

# People**FIRST**

The magazine for the residents of Pickering and Ferens Homes



## Residents at Broadway enjoying Mini Olympics!

Events & Activities for everyone

Happy New  
Home Mrs  
Watson!

5



New Homes  
coming soon

8



New  
Website

19





# Welcome from Claire



“Hello & a very warm welcome to this edition of People First! It is packed with news and updates, and opportunities for you to get involved.

In the middle section you will find out how we are performing across our services, and our annual report will also be available shortly which we are looking forward to sharing with you, and capturing our achievements, improvements and how we have learnt from your feedback – look out for this soon.

This edition shares the support we get from residents who volunteer

with us, and I want to take the opportunity to say thank you – we really appreciate your time and commitment.

I also wanted to say congratulations to Mrs Watson for her house move, making such a big change and sharing your story is inspirational, we hope you enjoy your new home!”

*Claire*



## Community NEWS

# Allotment Opening Day

On the 7th May the new Community Allotment was officially opened at Broadway Village, and we were joined by residents to see the transformation that wouldn't have been possible without the support and many hours of hard work given by our volunteers Gloria and Liz.

This new outdoor space is going to be a fabulous hub for the gardening club which you can find out more about by calling Claire Champlin on **01482 223 783**.



**pfh**  
PICKERING & FERENS HOMES

RESIDENT  
**CHRISTMAS**  
PARTY

**£9**  
Residents

**£11**  
Non Residents

**Goodfellowship Inn** Cottingham Rd, Hull, HU5 4AT  
Thursday 5<sup>th</sup> December 1pm – 5pm  
Raffle, Bingo and Live Entertainment

Book your tickets by calling  
**01482 223783**

Bookings taken over the phone by card

# Congratulations

## Congratulations to our volunteers Sheila and Sue!

Well done on passing your Level 2 Food Safety Course at Hull College! Your knowledge will help at the hugely popular Broadway Lunch Club.

Thank you for your commitment and dedication.



# Would you like to volunteer?

Both residents and non-residents can volunteer to support us. Volunteering is a fantastic opportunity to learn new skills, make new friends and spend some time each month making a difference to the local community.

You will receive relevant training to support you in the role and have lots of choice in where to offer your time.

*“Volunteering has made me feel better in myself and its good for your health and well-being. You can do as much time or as little time as you wish, to be a volunteer is great”.*

Find out more on our website [www.pfh.org.uk/volunteer-with-us](http://www.pfh.org.uk/volunteer-with-us) or call us on 01482 223 783

# Happy new home Mrs Watson!

Mrs Watson has moved house for the first time in her life, at 80 years young! We are delighted to hear how happy and settled you are in your new bungalow.



“My new bungalow is absolutely perfect! I kept putting the move off as it was a big change, and I was convinced that I wouldn’t settle anywhere else, but it is the best thing I’ve ever done. My legs don’t ache as much from going up and down the stairs and I know my daughter feels much better about my health and safety.

I’d tell anybody in the same situation as me to not worry about it and to put ‘your sensible head on’. This has been a great move for me. All my new neighbours are friendly, and the staff are lovely.”

## Get involved!

# Activities and Events for Everyone

Our latest events brochure for July-September features plenty of choice and opportunities to try something new, have some fun, be active and meet new people. We hope there is something for everyone, but if you would like to make any suggestions for future activities, please let us know by calling 01482 223 783 or emailing at [info@pfh.org.uk](mailto:info@pfh.org.uk)



Have you seen the new events calendar on our website? You can easily fill your diary and there is something to look forward to every day



# Abuse

## is never acceptable

Abuse against older people is a distressing reality that can occur in various forms, including physical, emotional, financial, and even neglect. It's a violation of human rights and dignity, often perpetrated against some of the most vulnerable members of society. In Hull and East Riding as in many other places, recognising the signs of elder abuse and knowing where to turn for support are crucial steps in addressing this issue.

**Abuse can take many forms, and it often occurs in situations where trust is abused, or dependency exists. Some common types of elder abuse include:**

### Physical Abuse

This involves the use of force that results in bodily injury, pain, or impairment.

### Emotional Abuse

This can include verbal assaults, threats, intimidation, or harassment, causing emotional pain or distress.

### Financial Abuse

This occurs when someone exploits an older person for financial gain or steals their money, property, or assets.

