



The Hyde Group

Making a lasting difference



Celebrating Diversity, Promoting Inclusion

Annual Update 2011



Key Achievements 2010-11

Increased understanding of local communities and specific service needs

Proactive use of diversity information to deliver tailored services

Suite of training in place to **raise awareness** of diversity and inclusion issues

Improved communication with residents with access needs

Strengthened engagement with residents from diverse groups

Worked in partnership with residents to deliver **service improvements**

Provided support to residents through activities that enable social inclusion

Integrated diversity requirements in our code of conduct for contractors

Organised events to promote diversity and **celebrate difference**

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Bobby Davis



Yasmin Ahmed

A message from Bobby and Yasmin

The Hyde Group is committed to creating cohesive communities where diversity is recognised and respected, where people living in communities feel included.

This is no small undertaking when our communities include people of different ages, gender, race, beliefs and sexual orientation. Added into this mix are people who have learning difficulties, mental health issues, varying levels of mobility, sensory impairments, health related issues and financial problems – a truly rich tapestry.

All our staff whether working on planning, developing, delivering or supporting services – constantly strive to find ways to ensure that both diversity and inclusion are central to everything that they do for customers.

In this review you will find examples of work which demonstrates our ongoing commitment to delivering fair and accessible services and ensuring that our work on diversity and inclusion makes a lasting difference to people's lives.

Bobby Davis, Human Resources Group Director
Yasmin Ahmed, Head of Diversity and Inclusion

1: Understanding local communities – delivering accessible services

During 2010-11, we organised a number of activities to help us develop a better understanding of our customers and their service needs. This information has enabled us to plan and deliver services that are accessible and tailored to customers' needs.

1.1 The Hyde Resident Census 2010

The 2010 Hyde Resident Census helped us to understand the services most needed in each neighbourhood where we provide housing.

The information residents provided helped us to identify:

- ▶ Tenants who might be vulnerable due to age, disability, harassment, financial hardship or other circumstances.
- ▶ Neighbourhoods with high levels of repairs.
- ▶ Households which were overcrowded or had more space than they needed.

Actions we've taken with the information:

- ▶ Used it to help design a new approach to managing our neighbourhoods.
- ▶ Used it to help agree our Local Offers.
- ▶ Used it to contact potentially vulnerable households and find out what, if any, support they might need.

1.2 Improving communications with residents with special needs

In Summer 2010 we carried out in-depth interviews with 21 of our residents known to have special communication needs.

Residents told us:

- ▶ We need to make sure that all of our staff are aware of and understand the importance of communicating with people in different ways, so that staff always identify and use the appropriate method for every person, every time.
- ▶ We need to keep better records about our residents' communication needs and make sure that we update our records regularly because conditions and circumstances can change.
- ▶ We need to be consistent in using the right method of communication.

Actions we've taken:

- ▶ Introduced a new Accessible Communications' Policy to make sure staff know what to do when someone needs a tailored service.
- ▶ Created new training courses for staff about specific conditions.
- ▶ Incorporated examples from the resident feedback into the customer service training that all 400 of our frontline customer service staff participated in during 2010.
- ▶ Hyde Minster acted as a pilot for the Group. They signed up to the RNID's Louder than Words Charter. The aim is for the rest of the Group to sign up using the learning from Hyde Minster's experience.
- ▶ Updated residents' records using information obtained in the 2010 Hyde Resident Census.
- ▶ Made sure that staff understand the importance of regularly updating residents' records.
- ▶ Reviewed and improved our processes for large scale mail-outs to make sure that residents get their information in the correct format consistently.

1.3 Acting on resident feedback on rent and service charges

In January 2010, resident focus groups and a postal survey helped us find out about the services we provide for rent and service charges.

Residents told us that:

- ▶ They needed more information about their service charges.
- ▶ We should include in their service charge statements easy to understand information about how the amount has been calculated.

Actions we've taken:

- ▶ We've produced an information booklet called 'Your Service Charges Explained'.*
- ▶ We've developed a customer-friendly service charge statement.

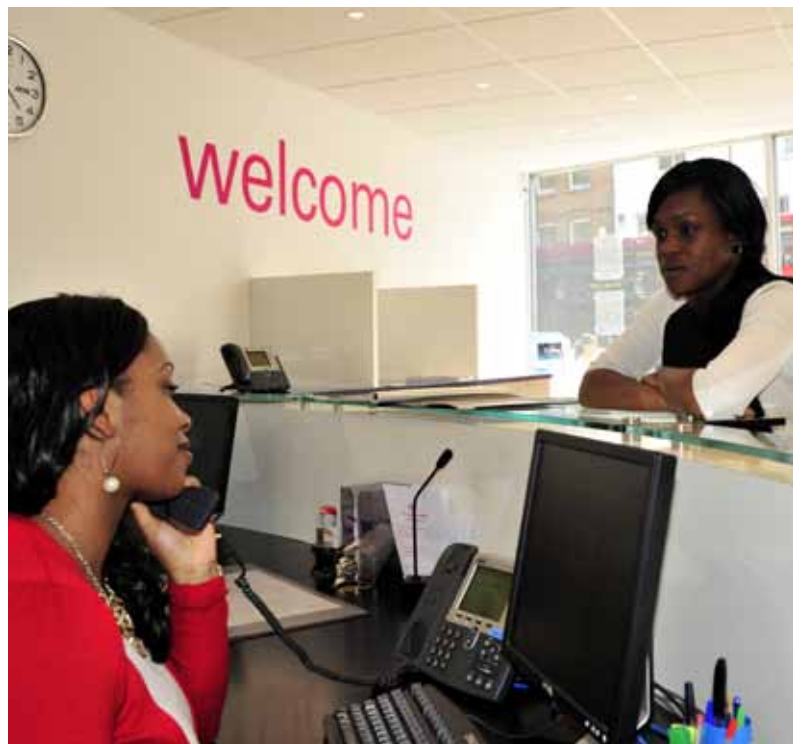
**In a recent survey, 70% of tenants said they're happy with the booklet.*



Resident and staff from LimeTree House.



