

engage



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Meet 'Magnify' our Resident's Scrutiny Panel



Ever wondered if anyone checks the way we work to see if we can make improvements?

We have recently worked with a group of residents to help them set up a group which will scrutinise our performance. They have been given our statistics and access to our policies and procedures and looked at them to see what areas may be in need of improvement. Doing this, they felt that we don't get sufficient feedback from residents after they have had repairs completed. So they plan to look closely at this process and see what can be done to improve feedback rates. They will also look at other landlords and what they are doing to see if they can get any good ideas. Their recommendations will be put to our Senior Management Team who will hopefully take them on board and implement any recommended changes. If it's not possible to implement some of the changes then they will feedback why.

This will result in a report to the Board. This group is made up entirely of residents and although they work in partnership with us they have independence. They have called themselves 'Magnify' and they will be reporting back once they have completed their first review via this newsletter and Tuntum's website. In the meantime if you have any questions about them, the work that they are involved in or if you would like to join them then please contact Jassmin your Tenant Engagement Officer on **0115 912 1290**.



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Feedback to Tuntum regarding:

“SCRUTINY – GETTING INVOLVED” TRAINING COURSE



Recently Chris and Valerie, two members of ‘Magnify’ the newly formed tenant-led Scrutiny Panel at Tuntum Housing, were able to attend a three day training course entitled ‘Tenant Scrutiny – Getting Involved’ at the Trafford Hall National Communities Resource Centre in Chester.

The main aims of the course were to help the participants:

- Understand what tenant scrutiny is and why it is being promoted
- Look at what scrutiny involves and the different ways it can be delivered
- Consider how tenants can assert influence over Board Executives
- Understand the business improvement cycle within organisations and how scrutiny needs to fit into this

Chris and Valerie both completed the course successfully and in addition to their certificates were each awarded the accreditation of 2 Credits at Level Two from the Open College Network.

Regarding the learning experience Valerie commented *“being able to share good practice with members of other scrutiny panels right across the country was invaluable”*. Chris agreed and said *“this was a very informative and enjoyable course that will stand us in good stead during our forthcoming scrutiny projects at Tuntum”*.



A plea from the ICP! Written by Chris, ICP member.

If you have time to spare (one day a month at a meeting and a few hours at home looking at case notes, if a case arises) and you like to see “fair play” why not join the “Independent Complaints Panel”.

We are a tenant panel and listen to cases that have been through the landlords’ complaints process where the tenant is not satisfied with the outcome and has asked us to assess whether their complaint was dealt with fairly.

We have no authority as such, but can recommend action if we consider things were not correctly handled. Generally the landlord is happy to accept our judgement in the matter and will either implement our suggestions or tell us why they think it is not practical.

There is a vacancy now! You can make a difference! Why not give it a go!

Contact Jassmin on **0115 9121290** for more information.



Community days – Moorgreen & Sneinton

Nottingham Community Housing Association (NCHA) and Tuntum joined forces to give residents at Gresley Drive a free Easter treat.

The Scallywags Fun Bus came along to keep children entertained whilst some of the parents had fun playing a dancing game on the Wii. There was an Easter Egg hunt with a chance to win a fantastic Easter basket.

A similar event was held at the Moorgreen Estate but this time it was also sponsored by the Moorgreen Tenants Residents Association (TRA) and included a Community Cleanup where we provided skips for people to bring along any unwanted junk for us to dispose of, which went down well.

Over the summer we will be holding ‘Time for Tea’ events across Nottingham and Loughborough so check out our website and Facebook page to find out all of the details.



LOTS OF LOVE FOR THE REGGAE FILM FESTIVAL & SYMPOSIUM

Tuntum were excited to be one of the sponsors of the ‘Reggae Symposium of Film and Music’ which was an all day event on Sunday 7th June at the Broadway Cinema, Nottingham.

The Reggae Symposium of Film and Music celebrated and reflected on the origins of reggae, one of Jamaica’s biggest cultural exports, and explored its relationship with the film industry.

There was a fantastic turnout throughout the day as attendees enjoyed live music, films (Rockers and Babylon) and debate.