### Neglect

Neglect involves the failure to provide the necessary care, assistance, or protection to meet an older person's basic needs.

### Sexual Abuse

This involves any non-consensual sexual contact or activity with an older person.



**There is support available, in confidence. You can always speak with our team or scan the QR code for more information.**



# Welcome Aboard

**Allen Healand and Emma Whittles have recently joined the Board.**



Allen joined our Board of Directors in March 2024 and is a member of our Governance and Remuneration Committee. He is a Liberal Democrat member, the Hull City Councillor for the Sutton ward, and a Member of the Planning and the Economy & Environment OSC Committees.

Allen is also a Trustee of the Nunburnholme Trust.

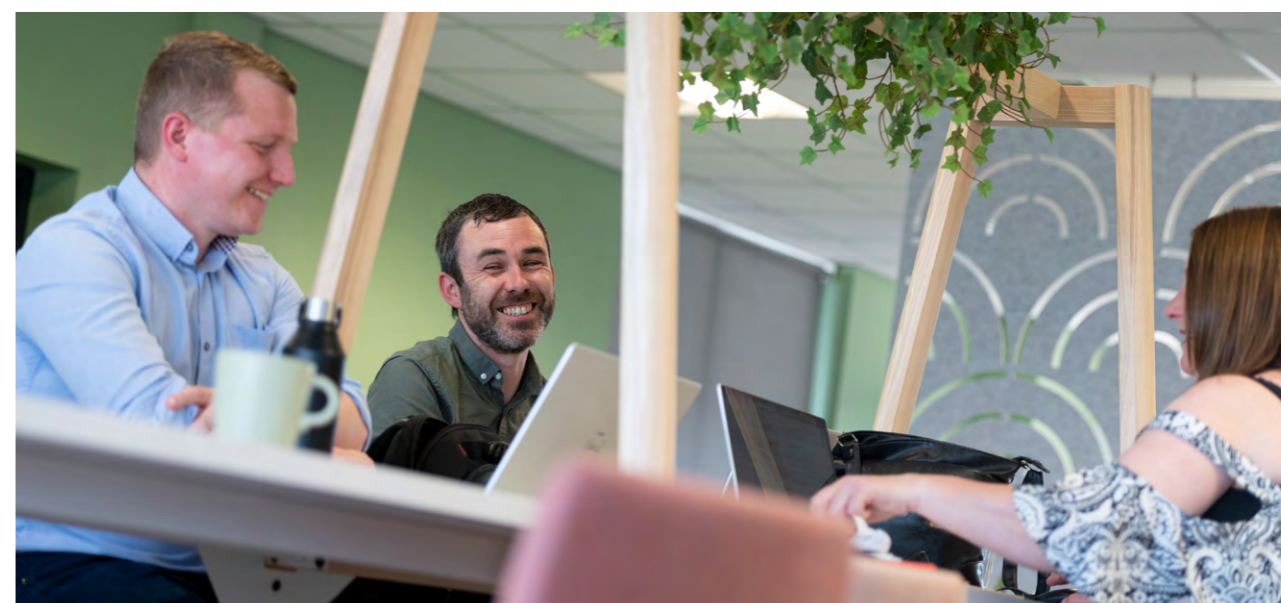
Emma joined the Board of Directors in May 2024 and is a member of our Governance and Remuneration Committee.

Emma is the Partnerships & Development Manager for Hull City Council's Neighbourhood & Housing Service.

Emma is a qualified planning and development surveyor and member of the Royal Institution of Chartered Surveyors and Chartered Institute of Housing with over twenty-four years' experience in the housing, planning and property industry.

**Find out more about our Board and the important role they play at**

**[www.pfh.org.uk](http://www.pfh.org.uk)**



# Engaging with our residents



**In the last 12 months through formal engagement opportunities, we've heard from 1,359 residents.**

This has ranged from surveys, to attending consultation events, Scrutiny Reviews, Quarterly Resident Meetings, Neighbourhood Walkabouts, Resident Committee meetings, Learning From Feedback Forum, Resident Health and Safety Forum and Board meetings!

We appreciate every interaction that residents take the time and effort to attend and add their voice to, which is used to shape and influence the services we provide.

