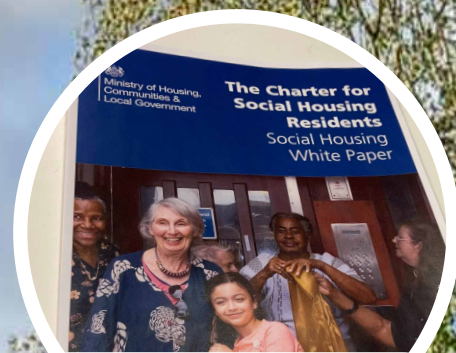


# Derby Homes News



## Winter 2021/22



**Social housing white paper**  
What you need to know



### Apprenticeships

Hear from our Apprentices



### Fire safety

Keeping safe this Christmas



### New BMX Track

Launch event of new bike track





# Welcome to our Winter newsletter

We all know that we've been living in extraordinary times for what is almost two years now. The challenges we have faced, personally and in our work have been unprecedented. I know that for many people it continues to be difficult.



Your financial circumstances may have changed or become more uncertain. You may have been spending more time at home, or indeed many of you may have been out of your home, working in demanding conditions. I want to reach out to you if you are worried about losing your home as a direct consequence of the pandemic. If you haven't already spoken to us, please get in touch.

There is help available and we want to support you.

Staff at Derby Homes have been working hard to deliver our services in as near normal way as possible. Many of us are now spending time back in offices, and others are out and about working in communities. I hope you will see in this newsletter that there have been lots of exciting things happening over the last few months.

In this edition, I'd encourage you read the article on the opposite

page about the social housing white paper and to find out more online. It represents important changes in services for tenants. We'll cover more about it in future newsletters, but for now just be aware that there are changes coming to the way social housing is regulated.

As we move into the winter months, none of us can predict how the coronavirus pandemic will affect us and it may be necessary to adapt our service delivery again. We will of course always prioritise your safety and ensure that we continue to deliver essential services. If we do have to change the way we do things, we will make sure we keep you informed. As ever, the quickest way of finding things out will be on our website on our coronavirus page. We will also post important changes to our Facebook and Twitter pages and very soon we hope to be able to inform you directly by email, if you have provided us with one.

I would like to take this opportunity to thank you all for your patience and understanding in what has been a difficult time for us all.

I wish you, your family and your friends a happy, safe and healthy Christmas and New Year.

Maria Murphy  
Managing Director, Derby Homes



## Getting in touch

The best way to contact us is through our website. You can find the answers to most questions, report ASB and register for **My Account**.

 [www.derbyhomes.org](http://www.derbyhomes.org)

You can still contact us by email and phone.

 [Contactus@derbyhomes.org](mailto:Contactus@derbyhomes.org)

 **01332 888777**

### Non-urgent enquiries

Monday to Friday – 9AM to 3PM

### Urgent repairs

Monday to Friday - 8AM to 5PM

### Out of hours emergencies

 **01332 642202**

5PM - 8AM & weekends

Follow us on social media for speedy service updates and community news.

 **/derbyhomes**

 **@DerbyHomes**

## Feedback

**Derby Homes News** is created in-house by the Customer Communications Team. If you have any feedback about the newsletter contact [Comms@derbyhomes.org](mailto:Comms@derbyhomes.org)



# Social housing white paper | What you need to know

In November 2020, the government published the 'Charter for social housing residents: social housing white paper'. You can read the full publication on [www.gov.uk](http://www.gov.uk).

The publication sets out the actions the government will take to ensure that social housing customers are safe, listened to, live in good quality homes, and that landlords put things right when they go wrong.

## What is a 'white paper'?

White papers are policy documents produced by the government that set out their proposals for future legislation. Because of their complexity it can take a number of years before the proposals officially become laws.

## Who does it affect?

The white paper is a charter for everyone living in social housing, so it impacts you directly. Overarching themes include building and customer safety and customer voice.

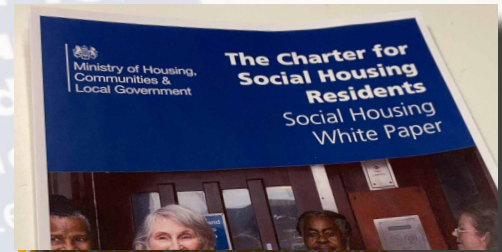
## Why has the white paper been written?

The tragedy at Grenfell Tower in June 2017 raised critical questions for everyone involved in social housing, including customers, landlords, developers, and local and national government.

The government is committed to learning from the lessons of the Grenfell tragedy and have already taken significant action.