The influential symposium panel debated the origins of reggae music and its relationship with the film industry. The panel guests were a collective of celebrated and influential reggae music industry specialists: Mykaell Riley (Steel

Pulse), Brinsley Forde (Aswad and star of Babylon), John Masouri (Echoes Black Music Magazine), Victor Romero (Babylon and No Problem), Janet Kay (Silly Games and No Problem) and Lady V (V-Rocket sound system).

The panel was chaired by Eddy Maxwell, chairman of the New Art Exchange, Nottingham. There was a free rum punch cocktail/ alcohol-free cocktail available to customers and live music was provided by Reggae Take-Over with performances from Ram-One and up-and-coming singer, Yelitza.



nottingham carnival weekend

22-23 August 2015

2 AMAZING DAYS
OF CARNIVAL

music
FESTIVAL
saturday 22nd
Forest Recreation Ground

Carnival
PARADE
sunday 23rd
Victoria Embankment



nottingham carnival

nottinghamcarnival.com



notts_carnival

Tuntum's Nottingham Carnival Heritage Project (HLF)

Hi to the Tuntum family! My name is Norma Gregory and I have been Project Co-ordinator (Phase 3) for the successful completion of the Nottingham Carnival Heritage Project, a Heritage Lottery Funded (HLF) Project.

The project aims to share a history of the origins and development of the Nottingham Carnival, from 1958-2002. The valuable support from HLF has enabled many volunteers, members of the local community and partner organisations to:

- work collaboratively to research and collate archive images, photos, oral and film recordings
- participate in carnival arts workshops including creative writing activities
- produce a touring exhibition and exhibition brochure
- plan and create an educational, online archive for local and global carnival history enthusiasts and educators
- create a short film, by young people, about Nottingham Carnival heritage.



The HLF project has been a unique experience for me, meeting all sorts of individuals with fascinating memories of the Nottingham Carnival in its infancy stages through to current times. Moreover, the project has enabled young people and elders to participate in and learn from amazing heritage, right here in Nottingham.



Nottingham
Carnival Heritage

Fire Safety



You may have seen recent news reports about a devastating fire that started in some student accommodation in the Radford area of Nottingham. Tuntum has 5 properties on Player Street, which is immediately next to the scene of the fire. This has prompted us to think again about fire safety in all our properties and we want to help make you aware of fire hazards.

Research by the University of Strathclyde and Derby Fire and Rescue Service has raised concerns about the effectiveness of smoke alarms in waking children.

This research was commissioned following the death of the six Philpot children, who all died in the house fire started by their parents. None of the children woke to the sound of the alarm and this is supported by the controlled tests carried out as part of the research.

This does not mean that smoke alarms do not have a part to play in fire safety. Smoke detectors should be fitted on each level of your property and should be tested regularly. Whilst we arrange for an annual test you should also take responsibility for testing and changing batteries. It is important that you report any missing or non working units to us.

The Fire Service advise that a vital element of fire safety is to have an evacuation plan.

If a fire does strike, you may not have much time to react as smoke can overwhelm children and adults

very quickly. Be prepared by thinking about how you will get out in an emergency and remember that your children will probably not wake to an alarm, so take this in to account in your plan.

The safety of life is of the upmost importance however sometimes personal possessions are also damaged. It is important to know that you are responsible for your possessions and any damage caused by them and we would recommend that you take out house insurance to cover you for losses created by unexpected problems.



Over the past year two of our own tenants have had a fire in the kitchen, both caused by tumble dryers, but many things can start fires.

The Readers Digest listed the following as the top ten causes of house fires:

