

August 2024

# Tenant Scrutiny Panel

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Adullam Homes Housing Association is proud to announce that we have set up a Tenant Scrutiny Panel. The panel members are your representatives who will help to make sure that tenants' views are listened to by Adullam.

We are very grateful to the tenants involved for stepping up and wanting to support the organisation. We are proud to introduce you to the panel members below:

Chair of the Panel: Hadrat Ahmed (see page 2 for more details)

Vice Chair of the Panel: Mubasher Rasul

Panel Members: Raj Sharma, Qalif Ali, Stacey Carter. There are other panel members who have chosen to stay anonymous.

The panel has been created by our **Tenant Engagement & Satisfaction Lead – Paramjeet Kaur.**

The things the panel members will do include:

- Checking the performance of services
- Making sure Adullam provides value for money
- Progress local offers for tenants
- Encourage tenant feedback and involvement across the organisation
- Promote the work of scrutiny by regularly reporting activities through Adullam's newsletters and the Tenant Annual Report
- Act as a critical friend to improve the tenant experience.
- If you are interested in being a part of the Tenant Scrutiny Panel, please tell your Tenancy Sustainment Officer and they will pass your details onto Paramjeet.



# Tenant

## Tenants attend conference

The National Tenants Participation Advisory Service Conference took place on July 10 and 11 in Coventry and for the first time Adullam was represented at the event by your tenant panel members, Tenant Engagement & Satisfaction Lead Paramjeet Kaur-Singh and Birmingham Tenancy Sustainment Officer Falak Nosheen.

Following the conference, Paramjeet said: "Tenants participated in workshops, gaining a good understanding of tenant involvement. "The Housing Regulator attended and talked about the importance of tenant engagement, the new consumer standards, inspections and Tenant Satisfaction Measures (TSMs). There was an all-attendee session with the Housing Ombudsmen Service CEO who talked about the new Complaints Handling Code."

Our tenants found the experience of attending a conference very tiring and demanding, but said nevertheless, the sharing of knowledge, joining in debates, and taking part in professional development had been very useful. They came away with a clearer understanding of the need for better openness and accountability by Adullam.

We look forward to them attending more events in the future.



## Meet Hadrat

Hadrat Ahmed has been supported by Adullam Homes for over seven years and has been an excellent tenant.

Hadrat is an artist and wants to change people's life by telling their stories through painting. She is highly motivated and has an inspirational journey that can empower others.

Recently Hadrat has been nominated to become a volunteer and has also become the Chair of your tenant scrutiny panel. Congratulations Hadrat and thank you for giving time to help others.



# Tenants

# Training opportunities

Please find below the latest list of funded courses with BMet.

Their courses are **FREE** for adults aged **19+ who are economically inactive or unemployed and in receipt of Job Seeker’s Allowance or Universal Credit.**

The list will change every week as new courses are added, so even if some of the ones below have gone, please look out for new dates!

If you are interested in participating on any of the courses below, please get in touch with BMet via email and provide the following – **full name, date of birth, mobile number and email address** and they will arrange for you to be contacted to activate the enrolment process. You can contact them via **0121 362 1174** and by emailing [AdultSkills@bmet.ac.uk](mailto:AdultSkills@bmet.ac.uk).

BMet course ti- tle	Qualification gained	Assessment date	Start Date	Time & course length	College ad- dress
L2 Bricklaying (Classroom course)	L2 Diploma in Bricklaying	<b>Assessments</b> – Erd- ington Skills Centre  <b><u>Wednesday 21<sup>st</sup> Au- gust 2024</u></b>	<b><u>28<sup>th</sup> August 2024</u></b>	18 weeks (various days)  8.30am- 4pm	Erdington Skills Centre Edwards Road Erdington B24 9EW
L2 Carpentry (Classroom course)	L2 Diploma in Site Carpentry	<b>Assessments</b> – Erd- ington Skills Centre  <b><u>Wednesday 21<sup>st</sup> Au- gust 2024</u></b>	<b><u>28<sup>th</sup> August 2024</u></b>	18 weeks (various days)  8.30am- 4pm	Erdington Skills Centre Edwards Road Erdington B24 9EW
L2 Plastering (Classroom course)	L2 Diploma in Plastering	<b>Assessments</b> – Erd- ington Skills Centre  <b><u>Wednesday 21<sup>st</sup> Au- gust 2024</u></b>	<b><u>28<sup>th</sup> August 2024</u></b>	12 weeks (various days)  8.30am- 4pm	Erdington Skills Centre Edwards Road Erdington Birmingham B24 9EW
L2 Groundworks (Classroom course)	L2 Certificate in Construction Operations –  General Con- struction	<b>Assessments</b> – James Watt College  <b><u>Thursday 22<sup>nd</sup> Au- gust 2024</u></b>	<b><u>18<sup>th</sup> Sept 2024</u></b>	12 weeks (various days)  8.30am- 4pm	James Watt College Aldridge Road Great Barr B44 8NE



# Tenants

## ASB App

In the last newsletter, we told you about a service outside of Adullam that is helping us with the recording, monitoring and reporting of Anti-Social Behaviour (ASB) in your area.