Hyde's Customer Service Team at work.



Hyde South East resident visits her local office.

2: Strengthening Resident Engagement

We have integrated diversity and inclusion into our “Residents Matters” Strategy. Our focus is to strengthen our engagement with residents through a number of targeted activities such as events for younger people, older people, ethnic minority groups, families and those with a disability.

2.1 Residents’ Matters

Based on discussions with over 1,000 residents, The Hyde Group created its three year strategy called Residents’ Matters.

The strategy aims to:

- ▶ Remove barriers and increase opportunities
- ▶ Improve effective communication
- ▶ Enable residents to influence services
- ▶ Offer training and support to residents
- ▶ Create a resident focused culture; and
- ▶ Offer effective, efficient and value for money services.

Removing barriers and increasing opportunities for involvement for residents from diverse groups is a key part of Residents’ Matters. We want to create more opportunities for residents to get involved in a way that suits their individual circumstances.

We will be actively encouraging residents from diverse communities and under-represented groups to get involved, in particular residents between the ages of 18 and 34. This will be achieved by working with our younger involved residents to create a Young Adult Engagement Strategy and creating new and innovative ways to share views.

2.2 Residents shaping the Local Offer

On 4 July 2011, the Hyde Group made some very important changes to the way that it works – we now have Core Operations. Our new way of working means we can make sure we provide the same consistent level of excellent service to all of our tenants, residents and customers no matter where they live. We know this hasn’t been happening and our tenants, residents and customers have told us that this needs to change. Core Operations are the services needed by everyone. These are:

- ▶ Customer Services
- ▶ Corporate Complaints Resolution Team
- ▶ Income Services
- ▶ Leasehold Services; and
- ▶ Service Charges

However, there are other services that are important for us to provide locally. What these need to be varies from area to area, so in preparation for the big changes that would be made, discussions were held in each local area of the business with our tenants, residents and customers, so that they could tell us what was important for them to have locally.

They then helped us shape the particular services that would be needed in their local area and decide how best to provide these.



Northside RAC members talk to Resident Engagement staff at an information day in Islington.

2.3 Resident Assurance Committee – power in partnership

Residents told us they wanted to have more to challenge and influence the way housing services are delivered locally. So, in January 2011 we introduced a pilot to change the way we work with our residents in one of our neighbourhoods, Hyde Northside. We simplified the out dated resident involvement structure and introduced a resident led Resident Assurance Committee (RAC).

The changes were made after formal discussions were held with resident Estate Board members (on all four estates) and independent members from the Hyde Northside Community Board. The pilot is expected to be complete in July 2011, when a full review will be undertaken.

Based on the successes at Hyde Northside and feedback, the pilot has reshaped how RACs will be established in other areas of The Hyde Group; where local variations are being considered to make the RACs effective. This means a detailed application and selection process for Committee members which will ensure diversity of members and represent the geography of the area.

It is expected that a total of eight RACs will be set up across The Hyde Group by 2013 in partnership with resident and independent representatives.



From left to right: Northside residents Maud Philips, Dolly Gamby, Frances Byrne, Doris Hester and Jean Willson celebrate the launch of Residents' Matters, Hyde's new Resident Engagement Strategy.

2.4 Hyde's Design and Quality Panel

As well as being a Registered Social Landlord, The Hyde Group has a Development Team that helps us build new properties to increase the number of affordable homes available for people.

The Development Team has set up a Design and Quality Panel, to make sure that all new development projects support the needs of all future residents in terms of social inclusion and diversity.

The Panel assesses the suitability of developments for people with a wide range of personal requirements, as well as ensuring they'll meet the needs of the community as a whole by having community facilities, employment opportunities, and easy access to public transport networks.

This year, resident representatives will be invited to join the Panel to make sure their voices are clearly heard and their views influence decision-making about new developments.



The Resident Inspectors receive their Chartered Institute of Housing Level 2 certificate at an awards ceremony.

2.5 Involving residents in service inspections

To make sure that we're keeping to our Service Promise, inspections are carried out by a group called Hydewide Residents' Eye (HRE) four times a year. The inspectors include Hyde staff and residents.

To further develop our resident inspectors' skills, we offer them the opportunity to study for the Chartered Institute of Housing Level 2 certificate in Resident Quality Inspections. In 2010, four residents successfully completed this course.

"[The Chartered Institute of Housing course] has given me a good understanding of housing and encouraged me to improve my skills further and to get more involved."

Resident, Hyde Minster

2.6 Young people have their say

We have young residents living in our homes. They're one of the groups who don't tend to get involved in their communities and views of them within their communities tend to be negative – they're often thought to be a nuisance. The Hyde Group is trying to change this view by finding ways to involve our young residents more.

