in the North, SAHA work in partnership with police and have a dedicated police officer who visits our St. Helens scheme every month to meet with tenants and the wider community. SAHA's housing management team also meet monthly with the St Helens Neighbourhood Action Group which includes other RSL's, youth groups, social workers and the police which has positively impacted on the community and improved the quality of life for residents.

ENJOY AND ACHIEVE

> **Education & Training.** Recognised and accredited training programmes are being delivered at a number of our developments including the City & Guilds Learning Power Award, Youth Achievement Awards, and National Open College Network. Working in partnership with local colleges and training organisations, we encourage engagement with appropriate training courses such as supporting young people at G.C.S.E stage to live independently while continuing to achieving their qualifications.

MAKE A POSITIVE CONTRIBUTION

> **Customer Involvement.** We proactively publicise our Resident Involvement Framework which gives eleven structured ways that service users can be involved in the running of the association and positively contribute to their locality including membership of our Board and Monitoring Committee. We also give customers the opportunity to develop new approaches based around their input.

We have received substantial feedback that has resulted in our resident led service improvement plan with clear objectives following customer input.

ECONOMIC WELLBEING

> **Maximising Income.** SAHA has introduced a Financial Inclusion Strategy and action plan with the objectives of maximising customers' income and assisting them to manage that income. SAHA foyers are working to reduce the number of NEET's (Not in Education, Employment or Training) through support into employment and training. All staff have access to AdviserNet software, HB Notes software and CPAG guidance to advise residents on benefits entitlements to reduce those living in poverty. As part of our Financial Inclusion Strategy we are currently looking to ensure that all our customers have access to free cash machines within a reasonable distance from their home.

LOCAL ECONOMY

> **Employment.** SAHA is keen to have local staff who understand the areas in which we work wherever possible. We have a growing number of employees and all SAHA posts are advertised locally to the work base to give local residents the opportunity to work in the association. Within supported housing projects we and our agents offer Vocational training in addition to a comprehensive staff training programme with opportunities to work towards recognised qualification, all of which leads to the 'up skilling' within the localities we serve.

ENVIRONMENTAL SUSTAINABILITY

> **Green Issues.** We have an Environment & Sustainability Strategy in place which was developed following customer feedback during Green Issues Workshops at the SAHA customer conference. Priorities are around 'green energy' and recycling. The former has subsequently impacted within our recent best value review of utilities while the later has led to planned trials for rain water reuse / recycling. We are currently working with partners for energy saving light bulbs to be distributed to all our customers.

If you want to discuss how SAHA is already, or could be further, contributing to your LAA please contact:

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Assistant Director of Supported Housing
01204 375767

2008 SAHA Cup: Continuously Improving



Photographed left:
James Lee, Warrington -
SAHA Cup Winners 2008.

On Monday, 8th September 2008 the **third national SAHA Cup**, a five-a-side football competition, took place at PowerLeague, Birmingham. The majority of the teams were from Direct Access Centres and Foyers. The Salvation Army, Watford New Hope Trust and Salvation Army Housing Association (SAHA) sent **28** teams in total, (**200** players) all of whom had an enjoyable, yet competitive day!

The SAHA Cup helps build individuals' confidence; it acts as a catalyst that can renew hope. Its benefits are many; competitors learn to deal with winning and losing, have to be punctual, have to learn to play as a team, they have to wear the correct clothing and footwear. The SAHA Cup gives them a sense of purpose, greatly enhancing their personal skills, and giving them a sense of achievement.

The efforts of everyone who took part, or who helped out on the day were magnificent and made the day run smoothly, making it the most successful SAHA Cup so far! The Salvation Army were represented by **Maff Potts** and **Major Raelton Gibbs**, and SAHA by the Chief Executive, **Nigel Parrington**.

The SAHA Cup had 13 teams in 2006, it grew to 22 in 2007, and this year attracted 28 teams. Since the first SAHA Cup, 3 residents who have taken part in the SAHA Cup have represented England in the Homeless World Cup; they have had the additional benefits and experiences of travelling to South Africa and Denmark.

For the second successive year, **Anne Fowler House**, Liverpool were the only female team in the competition, they played extremely well and this year had spent time as a team, training for this year's 5-a-side competition.

The teams who took part were from all over England, and Wales:

Ann Fowler, Liverpool; Booth House, London; Booth House, Swindon; Braintree Foyer, Essex; Bramwell House, Blackburn; Crossroads, Accrington; Darbyshire House, Liverpool; Doncaster Foyer, South Yorkshire; Edward Alsop, London; Gilead House, Bolton; James Lee, Warrington; Kings Ripton Court, Huntingdon; Lincoln St, Coventry; Logos House, Bristol; Lovatt Court, Stoke; Morecambe Foyer, Lancashire; New Hope Trust, Watford; Salisbury House, St Helens; Sneinton House, Nottingham; Ty Gobaith, Cardiff (two teams); Vale St, Stoke; William Booth Centre, Birmingham; William Booth House, Hull (two teams); Wilmott St, Manchester (2 teams); Witham Lodge, Skegness.

James Lee, Warrington, **Darbyshire House**, Liverpool, **Sneinton House**, Nottingham and **Gilead House**, Bolton all qualified for the semi-finals. The standard of play was high, but it was James Lee who proved victorious, winning the final against Darbyshire House, Liverpool. **Maff Potts**, **Raelton Gibbs** and **Nigel Parrington** made the presentations. The winning side, James Lee, Warrington, received a trophy to keep, and the SAHA Cup which is presented each year.

The winners, runners-up, third and fourth place teams all received individual players medals. Also, all the players who took part in the competition received an individual medal, and an individual team photograph to keep as a memento of the day.

Below, are some of the comments we have received from this year's competition:

"I think it's good to have The SAHA Cup, to give homeless people the chance to get out and mix with other people, and to have fun".

"The whole organisation is 100%: staff, food, the whole layout".

"I found this comp very good as it was enjoyable even though we didn't win".

We look forward to seeing even more teams next year competing for the SAHA Cup!

For more information on SAHA Cup, please contact either Joe Kaliszczak, Agency Services Manager or the Resident Involvement Co-ordinator on 0845 300 0008.



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