Now we want to hear from you, to find out if this service has been useful. You can either write a review by email or talk to your Tenancy Sustainment Officer.

The aims of the ASB App:

To support local authorities, housing associations and residents to easily record, monitor and report on all forms of anti-social behaviour using a single, simplified App.

With the App you can make an ASB report 24 hours of the day, 7 days a week. You are able to upload videos or pictures in real time and keep them stored with your case/ claim. This will help your Tenancy Sustainment Officer to deal with your case.



If you have any issues relating to the ASB App, for example, you have not been able to raise a case because of a lack of training, please contact your Tenancy Sustainment Officer and they will be more than happy to support you.

# Wellbeing

## Park walks

Monthly wellbeing walks with members of staff are now taking place and everyone is welcome to join in – dogs included!

Imran and Nadine will be at Short Heath Court car park at 11am on the 20<sup>th</sup> of each month, ready to walk around Short Heath Park with you.

The walk will provide a chance to get outdoors, get a bit of exercise and have a chat at the same time. You might be surprised how good it makes you feel!

If you want to find out more before going along, give Housing Coordinator Imran Khan a call on 07458090487.

### JOIN US ON OUR WALK IN THE PARK

#### NADINE & IMRAN

- Water provided
- Comfortable footwear recommended
- Dogs welcome
- 20th of every month
- 11:00am – 13:00pm

07458090487   Short Heath Park, B23 5RG

Meeting place – Short Heath Court



# Wellbeing

## Hub launch

We're sure you'll agree that the launch of the wellbeing hub at Rowans Court in May was a great success.

The event was made possible by help from Adullam Social Enterprises. Sharon Ames, Head of Social Enterprise, Poonam Baines National Volunteer Coordinator, and staff from the Birmingham Adullam team all pulled together to make this into a successful event for you, our residents, to enjoy.



We invited external agencies such as CGL, Birmingham Settlement, Pattigift Therapy, Birmingham Mind, Fircroft College, Bethel Health & Healing Network. Some of the organisations could not attend, however those who did provided positive feedback and said how they would like to be invited to any other events that Adullam puts on in the future.



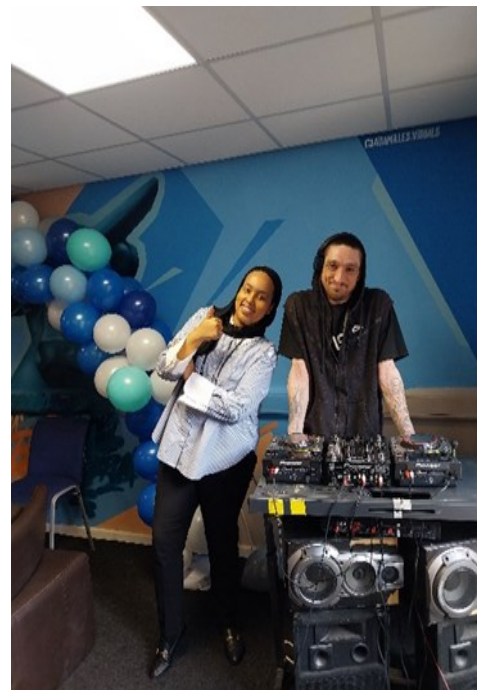
A huge thanks to Renee James who with the help of her mother did the lovely balloon arch that everyone complemented. She did a great job

Staff helped with the preparation of hot and cold food and thank you to Nadine Kellyman for making the fried dumplings and mac & cheese at the last minute, it got swiped up very quickly.

Entertainment on the day was provided by our very own tenant DJ James Grimes who offered to bring his decks and provide the music which was greatly appreciated. Everyone danced and enjoyed themselves and he really did keep everyone, young and old, entertained.

Thanks too to Fabaloony for providing the face painting and Model My Party for the bouncy castle.

Very well done to our staff, and thanks too to staff from other regions who attended to be a part of this hugely successful event.





# Wellbeing

## Menopause support

We know that menopause affects women from when they are in their 20s upwards and we want to replace existing stigma and social taboo on the subject with the view that menopause is part of our health journey. Handled well, it can be the beginning of a positive new chapter in our lives.