They have established an independent public inquiry and started implementing the recommendations of its phase one findings. Through the Building Safety Bill they are undertaking the biggest change in building safety for a generation.

The government have been engaging with customers living in social housing across the country about the change that they want to see.



We continue to focus on the content of the white paper. The legislation embodies many of our core beliefs and principles that we work towards; putting customers first, listening to and learning from feedback, ensuring that homes are safe and of a good standard and that our communities are places where people want to live.

We're already working hard to prepare for when the changes are brought in.

As our work progresses over the coming months, we'll post updates on what we're doing around building safety, customer influence and how we are keeping you informed online through our channels.

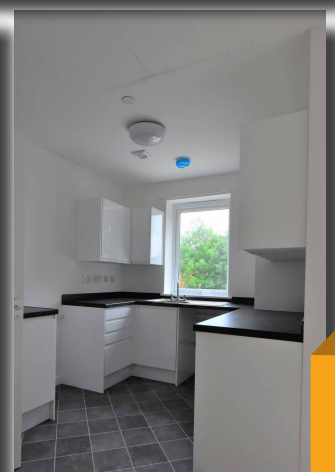
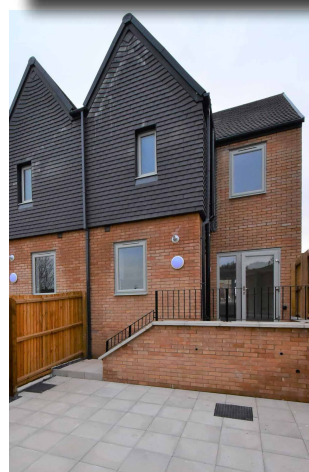
## Completion of Gerard Street development

We have recently completed work on some traditionally built two-bed town houses on Gerard Street. Part of the brief was to design some town houses that broke any mould of looking like 'council housing'. We think that they fully met the brief, given that it was a difficult site.

We completed these warm and cosy two-bed town houses on Gerard Street before the winter temperatures dropped. All properties have now been allocated.

### Key features include:

- Front master bedroom/rear bedroom
- Lounge at front plus French doors to the rear
- Downstairs toilet, upstairs bathroom and shower
- Generously sized, private back yard
- Dustbin porch to the front
- External lighting, front and rear





# Become a Shared Lives Carer

Shared Lives Carers provide support to vulnerable adults in a home environment. This involves sharing your home, family and community life with the person you support.

## Could you offer a home, or occasional overnight support, to an adult with care needs?

- You don't need specific qualifications or experience, just the right attitude and willingness to share your home and life.
- You'll need to be flexible, patient, and practical with a person-centred approach.
- We are looking for carers who can support adults from the age of 18 years old, for an occasional night/weekend or long-term support.
- You will receive a comprehensive training package and have ongoing support from your Shared Lives Co-ordinator.



You'll be self-employed and you will receive an allowance from Derby City Council for the support you provide.

If you could support someone to lead a fulfilling and active life, whilst at the same time helping them to learn life skills, please contact us on **01332 640777** or e-mail the Shared Lives Team on **[sharedlives@derby.gov.uk](mailto:sharedlives@derby.gov.uk)** for more information.

## Beware of festive fraud

Christmas is only days away and after another difficult year for us all during these uncertain times, we hope you manage to have some downtime with friends and family.

Many of you will have started your Christmas shopping, with the more organised of us having already wrapped the last gifts and placed them under the tree ahead of the big day.

However, not everyone is spreading festive cheer at this time of year. There are reports of people falling for scams, whether it be online, through their mobile phones, social media or in person - so we would urge you to be vigilant.

Fraudsters are incredibly adaptable as we've seen during a global pandemic, they have sent alerts about Covid-19 vaccinations and we can expect Christmas cons like texts telling you a parcel couldn't be delivered.

In these instances, we would urge you to check to see if they are legitimate and if they aren't who they say they are then contact with the police.

We are also supporting the Stop Loan Sharks campaign this Christmas. It aims to highlight the impact loan sharks have on thousands of people across the UK, find out more on our social media channels.

**If you need to seek further advice you can contact Action Fraud directly or phone Derbyshire Constabulary by calling 101.**

**Please share this warning with friends and family so we can prevent anyone from falling victim.**





# Fire Safety

During December the monthly average number of fires, injuries and fatalities more than doubles. Keep safe this Christmas.

Christmas is a time for celebrations, with many family and friends coming together to enjoy the festivities. Without taking extra care, it is easy to become distracted with so much going on and easy for disaster to strike.

We are spreading Derbyshire Fire & Rescue Service's advice for keeping safe this Christmas and New Year.