- 1. Cooking Equipment** – overheating oil, kitchen towels or oven gloves left near naked flames etc.
 - 2. Heating Equipment** – boilers – it is important to get boilers and gas fires serviced and not to leave portable heating equipment on. It is also important not to keep these at least one metre away from flammables and furnishings.
 - 3. Careless Smoking** – a cigarette butt can smoulder for hours causing furniture etc to ignite. Make smoking off limits in the bedroom and supervise smokers who may become drowsy (on medication or drinking). Use deep ashtrays located away from flammables.
 - 4. Electrical Equipment** – check your appliance plugs and cords to make sure they are not damaged. Check appliances for overheating. It is important not to overload sockets and the use of extension cables and multi point adaptors are really only a temporary fix. Use a separately fused adaptor which is Kitemarked and check that they are not located near heat sources.
 - 5. Candles** – keep them away from flammable materials, curtains etc. Make sure they are extinguished before leaving the room. Keep them away from children and pets.
 - 6. Children Playing with Fire** – Keep matches and lighters away from children and warn them of the dangers of fire.
 - 7. Inadequate Wiring** – Some older properties may have older wiring and fuseboards. Most of our properties should have modern fused circuit breakers but if you are concerned about you wiring, you should contact us for advice.
 - 8. Flammable Liquids** – fuels, paint and cleaning materials are examples of flammable materials. These should be stored properly and away from ignition sources such as gas or electrical meters or appliances.
 - 9. Christmas Tree Decoration** – Keep your tree away from all heat sources including radiators, tv sets. Check your lights before putting them on the tree and do not use damaged lights. Do not place candles on or near the Christmas tree.
 - 10. Barbeques** – Maintain your BBQ to remove excess grease or oil which can ignite. Always use them outside positioned well away from your home
- If you have any concerns over fire safety, please contact us for further advice.

What Puts the Plus into homecare?

As a domiciliary agency, homecare **plus** prides itself on providing a service above and beyond the run of the mill 'homecare agencies'. We provide respectful person centred care by providing support for the things that you can't do and not the things that you can.

Homecare Plus offers an enhanced range of services and remains committed to delivering the highest levels of personalised care to everyone.

But what does enhanced services actually mean?

We fully understand that no two people are the same and therefore, the support we provide is never the same. Homecare Plus can provide care and support where and when you or your loved one needs it; whether at home or in the community for 1 visit a week or visits 4 times a day.

This is the story of one young man helped to realise his ambitions by Homecare Plus. Confetti Institute of Creative Technologies Nottingham is home to over 1500 students doing vocational and degree courses in creative industry education such as radio and live events production, games technology, film and television production. Based in the heart of Nottingham's Creative Quarter, Confetti prides itself on its dynamic and progressive approach to learning and Homecare Plus based just outside the city centre prides itself on its dynamic and progressive approach to care.

This approach to care has meant Homecare Plus is currently supporting a young person, Ryan to attend Confetti, to pursue his dream of becoming a Visual Effects Artist. Visual effects (VFX) are the processes whereby sequences for movies, commercials, television, games and other new media are created through digital techniques – live action is enhanced,

augmented or replaced altogether. The use of VFX can save money and avoid dangerous or difficult live action filming but most of all it enables the impossible to happen. With VFX, imagination is the only limit. Think about mass battles in fantasy realms, exploding planets, interstellar travel, realistic yet mythical creatures, epic disasters, crowd scenes, historical and futuristic settings, car chases and extreme weather conditions. These and much more, are the products of VFX.

Providing care and support based at the college has meant that this young man is fully supported to receive the best and most relevant education and training in his chosen field.

In March, Confetti had its Industry Week which covered three major areas of their courses; music technology, film and TV production and games development. The headline names that featured in this week were Shane Meadows, Jamal Edwards, Professor Green plus technical demonstrations from Aardman Animations the makers of Wallace and Gromit and more recently Shaun the Sheep.

Plus meant that Ryan was able to attend an Aardman Trainee Model Maker workshop and make his very own version of Shaun the Sheep!



The carers – Susan and Maria – supported Ryan to meet with one of the Aardman animators and with guidance from the tutor, the carers supported him to assemble (using a mix of clay and plasticine) another sheep for Shaun's flock. The carers, with instruction from Ryan, moulded the material to the correct pliability and shaped the body, legs and tails. They then

had the opportunity to create their own sheep.