**Some highlights from the past 12 month have included:**

- Five policy reviews
- 9 reviews through the Resident Health and Safety Committee
- Consultation and resident endorsement of PFH Connect
- Two scrutiny reviews totalling 30 recommendations for improvement
- Housing Ombudsman self-assessment for 2024

To continue our ambitions and ensure residents' voices shape how we do things, please contact us on **01482 223 783** or by emailing [info@pfh.org.uk](mailto:info@pfh.org.uk)

# Eco Champions



We are looking for bungalow residents who are passionate about the environment and in making the best use of energy to join us!

We want to plan, and make sure we have the best and most effective insulation, heating systems and controls in our properties and need like-minded people to support us on a journey to a greener future, you could be testing Infra-red heating, or new air source pumps and sharing your feedback. Please contact us if you would like to make a difference for the planet too!

**For more information about becoming an Eco Champion, please**

 email [info@pfh.org.uk](mailto:info@pfh.org.uk)  or call **01482 223783**

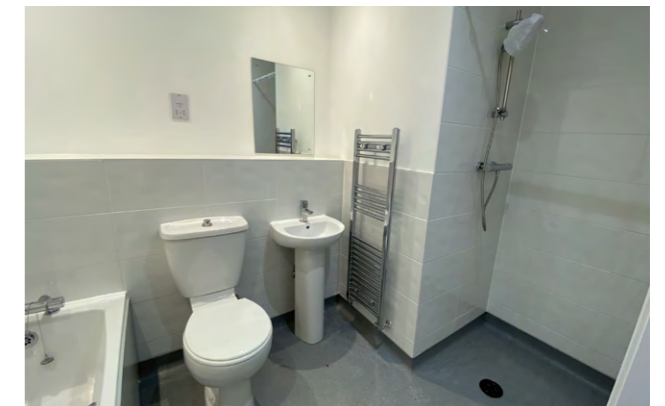


## New Homes at Padstow Close

**Coming Soon**

**This new development of 24 bungalows is on track for completion and will soon be brought to life as new residents move in.**

This £3.96 million project has been part funded by Homes England and has used resident feedback to make sure that they are as accessible and efficient as possible, including Solar PV and battery storage. We are committed to building as many new, high-quality homes as possible, and to be an organisation that people look on with local pride. **Scan to find out more about our properties.**



## Try before you apply!

*Tell your friends*

This great opportunity is all about giving people the chance to experience what it's like to live in a PFH+ apartment, without making any commitment. In other words, "Try Before You Apply!"

You can try out a PFH+ Apartment for three weeks, free of charge at Ada Holmes Circle if you are 60 or over, and experience what it's like and whether it's for you. You can take full advantage of the facilities, services, and activities on offer, without any commitment. If you like it, you can apply to live in one of your own!

**pfh**  
PICKERING & FERENS HOMES

**If you have any friends or family that would like to try this out, they can call on 01482 223 783 or email [info@pfh.org.uk](mailto:info@pfh.org.uk)**



## Refresh at Christopher Pickering Lodge

Christopher Pickering Lodge was built in 1991, this really is a wonderful home for residents.

We have recently refurbished the lodge with modern, fresh decor and furniture, spending over £125,000.

Residents have been involved in choosing new colours and themes, carpets, floor coverings and lighting, all of which create a warm and inviting atmosphere for everyone to enjoy.

### Roy, a new resident said

"It looks a lot better with the new decorating & the new furniture, I have been living here for 6 months now and settling in really well, there are lots of activities and lovely gardens too!"



## Staying in credit

It is important to keep your Weekly Maintenance Contribution (WMC) account in credit, and we can help if you have any concerns about paying your rent – or with the general increase in the cost of living.

Our dedicated team are here to support you with claiming benefits, budgeting and anything that can help with managing your finances, please get in touch with them by calling **01482 223783**.



# Grounds

# Maintenance

We know that having green spaces that are well maintained is important to residents. Our Grounds Maintenance Service includes grass cutting, shrub and hedge maintenance and the delivery of grass cutting to some private gardens.

Our contractor, OUTCO informed us late last year that they could not continue to deliver our services at the cost originally set out when they were awarded the contract, so we have been working with several specialist purchasing organisations to compare pricing with competitors, to ensure

value for money. Our findings were that other companies charges to deliver the same service were similar to the new costs that OUTCO were proposing.

For now we agreed to extend the arrangement with Outco for most areas for a one year period, along with some smaller local companies for some gardens/areas.