## How to cook safely this winter:

- Avoid leaving children in the kitchen alone when cooking on the hob
- Keep matches and sauce pan handles out of reach to keep them safe
- Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk
- Make sure saucepan handles don't stick out - so they don't get knocked off the stove
- Double check your cooker is off when you have finished cooking

## Portable heaters – keep warm this winter, but safely:

- Put your heater on a level surface, well away from anything that could knock it over
- Make sure your heater is at least a metre away from combustible materials, such as paper, furniture or curtains. Never use it to dry your clothes
- Never leave your heater unattended whilst in use
- Never leave your heater on while you are asleep
- Never power a heater from an extension lead – they can easily be overloaded and cause fires



## Enjoying a drink at Christmas

- The direct cause of 25% of all fires can be attributed to alcohol
- In 33% of all fires alcohol consumption was a contributing factor
- Don't Drink and Drive – get those taxis booked for any nights out on the town
- Never cook after drinking – you can easily become distracted

## Decorations

- Unplug Christmas lights when you're going to bed or leaving the house
- Check lights conform to a safety standard, e.g. British Standard 60598
- Always use an RCD (residual current device) on outdoor electrical equipment. This safety device can save lives by instantly switching off the power if there is a fault and can be found in any DIY store
- Don't overload sockets with too many lights
- Don't block exits with Christmas trees, presents etc

## Candle safety

- Keep candles away from decorations, Christmas trees, cards, wrapping paper, fires, lights and heaters
- Never leave burning candles unattended
- Ensure candles are out of reach from pets and children



# Getting to know our new apprentices

An apprenticeship with Derby Homes is a great way to gain work experience, gain qualifications and develop your skill set all whilst earning money. Our apprentices are doing real jobs whilst working towards qualifications relating to their role.

We have recruited 11 new apprentices this Autumn and the latest cohort have hit the ground running already applying their new skills out in the real world. We spoke to them to see how they are getting on and why they joined the organisation.



## Apprentice Electrician: Harrison

Harrison is delighted to be part of a team and learning a career whilst working through his electrician apprenticeship.

Having left school last summer he already had a clear idea of what his next step was thanks to his mum who works within the Complex Needs Team.



I love it to be honest. I already had a clear idea of what I was going to do through my family.

"I've definitely made the right choice and right path and I'm excited for the future. I get on really well with all the staff and combining my college work with the hands-on work, it all fits really well together.

"My Grandad was also an electrician, so it runs in the

family. I firmly believe this was the best route for me and I'm getting paid whilst learning, which is great.

"I can certainly see myself here after I've qualified, and then who knows, work my way up and perhaps have my own electrician business one day."



## Apprentice Electrician: Kane

Kane has been welcomed into various teams working with experienced repairs operatives and is already looking ahead to help others who follow his path.

Kane had previously been a Composites Engineering apprentice, but decided a change of career was needed.



I'd be really keen to pass on what I've learnt to the next generation. I'm really enjoying the course and I'm excited for the future.

"It's been great to work with other trades people and you learn a great deal everyday.

"Everything that we are taught at Derby College in the classroom we are doing the next day, so it's all linked in and that's hugely beneficial. I'm very hands on and I'm learning a huge range of skills."

"I wanted to try something completely different. I've got family who works in trades, my uncle is an electrician, so it's something I've always been keen to learn more about.

"By the end of the four-year apprenticeship I will be a qualified competent electrician. That's my first goal."





## Surveying Apprentice Joanne

Joanne decided to totally change career after realising a real passion for surveying whilst renovating her house with her husband.

At the time she was working for Bombardier on the production line building trains, but after working with tradespeople on her own property she soon realised she needed a new opportunity.

The former Derby University interior designer graduate from Stenson Fields had heard great things about the organisation and that enticed her to apply for a surveying apprenticeship.

She now works within our Investment and Repairs team where she is learning a range of skills and gaining a great deal of on-the-job experience throughout the two-year long apprenticeship.



When we were working on our house I just loved the project work and going through the procurement stages. It was something that really interested me, so I was delighted to see something local here at Derby Homes that would interest me for a long-term career.

"It's a great place to work and current staff were keen to tell me of the excellent work-life balance the company offers. I've only been here a few weeks, but there's a good working environment here."

"Now I'm learning on the job whilst achieving a surveying qualification. There are excellent future prospects by doing an apprenticeship and I'm already setting my sights on staying here after, if I'm given the opportunity."



## Housing Apprenticeship: Thomas

'Eye opening' is how our new Housing Apprentice Thomas has described his first few weeks at Derby Homes.

Thomas, from Spondon had previously worked in retail at Sports Direct, but was keen to secure a longer term career.