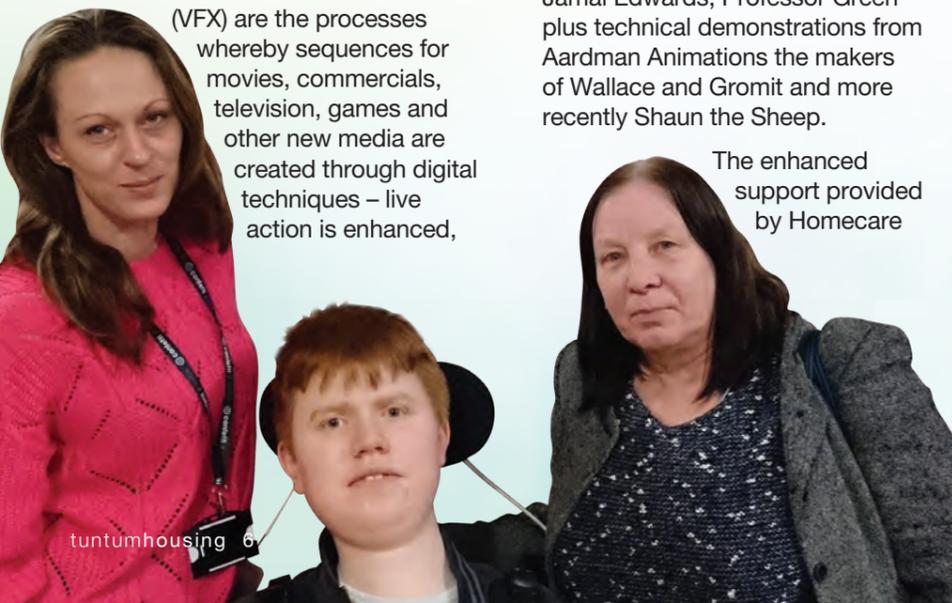
Ryan said 'he is happy with the service he is getting from Homecare Plus and that we are provide the same carers.

Maria said 'At the end of the session, we thanked Ryan for allowing us to be part of such a great afternoon of fun'.

It is this approach to care that echoes what the Care Quality Commission recently said about Homecare Plus that it offers 'respectful, personalised care where independence is encouraged'.

Homecare Plus is not just a home care agency but a truly caring organisation that is there to support both carers and loved ones. So if you or someone you love is in need of a home care agency that offers more than 'run of the mill' care and support, please contact us on **0115 9113370** to discuss the care options available.

The enhanced support provided by Homecare



Refugee Week 2015 supported by Tuntum housing

Tuntum was proud to be once again one of the sponsors for Refugee Week in Nottingham which ran from the 13th - 20th June 2015.

Refugee Week is an act of welcome, a gesture of solidarity, and a shared celebration. It exists both to raise awareness of the reasons why people are forced to seek refuge – persecution, war, famine, abuse, poverty and civil conflict – and to celebrate through exhibitions, public meetings and a film festival, the contributions made by refugees and asylum seekers to the economic, cultural and social life of the city.

Activities were kicked-off with an event at the Nottingham Contemporary with live music, food stalls and a play area for children. Dara from Refugee Futures* was there on the Tuntum/Refugee Futures stand.

There were activities for both adults and families over the week including: a screening of Neuland at the Broadway Cinema; a screening of Paddington Bear and craft activities; World Music Night; public speaking events and discussions and much more.

You can find out more about the Notts Refugee Forum at www.nottsrefugeeforum.org.uk

*Refugee Futures is an accommodation seeking and tenancy support service for refugees and their families within the City of Nottingham. The staff are able to offer a wealth of knowledge and experience in meeting the needs of refugees who have recently been granted leave to remain in the UK.

Services Offered (including Advice & Support)

- ☀ Finding and securing permanent accommodation
- ☀ Support in sustaining tenancies.
- ☀ Setting up utilities
- ☀ Applying for, and maximising benefits and budgeting
- ☀ Accessing furniture
- ☀ Accessing local health services, including sign posting for specialist services
- ☀ Education, training and employment, to include children and adults
- ☀ Social inclusion, such as accessing local faith and community groups, and activities
- ☀ Interpreting and translation services, via phone, face-to-face and written translation of printed material

Support is available to service users for an average of 2-3 months

Refugee Futures, c/o Karibu House, Duke Street, New Basford, Nottingham, NG7 7JN

Tel: 0115 9784588 Fax: 0115 9704298 Email: refugeefutures@tuntum.co.uk



Balisier Tenants on Tour!



Balisier Court, off Woodborough Road, Nottingham is one of Tuntum's Supported Housing schemes which offers sheltered accommodation to help promote independence and choice for older people aged 55 plus.

At a recent tenant meeting the tenants said they would like a day out. Their scheme manager Denise arranged for a co-worker Sheila to drive the Tuntum mini-bus so the transport was sorted but they needed somewhere to go.