Over the last 12 months a variety of methods have been used on the Bird Estate in Eastleigh to help our younger residents become more involved and have their say:



- ▶ Face-to-face discussions.
- ▶ Used a Youth Bus drop-in centre where music was played, pizza was available and which was kitted out with games consoles. Young people could visit the bus to air their views about Hyde and what services they expected from their landlord.
- ▶ Created a special graffiti wall which young residents could use to express their opinions.
- ▶ Provided flipcharts for children so that they could write down their views.
- ▶ Worked with a young resident representative to act as the spokesperson for young people on their estate.

As a result of our actions:

- ▶ We now have a group of young residents to work alongside the Residents' Association – a positive outcome which is helping to develop closer intergenerational relations.
- ▶ One resident who had previously complained about children on the estate became keen to be involved in the Residents' Association.



Sharing their views – young residents on the youth bus.

- ▶ Involvement from a previously under-represented group of residents means that we can now work towards reducing complaints from adults about nuisance from the children. This will result in both adults and children being more at ease in their community and with each other.
- ▶ Younger residents are now looking at contacting external agencies such as the local council to find out what other services/activities can be provided for them in their local area.
- ▶ The Hyde Group has contacted the local council about the issues raised by the children and we're now in the process of discussing new play areas and sports facilities for the estate.
- ▶ Adult and younger residents would like to work together to hold street events to build better relations with their neighbours and bolster the community spirit.

- ▶ We're looking at implementing suggestions put forward such as community-based football challenges between young residents and Hyde staff with the winning team going on to play teams from other estates. We're also hoping to establish football teams across several estates to play in a mini-football league which will go some way towards providing the sports activities young residents have requested.
- ▶ We'll be touring our communities later in the year with a diary room like the ones used in Big Brother to get more young people's views.



Young Hyde Martlet residents have their say with the Red Bus Project.

3: Raising awareness of diversity issues

During the last year we have strengthened our Diversity and Inclusion training programme. This now includes a suite of courses targeted at addressing the different training needs of Board members, staff, customers and our contractors to make sure that they are equipped to consider our residents needs and aspirations and address them when delivering services.

3.1 Diversity awareness workshops for staff, Board members, resident leaders and contractors

All staff have now received Diversity and Inclusion training. This training is now an integral part of the Induction process and revolves around core issues of putting Diversity and Inclusion into practice in a range of practical situations.

The majority of training for Group Board Members and Operating Board Members, focusing on how they can drive our Diversity and Inclusion strategy forward through leadership and effective scrutiny, has now been completed.

Training for repairs' operatives at Hyde Martlet has been piloted and we're now working on arranging training for external contractors.

Similarly, training for resident leaders is being conducted, focusing not only on their responsibilities, but also on the way in which diversity and inclusion can be used as a resource by them to challenge us to become an even better at delivering appropriate services.

One of the ways of empowering residents has been to provide information on the role of 'equality analysis' formerly known as Equality Impact Assessments and half-day training sessions are continuing to run for staff on this important area of work.

3.2 Using Equality Impact Assessments to plan service improvements

When we look at new or existing policies, strategies and services we have a responsibility to identify what effect or likely effect they will have on different groups within our communities. Where there are possible discriminatory aspects, we must then try to remove these or put safeguards in place to reduce their impact.

During 2010, we completed a review of 18 of our Housing Management policies covering a range of service areas including gas safety, accessible communications, rechargeable repairs, hate crimes and mutual exchanges. Each policy review included an Equality Impact Assessment.

To make sure that all of our staff are equipped to consider our residents' needs and aspirations in terms of our service delivery, we provide training courses and have also developed an Equality Impact Assessment toolkit.

Eight residents from the Hyde 5000, a panel of involved residents, have been trained to carry out Equality Impact Assessments on Hyde's policies and procedures. They started last year by checking Hyde's new Resident Engagement Strategy, Residents' Matters, and have volunteered to help us with future documents. Using Equality Impact Assessments for policy or service reviews helps to ensure that our services meet the needs of all of our customers and that we provide services in a way that is fair and accessible to all.

"Hyde must ensure they're offering the same opportunities to everyone no matter where they live."

Angie Wait, Hyde South East resident and Hyde 5000 member

4: Promoting social inclusion

People can feel isolated for all sorts of reasons. Here are a few examples of ways that The Hyde Group has worked to promote social integration and community cohesion.

4.1 Working with our older residents

There are various groups and forums available in different parts of Hyde providing integration solutions for our older residents. Examples include:

- ▶ Coffee mornings, exercise classes, arts and crafts classes, community lunches and museum trips for the over 55s living in Hyde Southbank.
- ▶ Separate monthly coffee mornings with activities that have included hand and arm massages, Nintendo Wii exercises, silver surfing, an advice surgery and quiz afternoons for Kender Older Residents and Pepys Older Residents (both of these groups of residents live in Hyde South East).
- ▶ An Older Persons' Forum in Hyde South East who meet quarterly to discuss Hyde Services for older residents.
- ▶ A monthly over 55s' group in Hyde Northside who meet to develop new skills and have local service providers such as Time.

These activities enable us to:

- ▶ Transform residents' social lives – they feel valued and a part of their community.
- ▶ Provide residents who aren't able to travel on their own with a chance to join in with outings.
- ▶ Provide fun for everyone.
- ▶ Help to form friendships.
- ▶ Provide older residents with a chance to be involved in consultation activities about Hyde services.
- ▶ Develop a much needed networking opportunity.