This will also allow us to use the insight from the resident scrutiny review of Grounds Maintenance to help support the future delivery of the service.

## Reporting repairs

If you need to report an emergency repair (such as unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home) you should call us on **01482 223 783** to speak to us urgently. If you call us within office hours, you'll be able to speak to a member of the Customer Service team. If you call us outside of office hours, your call will be diverted to an out of hours service for emergency repairs only.

**You can also report a repair on our website or through PFH Connect**

 [www.pfh.org.uk](http://www.pfh.org.uk)



# Help keep rodents away

Many of us like nothing more on a spring or summers day, than to watch the birds eat from the feeders in our gardens. But sometimes it can cause problems and on occasion – attract vermin or a high volume of larger birds, including pigeons and gulls. Here are some useful tips for responsible bird feeding, and to reduce the risk of attracting vermin:

- ✓ Always keep bird food at height – for example on a tall bird table or hanging bird feeders - do not scatter food on the ground.
- ✓ Don't leave any food out for foxes
- ✓ Install rodent-proof bird feeders.
- ✓ Clear up uneaten food at the end of each day, and don't over-feed.
- ✓ Store bird seed properly – in sealed plastic containers.
- ✓ Keep your garden and feeding areas clean.
- ✓ Feed birds ONLY with bird food – DO NOT leave your own scraps of food out.
- ✓ Do not place your feeders in communal areas – use your own garden only.
- ✓ If vermin are noticed – remove water sources and cease feeding immediately, and only recommence once you are confident the vermin are no longer present.





**During July we delivered ‘PFH Connect’ devices to all of our homes, making sure that you can keep connected with us.**

This digital touchscreen service that provides round-the-clock connectivity has been delivered through a partnership between Pickering and Ferens Homes and AlertaCall, pioneering a digital approach to housing services and making everyday interactions easier for all residents.

All residents will be able to take advantage of ‘PFH Connects’ many benefits, including resident information, reporting repairs, and keeping up to date with local community events and enrichment activities to support a fulfilled and happy life. Among the features is the additional option for residents to confirm their daily wellbeing through ‘OKEachDay’ which promotes human contact, reduces social isolation, and can ultimately save lives.

No Wifi is needed as each device has a SIM card, which means everyone can take advantage!

**For any more information please call us on 01482 223 783.**



### **New Applicant and Resident Data Processing Statement**

Following our scheduled data processing policy review; we have made some minor amendments to our data processing statement. This is how we use, manage and share your personal data. Please read the statement and contact us if you have any questions. **You can scan the QR code for more information, visit our website directly at [www.pfh.org.uk](http://www.pfh.org.uk) or call us to arrange for a copy to be sent to you.**



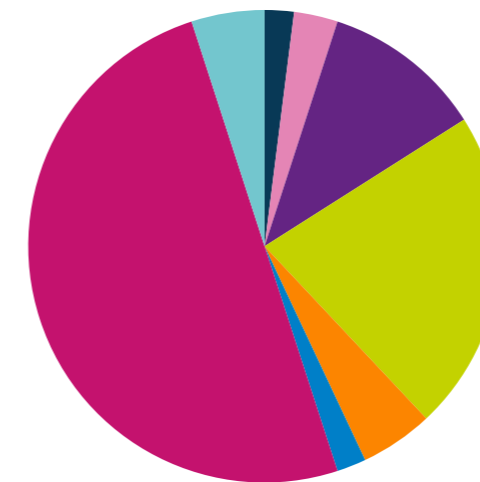
# How we are performing

as at end of March 2024

Between April 2023 and March 2024, we acknowledged **98.46% complaints** within timescales and **investigated 100% of complaints** within timescales.

**Complaints Stage 1**  
**68 complaints received**

**Complaints Stage 2**  
**5 complaints received**



### The complaints were about:

- Staff Conduct
- Delays
- Quality of Service
- Inaccurate Advice
- Contractor Conduct
- Incomplete Works
- Damage
- Breakdown in Communication

The Housing Ombudsman Service issued a new complaint handling code which came into effect on the 1st of April 2024. To prepare for this we have updated our policy and training guides. Our ‘Learning from Feedback Forum’ have been involved in these changes, along with the completion of the annual Complaint Handling Code Self-Assessment. Another requirement is that we publish an annual Complaint Performance and Service Improvement Report along with a response from the Board. The report, self-assessment, and policy and all available online at [www.pfh.org.uk](http://www.pfh.org.uk). If you would like a copy sending of any of these documents, please contact Customer Services on 01482 223 783.