As it was their idea and their day out the tenants were asked where they would like to go. They chose Matlock Bath if the weather was good and shopping indoors at Meadowhall if it wasn't.

As the sun shone down and the temperatures soared they enjoyed a great day out at Matlock.

Mr Louis, Mr Chester, his daughter Pauline, Mr Taylor, Mrs Beresford, Mr Fryer, Mr Rutjens and friend and staff members Christine Maxwell and Sheila Green all enjoyed the scenery and walked round, then had the renowned Matlock fish and chips for lunch. They were all back home for 4pm – tired but happy!!



Tenants' Annual Report 2014/2015: how we performed

Managing current rent arrears

Target: below 3%

Quarter end	2014/15	2013/14
June	2.3%	3.2%
September	2.5%	3%
December	2.5%	2.4%
March	2.6%	2.9%
Average	2.5%	2.9%

Empty properties (voids)

Target: below 1.5%

Quarter end	2014/15	2013/14
June	1%	0.7%
September	1%	0.9%
December	1%	1.1%
March	0.9%	1%
Average	1%	0.9%

Complaints managed within agreed timescales

Target: 85%

Quarter end	2014/15		2013/14	
	ASB	GENERAL	ASB	GENERAL
June	95%	72%	100%	25%
September	100%	100%	100%	66%
December	100%	100%	100%	63%
March	100%	40%	100%	67%
Average	99%	78%	100%	55%

Tenant satisfaction with our services

Target: 85% overall / 80% repairs / 70% listens to tenants

Quarter end	2014/15			2013/14		
	Overall	Repair service	Listens to tenants	Overall	Repair service	Listens to tenants
June	80%	84%	80%	73%	67%	68%
September	75%	81%	74%	74%	67%	70%
December	83%	84%	82%	74%	69%	72%
March	84%	85%	84%	74%	69%	72%
Average	81%	84%	80%	74%	68%	71%

Repairs And Maintenance Performance 2014/15

Expenditure:

	Responsive repairs	Planned Maintenance	Total expenditure	Ratio R:P
2014/15	1,094,842	636,912	1,731,754	63% : 37%
2013/14	1,181,418	617,372	1,798,790	66% : 34%

Planned works programme April 2015 to March 2016:

Element	Number	£
New kitchens	62	198,400
New bathrooms	34	74,800
Window & door replacements	50	125,000
New roofs & chimneys	7	35,700
New boilers	70	112,000
Electrical re-wiring	6	15,000
Heating systems full upgrade	13	52,000
Energy efficiency improvements	45	67,500
90 Beech Avenue works	N/A	5,000
Total Planned Expenditure		685,400

Response times:

	Target	2015	2014
Emergency (out of hours)	Within 4 hours	88%	98%
Urgent	Within 5 days	85%	85%
Routine	Within 21 days	93%	95%

Local Offers

What are they?

Local Offers are neighbourhood service standards developed alongside our tenants and agreed by them. We now have 16 of these in place.

They link to the national standards our regulator – the Homes & Communities Agency – oversees. Local Offers complement the three national standards that

tenants tell us have most impact on their day to day lives, these three being:

- **Home:** repairs and maintenance
- **Neighbourhood and Communities:** making your local environment as safe and enjoyable as possible
- **Tenancy Involvement & Empowerment:** giving you influence on what we do

Our Resident Scrutiny Panel, Magnify, will regularly review and update these.



Offer 1

Our homes will always comply with the Government's Decent Homes Standard

Offer 4

We will offer choice to tenants wherever possible when carrying out replacements or improvement works (e.g. choice of finishes, colour schemes, materials)

Offer 5

We have adopted a 'right first time' approach to repairs with 90% of all repairs needing no call back. The definition of 'right first time' has been agreed by tenants.

Offer 7

We will respond to all complaints within 10 days. We will prioritise dealing with complaints of anti-social behaviour.

Offer 9

We will broaden our tenant engagement work to give more opportunities for informal and ad hoc involvement.

Offer 12

We will broaden the communication methods with our tenants to include texting, e-mails and social networking sites.

Offer 13

We will respond to the diverse needs of tenants by holding events targeted at specific groups or localities

Offer 14

Each year we will agree with our tenants a programme of estate inspections and estate 'blitzes' where the inspection recommends action.