4.2 Viva Espana!

Where English is not the first language it has led to Spanish and Portuguese speakers living in Hyde Southbank coming together for meetings and events.

As a result of these activities:

- ▶ Spanish and Portuguese speakers treat each other more like family now, rather than as strangers or neighbours.
- ▶ Their confidence has increased and they feel that they can approach Hyde with ease. They have a voice in service provision.

"I am really pleased Hyde decided to hold a meeting in Spanish, I feel more comfortable and able to share my views in my own language."

Nelly Colorado,
Hyde Southbank resident



Hyde runs a meeting for Spanish and Portuguese residents in their language so they can get involved.



Hyde Southbank Stockwell Gardens residents lunch in style.

4.3 Sisters are doing it for themselves

Bringing together East African Women from Eritria, Ethiopia and Somalia living in Hyde Southbank is helping to break down social isolation for this group of women. Residents from each East African state played a crucial role in the development of activities for this group within their community.

They hold regular meetings, coffee mornings, weekly exercise classes, fund raising activities and recently, they successfully planned and held their first event which attracted over 200 people from their community.

These meetings have helped to:

- ▶ Increase the confidence of the women.
- ▶ Create a place where they can come together in comfort and speak about what's important to them.
- ▶ Help the women to make new friends.
- ▶ Provide an opportunity to learn new skills.
- ▶ Create a change to the usual routine.
- ▶ Enable the women to approach Hyde with ease.



Above: Hyde South East resident at a training session. Hyde provides opportunities for residents to learn new skills.



Many residents get involved in events across The Hyde Group.

4.4 Getting the know-how

Computers are becoming a bigger part of everyday life. If you don't know how to use them, it can act as a barrier to inclusion.

Across the Group we are tapping into local training opportunities to help residents learn computer skills.

Residents at one of our sheltered schemes, in Bosham near Chichester, completed a 'Get Digital' computer course this was thanks to a £2.8 million government-funded programme which aims to help 8,000 older people in sheltered accommodation in England become more comfortable using computers.

“The course has definitely brought people together. Even those who didn't think they could ever conquer computer literacy discovered they could pick it up. There's a sense of camaraderie amongst the residents and they are enjoying keeping in contact with their families and friends.”

Scheme Manager, Hyde Martlet



East African Sisters group get together for a coffee morning.

4.5 Reaching out

One of our Value Added Services, Hyde In Touch, extends support to 420 individuals at any one time in the East Essex area through a range of services including a client forum, a book club, a confidence club, a healthy eating club and a job club.

All of these services are led and run by customers. Through the client forum our customers identified other services that would meet not only their own needs but those of customers who are socially isolated and marginalised by their community. A drop-in service is also provided across the region and in a range of locations.

How it helps:

- ▶ Many of our customers have been able to grow in confidence through their involvement in the client forum.

One example of this is that they have set up and now run a confidence club for other customers, and another example is that they promote the client forum's work within Essex.

- ▶ We've been able to include customers within our workplace – two volunteers come to the office on a regular basis to carry out feedback questionnaires with customers who no longer need to use our service.
- ▶ Support can be made available in a way that enables us to reach individuals who may not be able to access services easily, such as people who don't speak English as a first language, people who are socially excluded, or who have mobility problems and groups of people who don't tend to get involved with services, such as young people.

4.6 Activities for young people

During the past 12 months Hyde South East (HSE) has focused on providing a number of activities for young people to promote inclusion and social cohesion these include:

Youth Panel Facebook – Young residents in Kent joined up with the Youth Panel Facebook page.

Hughes Field and Henrietta

Half-Term Project – Activities included football, pool and table tennis, website design and dancing. One-to-one support was given to young people with learning disabilities.

Brookhill Street Dance Project –

A 15 week project to promote cohesion, which was extended due to popular demand.

Youth Panel Weekend away – Young people from London and Kent attended an adventure Away Day to encourage team working and confidence building.

Young Mayor scheme – A Hyde resident was appointed as the Deputy Young Mayor for Lewisham.

Youth Panel Canoe trip – Young people and three parents spent the afternoon learning how to canoe at Danson Park to develop new skills and hobby interests.

Ahoy Centre Sailing Taster Course – Young people gained basic understanding of boat handling techniques and emergency equipment and precautions. Each person was given a certificate on completion of the session.

Youth Perceptions Filming project – The HSE Youth Panel undertook a project to research negative perceptions of youths in adults. They interviewed older residents on film and looked at positive examples. They then produced an article for the residents' magazine, HydeLife, and delivered a report to The Hyde Group.

Youth Panel – Making a Difference Event – Young people attended an event to highlight positive aspects of youth. They took part in team building and confidence building workshops. The Young Mayor gave a speech at the end of event.

4.7 Hyde Martlet Accessibility Group

In Hyde Martlet, Chichester, we have set up an Accessibility Group.

Members of the group have helped us to:

- ▶ Learn more about what's important to our residents who have particular needs and or disabilities.
- ▶ Carry out Equality Impact Assessments.

4.8 Hyde In Touch Diversity and Inclusion Group

Hyde In Touch has a Diversity and Inclusion group, which started in April 2010. Two of its members are service users.

