

HOUSING ROADSHOW SPECIAL



JANUARY 2016

Housing Roadshows

We wanted to appeal to more people, so we held three local roadshows across the country to reduce travel times and designed a more interactive programme which:

- celebrated achievements and highlighted key performance issues for the Housing service
- increased awareness of all Life's work outside Housing
- informed and captured views on new initiatives being introduced or developed.

In an informal setting, with involvement from a much broader range of people, the days produced lots of interesting comments and feedback that can now be taken away and incorporated into Life Housing's day-to-day services.

Margaret Coward – Director of Operations



Safety in the Home - workshop

Lucie Scurlock and I presented a workshop on Safety in the Home at the Slough and Fleet Roadshows.

The workshop covered topics including:

- potential risks that we may unknowingly expose our children to
- what Life can include in tenants' support packages to help keep their children safe
- what agencies/processes are currently in place to safeguard children.

Tenants and staff were involved and shared many good ideas. Everybody appeared to find the workshops informative and useful. Some ideas felt to be particularly useful and worth exploring further were that Life could offer more Life Skills sessions on Safety in the Home including use of the pictorial

Hazard Identification Sheets that were used at the workshop. There were discussions around the need to use external agencies such as the Lullaby Trust to carry out group sessions. This would enable our tenants to become more aware of risks to children and general child safety. It was suggested that Life could provide child safety packs to all tenants when they move on into their own accommodation as part of the move on process as well.

It was also suggested that Life should make available to houses with toddlers, safety equipment such as cooker guards, radiator covers and corner protectors. These ideas will be pursued, as appropriate, over the coming months.

Elaine Hall – Regional Manager



Move On - workshop

I would like to thank Samantha Lawton, Support Worker, who supported me with the Move On workshop at the Roadshows.

We received some great feedback from all after consulting on proposing changes to Life's current move on policy. To make move on more robust and organised for tenants, we asked:

- What are your worries regarding move on?
- What are the barriers faced when moving on?
- What can Life do?

There was an assumption at the Roadshows that the more robust move on procedure would be applied to all and that Life will use it in all circumstances. This would effectively put us in a position where we would penalise good tenants by 'evicting' them and this would have a knock-on effect with prospective landlords who may not wish to help. In fact, this policy would be available as a tool for Support Workers and other staff to use in the event of 'bed-blocking' tenants or those who have disengaged but are happy to be housed, as a means to move them on. Discretion would be used in areas where it would affect Housing's support.

Tracy Norman – Regional Manager



Domestic Abuse - workshop

Support Worker Louise Nichols and I were involved in delivering the workshop around Domestic Abuse. Two clients from Belfast fully engaged with the session and chose to explore emotional abuse. They had clearly identified with some of the triggers. They offered to stand up in front of the audience and go through their answers.

A former tenant had asked whether this programme could be delivered in the community as part of a Life Skills session. She wants to become a peer mentor.

She felt that it would be a valuable tool in not only identifying signs of abuse herself but also training mentees to recognise the signs of abuse.

Some suggestions that came out of the workshop were:

- introducing domestic abuse training alongside peer mentoring
- using the booklet in house for Life Skills sessions for tenants and possibly their friends to reach a wider audience
- offering sessions from external agencies
- introducing and exploring abuse issues in other cultures
- the possibility of downloading the pack from Life's website

Sue Beades – Regional Manager

“I would have probably liked a bit more time to look through the Domestic Abuse pack but from what I saw/heard, I thought it looked really good. I liked all the stuff in there about how the children are affected because I think sometimes the girls involved in abusive relationships minimise the effects on their child so it would be good to inform them of the long-term effects on their child. I also thought it was easy to understand and not too long winded.”

Quote from a tenant



Education & Care Talks

Anne Scanlan (Director of Education & Media) and Liz Parsons (Education Officer) showcased a talk that is normally delivered to 15-18 year olds in schools to present the pro-life case against abortion. The talk covered the law, abortion statistics, foetal development and the impact of abortion on women to highlight the real need for our Care and Housing services.



Liz Lloyd (National Care Services Manager) gave an overview of the Care service. She presented a typical Care client scenario to demonstrate the needs that clients present with at our Care service.

Massive thanks to all who attended the Roadshows this year. All the information, comments and feedback received will be used to inform future procedures and work practices to ensure that Life Housing continues to provide a fantastic service to current and future tenants.