**If you wish to make a complaint, or share any other feedback on our services, you can do so either by:**

- 01482 223 783
- [facebook.com/Pickering.Ferens](https://facebook.com/Pickering.Ferens)
- [info@pfh.org.uk](mailto:info@pfh.org.uk)
- [twitter.com/pfh\\_hull](https://twitter.com/pfh_hull)
- Pickering and Ferens Homes, 7 Beacon Way, Hull HU3 4AE



# Tenant Satisfaction Measures



Tenant Satisfaction Measures have been introduced by the Regulator of Social Housing (RSH) to assess how well housing providers are doing at providing good, quality homes and services.


We continually monitor our performance against Tenancy Satisfaction Measures and will be reporting on these quarterly.

By monitoring customer satisfaction on an ongoing basis, we can react quickly to any changes in satisfaction and ensure we keep improving services to our customers.

Please view our satisfaction and performance results as of 31st March 2024 below.

<b>89.90%</b> Overall satisfaction with our services	<b>95.60%</b> satisfied with repairs service	<b>92%</b> satisfied with time taken for repair	<b>96.30%</b> satisfied home is well maintained
<b>94.40%</b> satisfied home is safe	<b>87.80%</b> satisfied landlord listens	<b>91.30%</b> satisfied landlord keeps tenants informed	<b>92.70%</b> satisfied landlord treats tenants fairly
<b>47.50%</b> satisfied with complaints handling	<b>75.70%</b> satisfied with communal areas	<b>83.60%</b> satisfied with landlords' contribution to neighbourhood	<b>89.60%</b> satisfied with approach to ASB

# How are we performing?

<b>100%</b> Gas safety checks	<b>100%</b> Fire risk assessments	<b>100%</b> Asbestos Surveys	<b>100%</b> Legionella risk assessments
<b>100%</b> Gas safety checks	<b>15.40</b> ASB Cases open (per 1000 homes)	<b>0.70</b> Hate crime cases (per 1000 homes)	<b>100%</b> of homes meet the Decent Homes Standard
<b>99.20%</b> non-emergency repairs completed on time	<b>99.60%</b> Emergency repairs completed on time	<b>28</b> working days target timescale for non-emergency repairs	<b>24</b> hours target timescale for emergency repairs
<b>47.6</b> stage one complaints received (per 1000 homes)	<b>3.5</b> stage two complaints received (per 1000 homes)	<b>100%</b> stage one complaints response times	<b>100%</b> stage two complaints response times
<b>100%</b> stage one complaints in CH01 timescales	Find out more about how you can get involved with shaping our services here <a href="http://www.pfh.org.uk/get-involved">www.pfh.org.uk/get-involved</a>		
We collect resident feedback and report on these as Tenant Satisfaction Measures. Find out more about our approach here			
Or by visiting <a href="http://www.pfh.org.uk">www.pfh.org.uk</a>			

# Renewal Programme

We have a renewals programme in place to effectively maintain our 1,429 properties, enabling us to continuously improve our properties for residents.

The planned works for 2024-2025 are below, all dates are estimated and are subject to alteration.

We will contact residents impacted by works and regularly update on progress and start dates.

## Cyclical Painting Addresses (September-March)

Rokeby Mews/Rokeby Avenue  
Rosedale Grove  
Junella Close  
Quilter Avenue  
The Jacobs Homes

## Windows/Doors (August - March)

Broadway Manor (pending planning permission)  
Broadway Lodge  
Broadway Cottages  
East Grove/Priory Grove

## Kitchens (September - February)

Barham Road  
Northumberland Avenue

## Communal Kitchens (January - February)

Richardsons Court  
Christopher Pickering Lodge

## Bathrooms (April - November)

Malin Lodge

## Roofline (September - November)

Buttercup  
Endike Lane

## Scheme Heating Replacements (January - March)

Christopher Pickering Lodge

## Scheme Commercial Boiler Replacement (July)

Ada Holmes Circle

## Passenger Lift replacements (January - March)

Ada Holmes Circle  
Broadway Manor

For more information please call  
**01482 223783.**



## Get Online

We have recently updated our website with input from residents – have you seen it?