How did we do?

At March 2015 the position was as follows:

Local offers completed	
10	62%
Local offers in progress	
5	32%
Local offers not achieved	
1	6%

New to Tuntum John & Jassmin



Tom Tarry
Job Title: Surveyor

It's important for us to understand what condition our properties are in so that we can plan for their repair and maintenance.

We have appointed John Tarry to conduct 'Stock Condition Surveys' which include, amongst many other things:

- The area of the building and type of accommodation/ current occupancy
- The general condition of the structure, the fabric, services, facilities and fittings
- The state of repair and energy efficiency in respect of the Decent Homes Standard
- Energy Conservation measures and the standard to be achieved
- The external areas, fences and walls

John will be reviewing a selection of approximately 10% of our properties between now and the end of March 2016 and he will be contacting you if your property has been selected. The survey usually only takes about an hour and so we would be very grateful if you could help John by arranging a convenient time for the survey and being there on the day. John will be carrying a Tuntum ID card with him.

Jassmin Alltoft
Job Title: Temporary Tenancy Engagement Officer



I am Jassmin Alltoft, the temporary Tenancy Engagement Officer covering Melanie Wilson-Davis' post as she is on maternity leave. One of my first tasks will be organising a number of small community events, known as "Time for Tea" which will be in different neighbourhoods over the summer. I will tailor activities for each neighbourhood aiming for maximum participation and fun, regardless of the weather!

I am also looking for tenants who want to get involved in and have a say on the range of Tuntum services - so that we can make sure that the services we deliver match your needs. Therefore, I am hoping to meet as many tenants as possible to get your comments and ideas during the various events.

Some of the other events in the pipeline for this year include: 'Give and Take' events, estate inspections as well as couple of joint community events with other social landlords.

For more information on upcoming events and ways to get involved, please visit our website, facebook and twitter pages.

You are also welcome to contact me on 0115 9121290 if you need any further information on how to get involved with these events or to discuss any new community involvement ideas/ activities that you may have.

I look forward to meeting you all.

Tuntum's working in partnership to raise awareness of FMG

Female Genital Mutilation (FMG) otherwise called Female Genital Cutting (FGC) is the removal or injury of the external female genitalia for non-medical purposes. It is an unnecessary and extremely harmful illegal practice that causes significant physical, mental and emotional harm.



FGM is carried out for cultural, religious and social reasons within families and communities. It has no health benefits. Instead, it has many damaging health issues including negative interference with the natural functions of girls' and women's bodies.

It is prevalent in the Eastern, North-Eastern and Western parts of Africa, the Middle East and Asia. It is also practiced by some immigrant communities in UK and other Western countries. Although some parents are beginning to stop FGM as a family ritual for alternative rituals and rites of passage that are not physically abusive, and are instead empowering and affirming, some still adhere to the old FGM practices.



mojatu.com
MEDIA - DESIGN - PRINT

Facts and figures

- Over 130 million girls and women have been affected globally with 3 million girls in Africa at risk of undergoing it each year
- 137,000 women and girls living in England and Wales have undergone FGM
- **In Nottingham alone over 200 new cases are reported every year**
- Since 2008, around 1.5% of all women giving birth in England and Wales had undergone FGM, of which 60% originated from the Horn of Africa
- 60,000 girls aged 0-14 were born in England and Wales to mothers who had undergone FGM
- FGM is illegal in the UK and carries a maximum prison sentence of 14 years.
- It is an offence for anyone to perform FGM in the UK or to arrange for a girl to be taken abroad for it

The continuing cases of FGM are made worse by lack of understanding by the public and the professionals such as nurses, doctors, police, judiciary and care professionals who are unable to identify FGM cases or act to either prevent it from happening or support the victims. It is also prevalent due to the strong links most migrants still have with their culture, especially where integration is difficult and broader opportunities are limited by conformity to own cultural demands.

The Mojatu Foundation is a local organisation that works with African and Caribbean communities on media, health and education initiatives. The organisation has been passionately supporting action against FGM by reporting on and participating in FGM campaigns and supporting survivors.