Our main aim is to educate everybody so that perimenopause and menopause are properly understood. We want women, and other individuals experiencing the effects of menopause, to understand the changes that are happening to them and know what to do next.

As part of our drop-in service at Rowans Court between 10am and 12 noon on Wednesdays we will organise question and answer sessions that all Birmingham tenants can join in with.

We will use Messenger and Slido so that anyone can access the resources that staff are using.

Here at Adullam we want to provide a safe space where you can reach out with your symptoms, and get staff to signpost you to trained professionals, but only by talking we will be able to achieve this.

If you interested in joining in or finding out more, wherever you live, please let your Tenant Sustainability Officer know.

We look forward to seeing you there!



## Flower power

During Mental Health Awareness Week staff brought flowers and plants for the garden to brighten the residents' day.

It proved very successful, with residents who received the flowers providing positive feedback and saying how this really gave them a happy uplift. They thanked Adullam for the gesture.

Comments from residents and staff received included: "Thank you so much for the team building initiative you created today, with the spontaneous flower planting. We were able to demonstrate tenancy inclusion and promote emotional wellbeing. This was very therapeutic and a fantastic experience!"

"We are all appreciative of all the money that you have spent today on flowers and gardening equipment across the service, it was a great opportunity to really get to know our tenants on a

deeper level as they enjoyed the day and were able to open up and build trust."

"Thank you for bringing us together and creating memorable memories."



# Finances & money

## Loan sharks

As part of our work to help you look after your financial wellbeing, Adullam has been working with an organisation that specialises in loan sharking.

*What is a Loan Shark?* A loan shark is a person who or group that loans money illegally at extremely high interest rates and often uses threats of violence to collect debts. The interest rates are usually much higher than the current legal rate, and often loan sharks are members of organised crime groups.

If you have borrowed money from a loan shark **you** haven't broken the law, they have.

Remember, loan sharks often:

- offer you a cash loan but do not give you any paperwork
- take your benefit or bank card as security on the loan
- don't tell you when you will finish paying
- increase the amount you owe, even if you are making regular payments
- threaten or use violence to get money from you.

If you are worried about this talk to your Tenancy

Sustainment Officer or call the confidential number at the end of this article.

StopLoanSharks can discuss any worries you may have with you and will listen, give information and offer advice on your particular situation. They help people make sense of what is happening to them and will explain to you the choices you can make. They will help you take back control from the loan shark.

**Call on: 0300 555 2222**

**Text: 07860022116 with your message**

**Email:**  
**reportaloanshark@stoploansharks.gov.uk**

**Report a loan shark online at:**  
**stoploansharks.co.uk**



## Credit union help

As part of our financial inclusion plans for residents, Adullam has decided to invest in a credit union scheme that can be accessed by our tenants.

What is a credit union? you may ask. A credit union is a not-for-profit financial institution that accepts deposits, make loans, and provides a wide variety of other financial services and products. Why has Adullam chosen a credit union? Credit unions compared to banks tend to offer better rates, better customer service, and charge lower fees.

Your Tenancy Sustainment Officer will be taking part in training in the next couple of weeks to ensure that they can help you with setting up a credit union account.

If you would like to know more about this, speak with your Tenancy Sustainment Officer.





# Health and Safety

## FIRE SAFETY

As an Association it is important to Adullam that all of our residents are aware of how to protect themselves in an event of a fire.

You should have all started to notice the fire posters being put up in and around your blocks as well as the Health and Safety Team completing updated Fire Risk Assessments.

### What to do in the event of a fire:

- don't delay saving valuables or looking for pets.
- don't investigate the fire.
- crawl on the floor if there's smoke – the air is cleaner near the floor.



## Different way to learn

Geese Theatre Company is providing training for staff to help them make positive changes to the way they help and look after people.

The way this different way of training works is by using a short theatre performance to give the audience a view of the main character's life.

It shows how people use "masks" to help them cope and survive their situations.

The drama then looks at lifting the masks, or in other words trying to connect with the person using the mask.

Finally, staff taking part will be invited to consider the different kind of masks that residents use, how these affect other people, and how to work with them.

The training ends with staff being asked to think about what masks residents see on them.



It is a very interesting way of thinking about people's behaviour and how to help. Chat to your Tenancy Sustainment Officer if you are interested in finding out more about it. The training will begin in October.



# Paralympic Sports

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

WHEELCHAIR BASKETBALL

SITTING VOLLEYBALL

POWERLIFTING

TABLE TENNIS

EQUESTRIAN

ATHLETICS

SWIMMING

SHOOTING

GOALBALL

SAILING

CYCLING

ARCHERY

ROWING

JUDO

Please give your completed wordsearch to the TSO or T/L that manages you. The winner will receive a Love to Shop voucher!