You get to meet and see a lot of people and instantly you want to help them. Perhaps I was a little naïve, but I didn't really realise the seriousness of people not having a roof over their head and being homeless.

"Through this apprenticeship I've seen people with a manner of different issues first-hand and it's given me real job satisfaction to be in a position to help them."

I've always been keen to help people, whether that be helping the elderly buy trainers at the store or now in this role, to help those with more sensitive issues. To be honest, that's probably been the most challenging aspect of this course.

"The apprenticeship is great for me as I've got support from all around. Whether that be from my tutor at Access Training, who is only an email or call away, or from colleagues in the office. Everyone has been a great help."

"I can feel I'm building up my confidence now and I'm loving working with customers and dealing with administrative work and learning more widely about the housing industry. I'm hopeful this qualification will lead to an enjoyable future career at Derby Homes."



## New apprenticeship coming soon

Derby Homes alongside other National Housing Providers and Local Authorities have developed and are implementing a new 'National anti-social behaviour Apprenticeship' in conjunction with the National Institute of Apprenticeships.

This is the first of its kind in the UK and is an exciting project. Derby Homes will be advertising for an apprentice in the New Year.

[www.derbyhomes.org/jobs/apprenticeships](http://www.derbyhomes.org/jobs/apprenticeships)



# Get Involved | Improving Services

## Customer Voice | Scrutinising services

Customer Voice, our scrutiny panel have been working on reviewing the Homefinder service since January 2021.

They have spent the year consulting with customers, interviewing staff, conducting research, reviewing the website and attending team meetings to gather evidence and looking at ways to improve the Homefinder service for staff and customers.

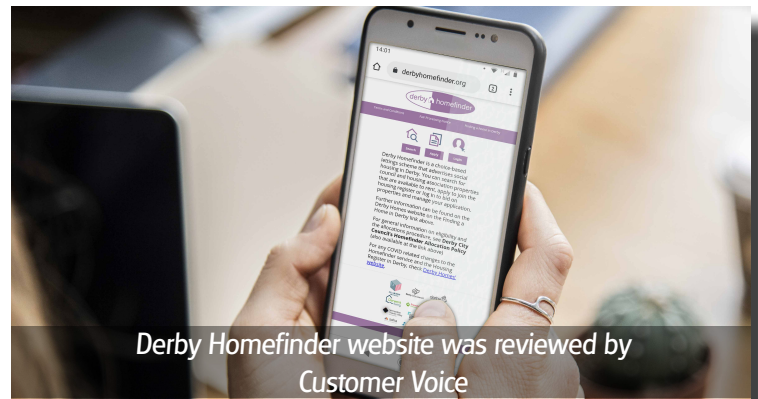
They have made 17 recommendations which were taken to our Operational Board meeting on 9 December.

You can read the report in full by going to [derbyhomes.cmis.uk.com/derbyhomes](https://derbyhomes.cmis.uk.com/derbyhomes), selecting Current Meetings and then Operational Board.

In order to ensure that we deliver fair, tenant-focused services, we ensure that our customers are directly involved in scrutinising and evaluating us.

The Customer Voice is a group of volunteers, made up of Derby Homes' tenants, who play a key role in making sure Derby Homes offers the best service. They work with us by scrutinising services and report to the Operational Board on how these services could be improved.

Members of the Customer Voice receive ongoing training and support to ensure they understand the services offered by Derby Homes and how they affect tenants throughout the city.



## Ignite and Connect | Youth engagement

Our Youth Panel, Ignite and Connect, are always looking for new members.

They are keen to hear from 13-19 year-olds who want to have a say about what goes on in their community and gain a load of new skills that would look amazing on anyone's CV.

Members automatically gain an interview for an apprenticeship at Derby Homes! They meet monthly (informally) to talk about the things that matter most to them. It's important to make sure young people have a say in our services and their communities.

As well as confidence building activities, unique experiences and fun social events, our members get the chance to get to know other like minded young people and build lasting friendships.

Sign up today via their instagram and see what you're capable of achieving.

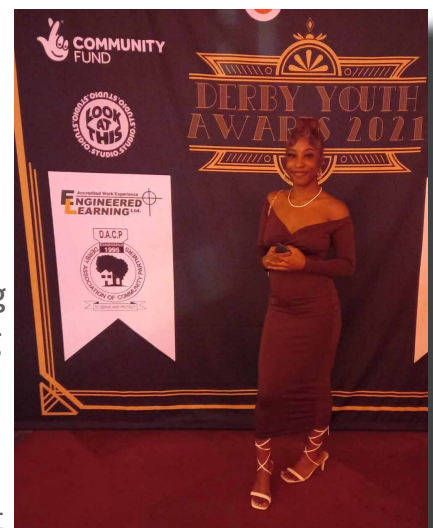


Photo of our brand new apprentice, and long time member of Ignite and Connect Kevonique, at the Derby Youth Awards.