The Group has supported us in a number of ways:

- ▶ Helped to create the Hyde In Touch Diversity and Inclusion plan, and now monitors progress towards meeting the objectives within the plan.
- ▶ Contributed to work on Equality Impact Assessments and kept under review any actions arising from them.
- ▶ Made suggestions for changes to policy and practice.
- ▶ Put together and promoted a programme of events, workshops and briefings to celebrate diversity.



Young residents enjoy a canoe trip.

4.9 Bridging the age gap

We support Intergenerational projects to bring residents together. A few examples from around the Group are:

- ▶ Weekly cookery sessions at Sutton Court , a sheltered housing scheme in Peterborough for residents of 55 years and over and a group of local youths. The aim of this project is for Sutton Court residents and the young people's group to cook various foods from around the world every week. The group intend to develop a cookery book based on their favourite recipes which will be sold to provide funds for projects at both Sutton Court and the young people's group.
- ▶ Indoor bowls and Wii-fit matches between residents from a sheltered housing scheme in Peterborough and children from a local school. The older residents thoroughly enjoyed the opportunity to learn from the young people how to use the controllers and to understand the rules of electronic games.
- ▶ A six week project bringing together 12 students aged between 14 and 15 years of age with 12 mature residents who are part of a needlework group on the Roundshaw Estate in Wallington, Surrey. Activities included mature students sharing their needlework skills and stories about how things used to be in Roundshaw and the youngsters showing mature residents how to make smoothies and how to send text messages as well as introducing them to the world of abbreviated text meanings.

These activities have given old and young people an opportunity to mix with each other and learn skills from each other.

4.10 Managing and supporting victims of anti-social behaviour

The communities where our residents live are diverse and we respect and value the differences of individuals who live within these communities. However, at times, some members of a community don't respect and value their neighbours and their anti-social behaviour (ASB) causes a great deal of distress to their fellow neighbours.

We never underestimate how much courage it can take for someone to report problems that they're having with their neighbours and so The Hyde Group aims to create an environment where victims and witnesses can feel confident and safe to come forward and know that they'll be supported throughout the process of investigation and whilst any necessary actions are taken. Reports are dealt with promptly and we make sure that both victims and witnesses are regularly kept up to date with progress.

A range of ways to report ASB already exists, but we continue to explore new ways that are easy and convenient for all of our residents to use.



Hyde Minster's Sutton Court residents young and old attend a cookery session.

4.11 Supporting residents – improving life chances

Ten years ago, a resident who had lived in one of our homes for 11 years, suffered a serious back injury. This led to them becoming unemployed and despite tireless efforts they struggled to return to the work place.

The resident decided to become involved with their local Residents' Panel and over time, they became the Panel Secretary. Their contribution to their community didn't stop here though, they became heavily involved in shaping resident services both at a local and Hyde wide level.

Examples of their work include:

- ▶ Sitting on the local and regional editorial panels for resident magazines.
- ▶ Taking part in staff interview panels.
- ▶ Planning for resident events such as summer fun days and Christmas parties.
- ▶ Sitting on the Area Residents' Panel, which scrutinises, monitors and influences services in their area.
- ▶ Acting as a representative for the Resident Operations Committee.

In an attempt to access formal employment, the resident became involved with Hyde's Information, Advice and Guidance service. With Hyde's encouragement and support, they enrolled at college to study for a NVQ Level 2 in Child Care and have since gained employment as a Play Worker in a local crèche.

Building on this success, the resident, with growing confidence and faith in their own ability, studied for and passed their Maths

and English GCSEs in June 2010, and then enrolled for the NVQ Level 3 in Child Care as well as enrolling on a Child Psychology course and completing a number of other short courses related to their Child Care role.

“I wanted to get back into work for a while, but because I had been out of work for so long I didn't have much confidence and I didn't really know how to go about getting started.”

Resident, Hyde Martlet



Resident Inspector Joyce Dawkins talks to a resident in Hyde Minster.



Hyde Martlet resident Charlie James (left) is shortlisted as Young Tenant of the Year at the TPAS Awards earlier this year.

4.12 Every community needs a Charlie

Charlie James is a 15-year-old Hyde Martlet resident who lives in a general needs property with his family. Despite studying for his GCSEs and playing for his local basketball team, Charlie has still managed to find the time to help The Hyde Group improve both his community and the lives of his neighbours.

In the closing months of 2010, Charlie became involved with Hyde Martlet's Local Service Offer consultation. He contributed interesting and useful insight into what 'local' means to our younger residents and what services they would like us to provide. Charlie also organised a discussion event which provided a wider group of young people with an opportunity to tell Hyde Martlet exactly what they wanted from their landlord and from other external organisations.

Like many of the young residents in his community, Charlie identified two main problems. Firstly, there wasn't enough for children to do in the area due to a lack of safe facilities, and secondly, intergenerational problems on the estate meant that children often felt victimised and threatened.

He then took it upon himself to act as the unofficial spokesperson for the young people in his community, actively seeking to improve the relationship between Hyde Martlet and residents as well as relations between adults and children. Charlie was quick to realise that in order to bring about community cohesion, both children and adults needed to be educated on how the other group felt and understand each others' concerns. Thanks to his work his local community now has a Youth Forum that works alongside the Residents' Association. As a result, relations between adults and young people on the estate have significantly improved.