Tuntum will be supporting the Mojatu Foundation in a number of ways including:

- Funding the planting of a tree to honour those who have suffered FGM over the past years and commit ourselves to joining the campaign to bring an end to FGM not just in UK but across the world
- Attending the International Conference in September (details below)
- Having leaflets and other information in order that support staff can begin to have more in depth conversations with service users, and then signpost them to Mojatu for further specialist support

International Conference: End FGM together.

Mojatu Foundation in collaboration with Nottingham Trent University brings local, national and international speakers and delegates together to explore the role of gender equality and women empowerment, religion, education, media, law, language, arts and culture in ending FGM. The conference will also explore the local services and support available to survivors.

Date: 3rd September 2015

Venue: Nottingham Conference Centre, Burton Street, Nottingham, Nottinghamshire, UK. NG1 4BU

Time: 9am-4.30pm

FOOD AND ALL DAY REFRESHMENTS WILL BE PROVIDED!

Order Tickets:

Online: <http://goo.gl/xvIGoh>

Phone: 0115 8457 009

Mobile: 077 9437 2214

Email: emily@mojatufoundation.org
or valentine@mojatu.com

Address: 167 Alfreton Road,
Nottingham, NG7 3JR

Ask homecare

In this occasional series, Homecare Plus is asked questions about how to ensure that you get the right care and support for you and your loved ones.

'I am not sure about having care; will Homecare Plus make sure that I have a regular carer?'

Yes, we will. Homecare Plus has the ethos that we are being invited into your home and who would want a different person visiting every day?

We pride ourselves on ensuring that when we are delivering care and support that there are regular carers – usually 2 or 3 depending on how many times a week we visit - that come to your home. This means that you are able to build a relationship with each other and work in partnership to deliver the care and support needed.

'What will happen if my regular carer is off sick?'

Homecare Plus recognises that from time to time carers are sometimes off work due to illness, annual leave, appointments etc., that is why, to ensure that there is continuity of care and support, that we ensure that we don't limit it to only one carer who delivers the support. We ensure that there are 2 or 3 regular carers that you know and that know you to ensure that any unexpected time off by a carer can be covered by someone who is not a stranger.

'Regular carers – that's great. Will Homecare Plus be able to find carers that can visit at the time we need them to?'

Homecare Plus operates 7 days per week, 365 days of the year delivering care and support from 7am through to 10pm.

The care and support we delivered is about the person so in partnership with you and your family, Homecare Plus will tailor make the package of care that suits your needs.

Homecare Plus visits can be from 30 minutes up to 6 hours and beyond. We can also arrange for overnight support to be delivered to meet your support needs.

'That's good to know but how do you ensure the quality of care maintained by your carers?'

Homecare Plus undertakes regular 'Spot Checks' on all carers delivering care and support in the community. This is where a Team Leader and or Homecare Plus' In-house Assessor and Trainer will observe a community

member of staff undertaking a care and support visit in your home. We will make sure that we notify you of the Spot Check in advance.

Homecare Plus also does monthly Courtesy Calls with a cross section of the people that we support in the community. This is where you are contacted by a member of the office based team to ask about the service that Homecare Plus is delivering.

And even though Homecare Plus has regular contact with you and/or your loved ones, we do an Annual Service User Survey which give you and your family the opportunity to give us feedback on the service we are providing.

'I have heard about the Care Act and the requirement for staff to be professionally trained - what training do Homecare Plus staff Undertake?'

All Homecare Plus community and office based staff have to go through mandatory training covering areas such as the Role of a Home Care Worker, Safeguarding Vulnerable Adults, Medication, Moving and Handling, Health and Safety are a few example

Homecare Plus has ensured that all staff – old and new - have a full understanding of the Care Act and the standards of the Care Certificate such as Equality and Diversity, Communication, Privacy and Dignity and Handling Information. We have done this by supporting staff to complete Care Certificate Standards Self Assessment tool which is enabling Homecare Plus to put together individual Personal Development Plans for all staff to ensure that their skills are fully up-to-date.

We pride ourselves on having an In-House Assessor and Trainer, Dean Foster which shows our commitment to delivering the highest levels of care and support to you and your loved one.

'That sounds great. Homecare Plus offers the care and support that I need. So what do I do next?'

It is as simple as contacting **Homecare Plus** on **0115 9113370** and speaking to any one of our office based staff for more information on any of the services that we provide or simply to discuss the care options available for you and/or a loved one.