For more info and how to get involved  
DM us on Instagram @ignite\_connect.





## Community Rooms thriving with activity

From tai-chi, dance classes, guitar sessions and countless birthday parties – our community rooms continue to thrive!

When Derby Homes resident Cindy was contacted to attend a coffee morning back in 2016, she would have never thought that five years later her local community room would be such a hive of activity.

“It’s been quite the transformation! It’s taken a lot of hard work and at one point it was quite soul destroying to see the room being wasted with poor attendance time and time again.

“But now the Tintagel Community Room is used every single day of the week. These rooms have brought the whole community together and we’ve needed that spirit during the pandemic.

“In my opinion, this community would not be as strong, united and active as we are if we didn’t have the room. While we are accessing the various activities, we are also checking on neighbours, highlighting local issues and bringing about positive change to our wider community.

“Looking back we are now such a tight-knit group and that’s all thanks to that space,” she said.

The room in Rosehill is going from strength to strength with an allotment due to be opened this winter and future plans for new exciting activities including accredited training, advice sessions for local residents and the potential of a community shop.



During the global pandemic the room was used as a food bank to ensure everyone was able to get the necessary items in challenging times. The spaces were a safe haven to stop people from feeling lonely and that community spirit helped with mental health issues.

Cindy admits it’s been a struggle at times and a battle to change people’s mindsets that thought the rooms were a waste of time.

“We’ve had to dispel a lot of myths, especially at the start. It was difficult to get people to leave their own homes. In this area, a lot of people are isolated and living alone, so we’ve had to knock on doors and find out why it wasn’t being used.

“More recently the rooms have been given a spruce up and are really well maintained by Derby Homes, they are kept tidy and warm and the staff are always open for new suggestions too.

“They are fully equipped safe spaces to meet people. A resource that, in the main, is there for the residents. A local space with endless possibilities. I would actively encourage the community to use them.

“At the end of the day, these spaces are made for us. I’ve found that you can make some wonderful memories in these rooms. We all hope to make more in the coming years too.”

**To find out more about your local community room and how to book a spot for an activity please visit: [www.derbyhomes.org/community/community-rooms](http://www.derbyhomes.org/community/community-rooms)**





# Community News

## Residents Seaside Trip

The Derby Association of Community Partners (DACP)\*, granted funding to a coffee group in the Abbey ward, to take their members to the seaside.

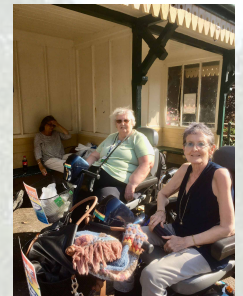
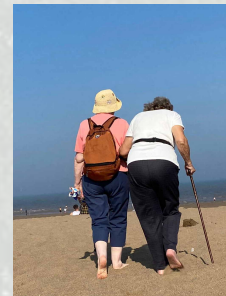
The groups focus is on helping members with their mental health and managing daily activities. Some of the members had never been to the seaside and so the groups organiser planned a day trip to Skegness. 36 people attended in total.

Here's what some of the residents said about it:

"The best day ever, very good for us all to get together."  
"We are all so lucky to have Renew (one of the groups that meet in Derby Homes Community rooms). It's much more than people know, we always have laughter and love, thank you."

"Had a fantastic time, lovely to get away for the day. Appreciate Derby Homes kindness."

"Thank you for allowing me to have a wonderful day out, I've had the best day ever."



The trip helped people's confidence, motivation, and sense of community, as a well being a fantastic day out.

## \*DACP (Derby Association of Community Partners)

The DACP are an independent group of tenants and leaseholders working to help develop communities.

They have a pot of funding which they use to distribute to community projects and activities that benefit our customers.

The DACP are always looking for new members, if you are interested in joining or have a community project you think could benefit from funding, contact [Hub@derbyhomes.org](mailto:Hub@derbyhomes.org)



## REST engage with local community

Members of the Rehousing Engagement Support Team (REST) were out and about as part of a community engagement in Normanton last month.

It was part of a police-led operation along with other partners, including the City Council's Neighbourhood Team and Public Protection Officers, which aims to tackle

the ongoing problem of anti-social behaviour which has affected businesses and communities living in the surrounding areas.

The operation focuses on street drinking, begging and general anti-social behaviour within Normanton and Arboretum.