Charlie's hard work has led to other young people in the community also feeling confident enough to contact us regarding services, to contact external agencies and to seek improvements for their community. These are massive steps towards building a community which will work together to look after one another and their estate. We are pleased to announce that Charlie was shortlisted as 'Young Tenant of the Year' at the Tenant Participation Advisory Service (TPAS) Awards earlier this year.

Thank you Charlie for making a lasting difference.

5: Supporting vulnerable residents – providing a tailored service

People can be vulnerable for a variety of reasons. Part of our work is to recognise vulnerable residents and work with them to make them secure.

Case Study

A tenant with learning disabilities living alone had fallen behind with their rent payments

Their Housing Officer:

- Helped the tenant put in a claim for back payment of their Housing Benefit.
- Arranged for support for the person from a Support Officer working for Mencap.

Case Study

A tenant living alone, failed to respond to letters and was not letting any callers into their flat until they received Court documents

Their Housing Officer:

- Helped the tenant to complete the relevant claim forms to receive a payment for the amount of financial support that they were entitled to, but had not claimed.
- Accompanied the tenant to their local Health Centre so that they could register as a patient, which led to a doctor diagnosing that they had severe depression and placing them on medication.

Case Study

Information was provided to us by the police that four 10 litre petrol drums were being stored in the back garden of one of our properties. A visit to the three-bedroom adapted property which we had provided to a person with a disability led to the discovery that this person was now living in a nursing home permanently and that the property had been sublet

The Hyde Group reclaimed the property and were able to provide a much needed suitable home for a single parent with Multiple Sclerosis and their family who up until this point had been in a one-bedroom flat. They had been waiting for 11 years for suitable accommodation.

Case Study

A tenant who didn't have a good command of English and with high rent arrears

Their Housing Officer:

- Arranged to have the letter translated into the tenant's first language, with the assistance of Language Line, to make sure that the tenant understood the seriousness of their failure to make payments and what actions would be taken if they didn't settle their arrears.

6: Making a lasting difference

We support our residents by providing activities and programmes that aim to increase opportunities, help achieve aspirations and make a lasting difference, both for individuals and for neighbourhoods.

6.1 Journeys into jobs – constructing a future

Islington young people along with young people from all over London aged 16 to 25, not in employment, education or training and who were interested in a career in construction, were given a taster course on the industry and the opportunity to apply for a Get into Construction course which was held at the Packington Estate in Islington.

13 young people were awarded places on the course – six were Islington residents and one of these was a Hyde resident. During the two week course they studied daily to gain the Construction Skills Certification Scheme (CSCS) card – a requirement for working on construction sites, learnt basic skills in bricklaying, plumbing and electrical, and learnt about careers and prospects within the construction industry, including potential job opportunities and apprenticeships.

The young people who took part also then received six months progression support by the Prince's Trust to help get them into employment, education or training.

6.2 Hyde Plus – adding value into the job search

Hyde Plus provides employment support to help residents get into work and improve their job prospects.

A 38-year-old resident whose first language wasn't English had been out of work for a year when they started working with our 'Jobs Plus' team in 2010.

The Hyde Plus helped the resident develop their CV and interview techniques. This included role playing and planning responses to interview questions, as well as focussing on slowing down their rate of speech and working on their pronunciation.

As a result of support from Hyde Plus:

- ▶ In October 2010, the person secured an interview and a temporary position with retail giants Marks and Spencer at their flagship Marble Arch store. After three months, they successfully applied for an internal vacancy having impressed their employers with hard work and commitment.
- ▶ The extra money has made a big difference to family life and being in work for the past six months has given the person even more confidence. They now plan to apply for a place on the Marks and Spencer graduate management programme.



At a Money Advisor Awards Ceremony: (from left to right) Puck Markham, Founding Director of Community Money, Julia Johnson, Hyde's Head of Resident Engagement, Mrs Oransaye and newly trained resident Money Advisor Gina Oransaye. The money advisors have been trained and supported by Hyde Plus to assist residents with financial queries and concerns.

Case Study

A proud 75-year-old Grandparent, unused to asking for help, with guardianship of their 3 grandchildren (aged 16, 15 and 11) who was unable to make their mortgage repayments

The Housing Officer:

- Arranged for Property Services to assess the front and back doors as they were a poor fit and letting in cold air.

- Arranged for the Community Engagement team to provide a laptop for the grandchildren to help with their homework.
- Obtained a grant from the grandparent's former professional body.
- Obtained a grant to help fund a trip away for the family.

Case Study

Mother and Father with four children. Father is terminally ill and the oldest child has severe learning disabilities and mobility difficulties. Occupational Therapist (OT) assessment of oldest child recommended that a wet room was needed. The family ideally wanted to keep their existing bathroom, but have a shower fitted. The quote that had been provided by Property Services meant that the request would have to be placed on an 18 month waiting list.

Their Housing Officer:

- Liaised with a Hyde In Touch contractor (Hyde In Touch is one of our Value Added Services) who, within one week, provided a much lower quote, this meant that the work could be ordered immediately.

The family was ecstatic when the Housing Officer visited them again with the good news, as it meant that their son would at last be able to shower independently.

Case Study

A single parent with a 16-year-old son who had been diagnosed with Attention Deficit Hyperactivity Disorder (ADHD) and who had started to become involved in ASB on the estate. The parent was struggling to juggle part time work with being a parent and caring for their elderly disabled parents who lived nearby. In addition, they were struggling with their finances and with getting repairs done to their property.