Receive this newsletter in other languages and formats

If you would like this newsletter in one of the languages below or any other format, please contact us using the details at the bottom of the page.

إذا رغبت في الحصول على هذه النشرة باللغة العربية، الرجاء الاتصال بالرقم التالي: 916 6066 وسنعمل على تأمين ترجمة لك.

আপনি যদি এই নিউজলেটার বা সংবাদ বিজ্ঞপ্তিটি বাংলায় পেতে চান, তাহলে দয়া করে 916 6066 নম্বরে ফোন করবেন এবং আমরা আপনার জন্য এর অনুবাদের ব্যবস্থা করবো।

如果您想要這時事通訊用中文印版，請打電話 0115 916 6066，我們將為您安排翻譯。

اگر این "خبرنامه" را به زبان فارسی ترجیح می دهید، لطفاً با شماره تلفن 916 6066 تماس بگیرید و ما ترتیب تهیه ترجمه آنرا برای شما خواهیم داد.

Si vous voulez ce bulletin en français, S.V.P. appelez 916 6066 pour qu'une traduction soit produite pour vous.

अगर आप न्यूजलेटर हमने गुजराती भाषामें लेखना चाहते हैं तो 916 6066 नंबर पर संपर्क करें। हमें हमारा माटे आनो अनुवाद करवाना व्यवस्था करीयां।

यदि आप को इस न्यूजलेटर की हिन्दी भाषा में जरूरत है तो कृपा करके इस नंबर 0115 916 6066 पर फोन करें और हम आपके लिये इस के अनुवाद का प्रबंध कर देंगे।

شەر حەزەت کرد ئەم تەمەهەوآه بەزمانی کوردی سۆزانی دەستت کەوت، ئەوە تکایە پەيوەندیمان پێوە بکە لە ژمارە تەلەفۆنی 9166066 و نێمە کۆپیەکی وەرگیراو. بۆ زمانەکەت بۆ ساز دەکەین.

Se você gostaria de obter este boletim informativo em português, ligue para o 916 6066 e nós o traduziremos para você.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਨਿਊਜ਼ਲੈਟਰ ਦੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਜਰੂਰਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 916 6066 ਤੇ

ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਇਸ ਦੇ ਅਨੁਵਾਦ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦੇਵਾਂਗੇ।
Jeśli chciałbyś biuletyn w języku polskim, to proszę zadzwonić tel. 9166066 a my zorganizujemy przetłumaczenie.

Haddii aad u baahan tahay joornaalkan oo af Soomaali, ah fadlan soo wac telefoonkan 9166066 waynu kuugu turjumi karnaa afkaaga.

Bu bildirinin Türkcesini istiyorsanız, lütfen 9166066 'u arayınız, biz de Türkce tercümesini size tedarik edeceğiz.

اگر آپ چاہتے ہیں کہ آپ کو یہ نیوز لیٹر اردو زبان میں مہیا کیا جائے تو براہ مہربانی 9166066 پر رابطہ کریں، ہم آپ کیلئے اس نیوز لیٹر کو اردو میں ٹرانسلیٹ کر دینگے۔

Nếu quý khách muốn tờ Thông tin thời sự này in bằng Việt ngữ, xin hãy gọi đến điện thoại 9166066, chúng tôi sẽ sắp xếp phiên dịch cho quý khách.

engage:

Where do you read yours?

Show us your favourite place in your home where you read **engage** and you could win a £25 gift voucher of your choice.

We know Engage is a great read wherever you are but we want to see where you read it - it could be relaxing in your garden, over a coffee in kitchen or lounging on the sofa (but please don't send in photos if you read it in the bathroom!)

Entrants of the competition will be in with a chance of winning a £25 gift voucher of your choice. So send us a picture to [facebook.com/tuntumHA](https://www.facebook.com/tuntumHA) or email admin@tuntum.co.uk (and they will be uploaded to our Facebook) to be in with a chance of winning.

Terms and conditions: The closing date for entries is the 30th September and the winner, selected at random, will have their picture published in the next edition of Engage. If emailing entries please ensure you include your name and contact details so that we can contact you should you win. If submitting entries via Facebook please accept that we will use Facebook to contact you should you win the competition.



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