David, a support worker from the REST Team said:  
"We've now done a number of these outreach activities this year. We plan to continue these engagements as they've been really successful so far.

"It's fantastic to demonstrate excellent partnership working with the police and the City Council.

"By being a visible presence, we are often approached and talk to people and find out how we can help them."





## Derby Homes resident helps create new BMX track

One Derby Homes customer has gone the extra mile to create new opportunities for his local community by designing, setting up and running a new BMX track at Osmaston Park.

Jay Plimmer spent the past two-and-a-half-years trying to create a better place for local riders to show off their tricks. Thanks to his hard work his pipedream has become a reality.

The hugely passionate leader of the BMX group Ozzy Wheels explained how sport has helped him since he was getting into trouble as a youngster.

He admits the journey, just like the new track has had its ups and downs: "I was getting into a few scrapes when I was a kid so I can relate to the younger generation who might be struggling a bit.

"I've come from a difficult background, I'm a care home kid, but I got lucky when I was adopted. My parents were always looking for new ways to keep me busy.

"That's where bikes came in. It kept me out of further mischief. I now want to help the kids of today to make sure they have a free hobby and keep active.

"I've been riding for more than 25-years. It's something I'm hugely passionate about. I can remember when I was a teenager I was always designing my dream track, making drawings in my notebook. I'm so fortunate that it's become a reality. Back in 2019 we sat down and looked to see how we could improve this area as it hadn't been modified for years.



"We started to make videos and showing it's potential. Over the years we've built up a good social media following and more and more people got involved. We then got the green light with funding. It's been unreal."

The 41-year-old has been coaching boxing for eight years and is determined to have this new space as a safe environment for young and old to ride for many years. He's also achieved a Level 2 BMX Coaching qualification and a Level 3 Sports Leader qualification through Sporting Communities.

"I'm in no doubt the new facilities will make a huge difference to the community. It's for everyone. We've had people from four to 50 giving it a go on their bikes."

Ozzy Wheels will be looking to start a BMX club in the future and welcomes volunteers to get in touch via their Facebook page.



# Community News

## Tackling knife crime

We joined Derbyshire Police, the University Hospitals of Derby and Burton NHS Foundation Trust to tackle knife crime and to project anti-knife crime images on to the side of the Royal Derby Hospital.

The images were projected at the main entrance to the hospital, to remind people of the dangers of carrying a bladed weapon.

Derby Homes' Managing Director Maria Murphy said: "We are delighted to be supporting this latest knife crime campaign to help tackle this important issue. "We all know how much of a real problem knife crime is in our communities and it's something we all need to address as a city.



"It's crucial we target our full focus on the next generation and encourage them to drop the knife."

If you are aware of anyone carrying a knife or have concerns that someone you know may, please report it to Derbyshire Police on social media or phoning 101.

## St Philips Church

St Philips Church is currently being renovated to contain a café and community space. The Derwent Café project has been developed to benefit Derwent and Chaddesden wards and provide a much needed space for residents in the area.

The project has received funding from various sources including a £20,000 grant from ourselves for a brand new kitchen. We chose to fund the project because a large number our customers are set to benefit from this space.

Reverend Sarah Watson is behind the project and together, with members of the church, volunteers and the Council's Neighbourhoods team, have managed to turn her vision in to a reality.



Sarah said: "This amazing new facility is for the whole community. Being a church is about far more than what we do on a Sunday morning, it's about everyone."

The area, that houses nearly 10,000 people, currently has a lack of community spaces, cafés and places for people to meet socially. By holding consultations with residents and partner organisations, they found that people were crying out for a space like this.

The project has attracted a large amount of attention and now has an impressive list of organisations working in partnership with the church, including:

- Derby County Community Trust
- Derby City Council
- Derby Adult Learning
- Local councillors
- Move More
- Derby Homes
- Breadsall Hiltop & St Andrews School

Work is currently well underway and the café space will be open the new year. Keep an eye out for updates.





## Spondon Deep Clean

We've been busy in Spondon this autumn as we continue to tackle dog fouling in the area and we also took part in a Street Clean Campaign with Nottingham Road Fire Station and Derby City Council's Neighbourhood Team to carry out a deep clean on Craddock Avenue.

Patch Manager, Emma Tidbury, who was part of team said: "This was a second partnership event that we have attended like this year and we are hoping to do more in the future."



"These events are so important as they show the community that all agencies are working together to help improve our estates."

"It was a great team effort and I'm sure you'll agree the area looked much better afterwards in the photos."



## Tintagel allotment

We were approached by Disability Direct who wanted to work in partnership to develop an allotment space for residents to maintain and enjoy.