The Housing Officer:

- Helped the tenant sort out their repairs.
- Discussed the tenant's finances and identified some areas where they could save money, for example, signed them up for a "Dual Fuel" discount with their current provider and referred them to Money Plus. This helped to arrange repayments on their outstanding debts to avoid accruing additional interest.
- Helped them complete an application so they could claim Tax Credits.

Next time the Housing Officer visited:

- All outstanding repairs had been completed.
- Hyde Plus had been in touch and a repayment plan was in place with the people that the tenant owed money to.
- The tenant had received confirmation that they would receive Tax Credits.

7: Understanding and celebrating difference

Cultural Diversity Groups and events which celebrate either specific cultures or the diversity of cultures within a community help to spread awareness of similarities and differences that exist. This leads to ignorance giving way to understanding. Here we have selected a few examples from around the Group which show our commitment to this goal.

7.1 Cultural Diversity Group

In Southampton, residents re-launched a Cultural Diversity Group.

“We can see that Hyde is making an effort and we’re confident this group will make good progress.”

Resident, Southampton

7.2 Maidstone Mela

In Maidstone, Community Engagement staff from Hyde South East mingled at the Maidstone Mela, a multi-cultural festival which was held in Mote Park.

7.3 Celebrating St Patrick’s Day

Residents of Stonebridge Estate in Brent, North London were treated to the very best of Irish hospitality, including story telling, exhibitions, traditional Irish music and cuisine at their first event to celebrate St Patrick’s Day.

“Everyone enjoyed the vibrancy of the Irish dancing and the whole day was uplifting, giving Stonebridge a boost.”

Resident, Stonebridge Estate



Hyde South East residents attend the Maidstone Mela.



Hyde Hillside residents celebrate St Patrick's Day.

7.4 Supported Housing Month – 15 November to 10 December 2010

Hyde In Touch, Brighton & Hove, celebrated its services. They opened their doors, inviting people to see for themselves the range of vital personalised support services available. The aim of Supported Housing Month was to remind everyone that for every £1 spent on Supporting People Services, Brighton & Hove saves £3.24.



Local events cater for residents of all ages.

7.5 Supporting People Providers' Forum – 16 December 2010

Hyde In Touch's Brighton Teenage and Young Parents' Services team showcased their achievements at Hove Town Hall. Since April 2009, the team has housed 29 young families, made up of 29 young mothers, seven fathers and 32 children. 68% of those supported moved into the private-rented sector, 16% returned to their family home and 16% moved into Local Authority accommodation via the HomeMove scheme. 52% of the current service users are in education, employment or training.

7.6 Black History month

At Stockwell Resource Centre on 28 October 2010, residents were put through their paces with music and dancing workshops, giving families a chance to experience the joy and dynamism of African culture first hand. The energetic dancers and drummers made sure that everyone got involved.

"Thank you for a fantastic drumming afternoon, it's the first time we've come to integrate with the community, as English is not my first language. Hyde's support has helped us to be confident and get involved."

Hyde Southbank resident who attended the event with their two children

Packington Tenants' and Residents' Association (TRA), Hyde Plus and Hyde Northsides Homes' Resident Engagement Officer hosted Packington Square's first Black History Month event during 2010 – also on Thursday 28 October. A speaker attended the event and a Caribbean buffet was provided with dishes that included jerk chicken, plantain, fried dumplings and salt fish fritters.

"This was a lovely opportunity for our local children and young people to come and learn about one another's culture, and have the chance to join in with the interactive activities that were on offer."

Senior Play and Youth Worker, Waterside

"I really enjoyed everything, the food, music and quizzes; it was a really nice event."

Resident and TRA Board member, Hyde Northside

Black History Month celebrations also took place at Hyde Hillside in October 2010. Around 100 residents attended an event which involved sharing information on black history, cooking and sampling national foods and music and dance performances.



Stockwell residents and staff celebrate Diwali.

7.7 Diwali Delight

Stockwell residents learnt how and why Diwali is celebrated by Hindu's and Sikh's across the world. They also enjoyed traditional food and drink, henna painting and younger guests were treated to face painting. Guests enjoyed a traditional Kathak dance from local residents, followed by a group performing Bollywood dances. Guests also listened to dhol (Indian drums) music. The ladies had a chance to wear saris (traditional Indian clothing) and had professional studio photos taken to remember the occasion. One lucky guest won a hamper full of gifts which included bangles, bindis, mendhi and a shawl.

"Thank you for organising the Diwali festival. I had a wonderful time and learnt something new. The entertainment was enjoyable, the food delicious and the whole atmosphere was warm and friendly."

Resident, Benville House,
Hyde Southbank

7.8 Eid Celebrations

On 21 September 2010, Hyde Southbank residents enjoyed an evening of Eid celebrations. Residents listened to a presentation by Omar Siddiqi, a lecturer, on how and why Eid is celebrated.

Residents were treated to a traditional meal, enjoyed henna painting and even had an opportunity to pose for a professional studio photos.

7.9 Cultural Diversity Celebration

Residents from South East London got together at the Power League football venue in Catford to celebrate cultural diversity. Activities included 'Zumba' (a popular dance exercise routine) music courtesy of a steel band from Deptford, displays of children's art work, demonstrations of African head wrapping and story telling. There were tasty treats from Turkey, India, the Caribbean, China and England.