The website is now much easier to use, has all our events and activities in a calendar so you can easily plan your week and it is much more modern and interesting! You can find recipes, day trips, how to give feedback, see how we are performing and much more.

Thank you to the residents that have helped us to get this right!





## Neighbourhood Walkabouts

Over the year we arrange neighbourhood walkabouts in all areas, where our team check for any problems and make sure that communities are tidy, safe and enjoyable places to live, please do join us when we are in your area.

### West

Date	Time	Area	Meeting Point
Tue 8 Oct 2024	10am	Hawthorne Avenue (including Greek St, Cherry Garth, Cecil Street & Rhodes St)	Meet on Greek Street
Weds 16 Oct 2024	10am	Junella Close & Onyx Grove	Meet at the entrance to Junella Close
Tues 29 Oct 2024	10am	The Jacobs Homes	Meet at the entrance
Thurs 21st Nov 2024	10am	Orchard Garth & Appletree Apartments	Entrance to Orchard Garth

### East Riding

Date	Time	Area	Meeting Point
Wed 4 Sept 2024	10am	Richardson Court Bridlington	Meet in the carpark
Wed 4 Sept 2024	10am	Patrington	Meet at the front of the bungalows
Wed 4 Sept 2024	11:15am	Hornsea	Meet at the entrance
Tues 26 Nov 2024	10am	Tickton	Meet on the main street



### East

Date	Time	Area	Meeting Point
Tues 17 Sept 2024	10am	Rosey Row.	Meet at the entrance
Thu 3 Oct 2024	10am	Richardson's Court Hull	Meet in the car park
Thu 24 Oct 2024	10am	Faroes Close	Meet at the entrance

### North

Date	Time	Area	Meeting Point
Thu 12 Sept 2024	10am	Green Close	Meet outside number 9
Wed 25 Sept 2024	10am	Ashbury Court & Endike Lane 249-261	Meet in Ashbury Court car park
Wed 13 Nov 2024	10am	Ada Holmes Circle - Bungalows	Meet at communal garden
Wed 13 Nov 2024	10:30am	Ada Holmes Circle – PFH Plus Scheme	Meet in the car park
Wed 4 Dec 2024	10am	Ryde Avenue	Meet at the Bungalows



# Adapting your home



As you age, your home may need adjustments to accommodate your changing needs. Simple changes to your home could make it safer and more comfortable. Sometimes this is as small as a grab-rail or two, sometimes it can be more significant work, like widening doorways, or adapted bathrooms. PFH may be able to arrange what you need ourselves, if we can't we'll direct you to the services available to get access to what you need.

It's not always easy to know where to start, especially if you've lived in your home for a long time.

**We're here to help! Get in touch to find out more.**

 [email info@pfh.org.uk](mailto:info@pfh.org.uk)

 or call 01482 223783

## Grilled Veg & Flatbread

Try this delicious recipe that can be made within the hour and cooked healthily in the Airfryer!




## Time for a cuppa whilst you have a go at this wordsearch!

- Active
- Activities
- Alms
- Apartments
- Community
- East
- Events
- Ferens
- Friends
- Fun
- Healthy
- Houses
- Hull
- Independent
- Neighbours
- Pickering
- Resident
- Riding
- Social
- Support

N	E	I	G	H	B	O	U	R	S	H	Y	P
H	U	L	L	U	G	I	E	V	L	E	H	I
P	I	L	D	G	V	N	O	A	O	A	R	C
H	C	S	O	C	I	A	L	M	S	L	E	K
O	P	A	P	A	R	T	M	E	N	T	S	E
U	F	I	O	I	K	I	I	S	E	H	I	R
S	U	P	P	O	R	T	D	O	V	Y	D	I
E	N	I	P	I	I	S	K	I	E	R	E	N
S	V	E	M	V	F	E	R	E	N	S	N	G
A	C	T	I	V	E	K	D	D	T	G	T	G
N	A	T	F	R	I	E	N	D	S	O	N	T
L	C	O	M	M	U	N	I	T	Y	K	V	E
A	I	N	D	E	P	E	N	D	E	N	T	P



01482 223 783



Pickering and Ferens Homes, 7 Beacon Way, Hull HU3 4AE



[info@pfh.org.uk](mailto:info@pfh.org.uk)

People**FIRST** | Summer 2024