As Tintagel Close has a thriving and well-utilised community space, Derby Homes enquired to see if the residents would be interested in developing an allotment space within the area. There was an old playground within the grounds which is no longer in use and after a consultation with residents, they were very much in favour.

There are a wide range of residents at Tintagel Close with various health issues and disabilities. Working with Disability Direct, will ensure that the area will be accessible for all and will include ramps and wheelchair level planters. It is an inclusive project and will aim to bring residents together even more as a community.

The idea for Plot to Plate was born during a previous project where they supported older and disabled people with table top gardening sessions. Initially, the possibility of having a community garden was discussed but Disability Direct wanted to create a space where disabled and older people could be supported to grow their own fruit and vegetables.

Activities Coordinator for Disability Direct Lea O'Meara added: "It's been great to see the changes happening at Tintagel Close."

"The residents are really looking forward to using the newly developed space to grow their own fruit and vegetables and it's been a pleasure turning a tired, unused space into something the residents can use all year round."

Estates Maintenance Manager Richard Holman added: "It was our pleasure to be involved in the project, from the original ideas to the final plans. Turning what was a disused area into something the community can be involved in and have a positive impact, is something everyone involved can be proud of."



# Community News

## Lionel Massingham Partnership Award |

### Dedicated clinicians recognised for outstanding achievements

Derbyshire paramedic Tracy Cunningham, Dr Komal Raj and Dr Drew Smith have been recognised for their work and efforts in their local community by receiving the Lionel Massingham Partnership Award.

Tracy, along with Dr Raj and Dr Smith from Wilson Street Surgery in Derby, received the award at our AGM in September after their work in helping Derby's most vulnerable people.

Due to the COVID-19 pandemic, Tracy and the Wilson Street Surgery, who lead the work to provide primary care services for the homeless in Derby, joined up with ourselves.

They identified those most at risk in the city including rough sleepers, Safe Space users and those at high risk of returning to the streets, and offered them the COVID-19 vaccine.

Thanks to the excellent collaborative work, out of 300 individuals identified with a history of rough sleeping/



at risk of return to the streets, 242 (80%) have received at least one dose of the COVID vaccine and 132 (44%) received both vaccine doses.

The Lionel Massingham Award was created to recognise the work of Derby Homes' Board Member, Lionel Massingham, who sadly passed away in 2006. Each year, Derby Homes' employees are asked to nominate partner organisations who they feel have worked well with them over the last twelve months.

You can watch the moment they were presented with the award at the AGM on our YouTube page.

## Shakespeare Street's wonderful miniature gardens

Sinfin residents created an array of wonderful miniature garden designs last month as part of an engagement event with Derby Homes, Derby Adult Learning Service and Baby People.

Around 25 young people and residents from Shakespeare Street created them in late September and also took part in pebble painting activities and music production sessions.

We donated prizes for the miniature garden activities which were presented to the two best creations on the night by a judging panel.



These activities help young people and residents to connect with their local community and gain experience in gardening. At the end of the event everyone was able to take their creations home so they can be proudly displayed in gardens or windows in the local area.

Alistair Bagnall from Derby City Council's Move More said: "Partners including Derby Homes, Derby City Council and Sporting Communities are working together to engage with young people and residents in the area.

"We'd like to thank everyone for supporting this community activity event, which wouldn't have been possible without the residents whose ideas and enthusiasm made it a success.

"We look forward to working closely with the community to plan similar events and activities in the future."





# First look at new roofs with integrated solar panels

Did you know that we have fitted close to **1,000 solar panels** to the roofs of council homes?

We have recently fitted our first 'integrated' solar PV (photovoltaic) systems at Buckingham Avenue on a programme that we're currently trialling.

This is a different programme to our original 900 solar installations back in 2016. Back then, we utilised a pre-procured framework and in-house training to fit as many solar systems as possible in a short space of time. We targeted suitable bungalows initially, then blocks of flats with big roofs where we could install large systems. We purely wanted to help as many tenants as possible with their fuel bills, as long as the roof was facing the correct way and had the right slope it was considered.

Our current plans are to start combining the installation of new, 'integrated' solar systems whenever a suitable roof is in our programme to be renewed. It makes sense as the cost difference between a new roof and a roof with partial integrated solar tiles isn't that huge. Much of the cost is in installation and scaffolding.



Our initial installations saved 1,000 tonnes of carbon generated 1.9 Gigawatt hours of electricity per year. We estimated that in 2016, households with installations would save around £150 a year on their fuel bills.

The benefits for tenants on fuel savings now should become more apparent with the increasing costs of utilities.