The event was the brainchild of two members of the Hyde Youth Panel and the Edward Tyler Road Dreamscheme team. The Chair of the London Residents' Panel, helped them plan and organise the event and the Chair of Kender Residents Association and champion of the local community, jumped at the opportunity to host the event. The Chair of Kender Residents Association has always believed in the power of encouraging young people to express themselves.

"This was the perfect opportunity to help to build relationships between young and old and between different cultures."

Chair of Kender Residents' Association,
Hyde South East

"It was a wonderful community event. The two members of the Hyde Youth Panel did an excellent job bringing together people from different origins and cultures."

Resident and Chair of the London Residents' Panel

"I'm so proud of my fellow Youth Panel members. It's great to see people from different cultures coming together to just have fun!"

Hyde Youth Panel member, steel band member
and former Young Mayor of Lewisham

7.10 Stonebridge Elder Person's Christmas and New Year celebrations

The Stonebridge Older Persons' Forum (SOPF), held a Christmas/New Year's party for the eleventh year in a row at the Hillside Hub. The event included a three course meal, live entertainment, a variety of nostalgic music and a chance to win prizes by taking part in the ever-popular raffle. As always, there was an excellent turnout with over 130 residents coming along, as well as the Mayor of Brent, Harbhajan Singh, local councillors, and guests from Genesis Housing Trust and the City Bridge Trust.

"It was a fun event, and the entertainment and atmosphere was really good. We had a great time. Thanks for inviting us."

Senior Advisor, Age Concern, Brent, North London

"This event is one of the highlights of the year for SOPF. It's an extremely successful group that's gone from strength to strength under the leadership of its Chair. SOPF prides itself on helping older members of our community not feel lonely or isolated, and they certainly felt included on Saturday as they ate, sang, danced and caught up with old friends."

Resident Engagement Officer, Hyde Hillside.

7.11 Hillside Young Residents enjoy festive cheer

Over a hundred people joined in the fun on the Stonebridge estate when Hyde Hillside held its annual children's Christmas party at the Hillside Hub.

Everyone enjoyed good music, festive food, games, raffles and, of course, presents for all the children.

"Everyone had a brilliant time. We had a visit from 'Mother Christmas' this year and enjoyed lovely Christmas food, including turkey and cranberry sandwiches, mince pies and traditional Christmas cake."

Resident (and event organizer for the past five years), Hyde Hillside



A spectacular performance for Hillside residents celebrating Diwali.

Celebrating Diversity, Promoting Inclusion – Annual Update 2011

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Arabic

الاحتفال بالتنوع، الترويج للإشراك والاحترام – التحديث السنوي 2011

إذا كنت تريد نسخة من هذه الوثيقة مترجمة أو بتنسيق آخر كأن يكون بطباعة أكبر حجماً، أو بطريقة برايل، أو على كاسيت صوتي أو اسطوانة مضغوطة فيرجاء الاتصال على رقم 020 3207 2600

Bengali

বৈচিত্র উদযাপন, অন্তর্ভুক্তি উন্নীত করন - বার্ষিক সাম্প্রতিকীকরণ 2011

আপনি যদি এই নথিটির একটি অনুবাদিত প্রতিলিপি চান বা অন্য কোনও ফরম্যাটে, যেমন বড় আকারের মুদ্রণ, ব্রেইল বা অডিও ক্যাসেট বা সিডিতে চান, তবে অনুগ্রহ করে 020 3207 2600 নম্বরে ফোন করুন।

French

Célébrer la diversité, promouvoir l'inclusion – Mise à jour annuelle 2011

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Italian

Celebrare la diversità, Promuovere l'inclusione – Aggiornamento Annuale 2011

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Kurdish

پێرگرتن له جواوچۆری و هاندانی لهخۆگرتن – تازه کردنهوهی سالانه 2011

ئهگهر دهتهوێ ئهم بهلگه به زمان یان شیوازیکی دیکه بۆ تو ناماده بکهین، یان پێویستت به وهرگێری زارهکی هه به، تکایه به یوه ندیمان پتوه بکه.

Lithuanian

Švenčiame įvairovę, skatiname įsitraukimą – 2010 m. kasmetinis naujienų leidinys.

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Mandarin

感谢对多样化的认可，促进相互之间的融合 – 2011 年度更新

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Polish

Celebrując Różnorodność, Promując Integrację – Coroczne uaktualnienie 2011

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Portuguese

Celebração da Diversidade, Promoção da Inclusão – Atualização Anual 2011

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Punjabi

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ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇੱਕ ਕਾਪੀ ਅਨੁਵਾਦਤ ਜਾਂ ਕਿਸੀ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ ਜਿਵੇਂ ਕਿ ਵੱਡਾ ਫਿੰਟ, ਕ੍ਰੇਲ, ਆਡੀਓ ਕੈਸੇਟ ਜਾਂ ਸੀਡੀ ਦੇ ਰੂਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 020 3207 2600 ਤੇ ਕਾਲ ਕਰੋ

Somali

Dabbaaldegga Kala-duwanaanta, Abaabulidda Ka Qayb-gelinta – Casriyaynta 2011

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Celebrar la diversidad, promover la integración – Actualización anual 2011

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Turkish

Toplumda Çeşitliliği Kutlama, Katılımı Teşvik Etme – Yıllık Güncelleme 2011

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