## Bin changes to encourage 'recycling first' mindset

In October a report was presented at the Council's Streetpride and Public Spaces Cabinet Member Meeting that changed the charges for replacement and additional wheelie bins.

To reduce barriers to recycling and boost recycling rates, the current charge of £40 for additional brown (garden and food waste) bins was scrapped. Instead, replacement black (residual waste) bins have become chargeable at a cost of £25. Additional and replacement blue (dry recycling) bins have remained free of charge.

The new £25 charge applies to black bins that have been lost, stolen or damaged by residents. It will also apply to additional bins where

residents meet the criteria for extra capacity. If a bin is damaged as part of the emptying process or goes in the back of the refuse collection vehicle, these bins will be replaced free of charge.

It is hoped that this change will encourage a 'recycling first' mindset across the city that will increase the city's recycling rate. As much as 70% of household waste can be recycled but the current recycling rate in the city is well below that at 36.7%.

As the effects and challenges of climate change become ever more present, simple actions like wasting less and recycling more are one of the easiest ways residents in Derby can do their bit in the fight against climate change.

Residents are also being encouraged to add their address to bins to reduce the chance of them being lost or stolen and replacements being needed.

**More information about recycling can be viewed on Derby City Council's website.**



# Support for victims of domestic abuse

Domestic abuse services available nationally have seen a huge increase in requests for help during the coronavirus pandemic, which may be due to increased severity of abuse and the lack of victims/survivors being able to leave home.

If you are a Derby Homes tenant and are experiencing domestic abuse then we may be able to help you. We can offer advice and support around your tenancy, home security and housing options and also make referrals into local specialist support services.

We will treat any information with sensitivity and agree an action plan in order to manage risk and support you.

**Always in an emergency or where you have concerns about immediate risk of harm to adults and children call 999.**

## Derby City Council |

### Christmas bin collections

Over the festive period and there will be no bin collections between **Tuesday 28 and Friday 31 December 2021**. Collections will resume on **Tuesday 4 January 2022**.

You'll get a tag attached to your black bin to let you know about changes over the festive period, so keep an eye out for this. You can find more information on [www.derby.gov.uk](http://www.derby.gov.uk)

## Key dates for your diary

### Rent Free Weeks

The next rent free weeks (for those whose rent is calculated over 48 weeks) fall on the weeks starting:



Remember, if you are up to date (one week in advance) with your rent, you can choose not to pay during these weeks. You should continue to pay if your account balance is not up to date. If you are in arrears, you must still pay during these weeks to reduce the amount you owe.

## Useful Contacts

**Derby Homes:**  
**01332 888777**

**Refuge: National Domestic Abuse Helpline:**  
**0808 2000 247**  
[www.refuge.org.uk](http://www.refuge.org.uk)

**Men's Advice Line: 0808 8010327**  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk)

**Karma Nirvana: Support for Honour Based Abuse:**  
**0800 5999247**  
[www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

## Christmas repair service (01332 888777)

**Friday 24 December:** Normal, 8am-5pm  
**Saturday 25 December:** Closed (out of hours service only)  
**Sunday 26 December:** Closed (out of hours service only)  
**Monday 27 December:** Closed (out of hours service only)  
**Tuesday 28 December:** Closed (out of hours service only)  
**Wednesday 29 December:** Emergencies only, 8am-5pm  
**Thursday 30 December:** Emergencies only, 8am-5pm  
**Friday 31 December:** Emergencies only, 8am-5pm  
**Saturday 1 January:** Closed (out of hours service only)  
**Sunday 2 January:** Closed (out of hours service only)  
**Monday 3 January:** Closed (out of hours service only)  
**Tuesday 4 January:** Normal service resumes  
Out of hours emergency repairs number **01332 642202**

## Christmas housing advice (01332 888777)

**Friday 24 December:** Normal, 8.30am-5pm  
**Saturday 25 December:** Closed (out of hours service only)  
**Sunday 26 December:** Closed (out of hours service only)  
**Monday 27 December:** Closed (out of hours service only)  
**Tuesday 28 December:** Closed (out of hours service only)  
**Wednesday 29 December:** Emergencies only, 8.30am-5pm  
**Thursday 30 December:** Emergencies only, 8.30 am-5pm  
**Friday 31 December:** Emergencies only, 8.30am-5pm  
**Saturday 1 January:** Closed (out of hours service only)  
**Sunday 2 January:** Closed (out of hours service only)  
**Monday 3 January:** Closed (out of hours service only)  
**Tuesday 4 January:** Normal service resumes  
Out of hours emergency homeless advice number call Careline on **01332 956606**