

# LIMELIGHT

Salix Homes Magazine

2020-2021

## INSIDE:

The Bread and  
Butter Thing

Your community  
heroes

Customer  
Committee

Five year  
look back

Steve Finbow,  
The Bread and  
Butter Thing

salix h:mes

## A WELCOME FROM YOUR CEO

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FSC provides global standards for forest management, which cover environmental, social and economic aspects. The well-being of forest communities and ecosystems is as important as replacing trees, and FSC is the only wood certification scheme endorsed by WWF, Greenpeace and The Woodland Trust.

## A welcome from your CEO

With the COVID-19 pandemic sweeping across the globe at the start of the year, all our lives were drastically changed, and in the City of Salford, we were no different.

With lockdown and social distancing measures placed throughout the wider region for the foreseeable future, we have all had to quickly adapt to the 'new-normal'.

However, through the challenges and the hard times the pandemic threw at us, Salford came together to overcome them, and a feeling of community spirit shone through.

With stories of people helping each other throughout the city and sparing their own free time to help out at food banks and charities, the Spirit of Salford has never been stronger. We've also been playing our part, making 43,633 calls to our vulnerable residents to check on their welfare.

"A year that called for creative thinking to overcome new challenges"

Of course, the changes affected us at Salix too - but this allowed us to think creatively about how we could adapt our plans to fit in this new way of life.

This year saw us celebrate our fifth anniversary and the completion of a £77.87 million programme to improve all of your homes. We also launched our Customer Committee to scrutinise our services, held our third annual Love Your Neighbourhood Week, and unveiled our improved MySalix online customer portal.

This issue celebrates everything we've overcome as a city this year and shines a light on some of those special stories - we hope you enjoy it.

*Lee Sugden*

“ 2020 –  
A YEAR FOR  
THE HISTORY  
BOOKS ”





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**From barristers to baristas, introducing our new Customer Committee**

Earlier this year, Salix Homes launched a new Customer Committee giving its tenants a real voice by allowing customers unfettered access to scrutinise the organisation

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In this edition of 'Coffee Break with...', we catch up with our neighbourhood managers to find out more about what their job entails day-to-day and why they enjoy doing it

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For the past year, we've been awarding grants to community groups and projects across Salford that are making a difference in our neighbourhoods

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# THE ABANDONED BUILDING THAT HAS TRANSFORMED THE LIVES OF SALFORD FAMILIES

Former women's hostel, Joan Lestor House, a year on...

Joan Lestor House, on Ellesmere Street, Walkden, had stood empty for almost five years becoming a target for anti-social behaviour and vandalism before we bought the derelict site in 2017.

The house, which was named after the former Labour MP Baroness Lestor for Eccles in 1999, had always had a longstanding history of catering for those in need in Salford as it was previously used to house homeless, vulnerable women, until it closed down in 2013 amid funding cuts.

Fast forward to 2020 and the property is back to helping those who need it most after it was transformed into nine contemporary, one and two bedroom apartments for social housing rent.



Among the first residents to move in were Latifa and Jamal Mkali and their two children, aged one and four.

The family had previously been living in a one bedroom flat, high in a tower block and say the extra space has made a huge difference to their lives. We recently visited them to find out how they are getting on in their new home a year on.

Latifa said: "Previously, my family and I were living in a one-bedroom flat on the 12th floor of a tower block. Having two young children meant the trip up and down the building with both children and a pram could be quite stressful.

"Being on a lower level has made our trips in and out so much easier. Plus, having the extra bedroom has given us some much-needed space for storage and for the children to enjoy.

"It's been nice to see my children make new friends and to see them play together in the outside space.

"We're so happy at Joan Lestor House and look forward to the years ahead living here."

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**“ PREVIOUSLY, MY FAMILY AND I WERE LIVING IN A ONE-BEDROOM FLAT ON THE 12TH FLOOR OF A TOWER BLOCK. HAVING TWO YOUNG CHILDREN MEANT THE TRIP UP AND DOWN THE BUILDING WITH BOTH CHILDREN AND A PRAM COULD BE QUITE STRESSFUL ”**

*Latifa*

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Mayor of Salford, Paul Dennett attended its official opening to cut the ribbon alongside our chief executive Lee Sugden and the new residents in October last year.





Latifa's daughter,  
aged four

### As seen on TV

Watch our transformation  
appear on the BBC at  
[www.bbc.co.uk/iplayer/  
episode/m000mn5b](http://www.bbc.co.uk/iplayer/episode/m000mn5b)



Mayor Dennett said:  
“Social housing is hugely undersupplied in the modern British housing market and is a vital service both in maintaining standards in rented accommodation, whilst providing a roof over people’s heads that they can afford.”

We worked alongside our partner contractor Emanuel Whittaker to carry out the ambitious £800,000 refurbishment and remodelling scheme, which was partially funded thanks to a £234,000

grant from Homes England Shared Ownership and Affordable Homes Programme.

Lee Sugden, our chief executive, added: “With the lack of social housing being a prominent issue across the whole of the UK, we’re very proud to officially open our fantastic new social housing development, which is providing new homes for people in housing need, like Latifa and her family.

“With 6,000 people on the housing register in Salford alone, not only have we provided a roof over the

head of those that need it most, but we’ve also given a new lease of life to this once-abandoned building, which had become a real blight in the community.

“We are passionate about delivering more social housing in Salford to help tackle the housing crisis, so the official opening of Joan Lestor House marks a very proud moment for us and we hope the residents will be very happy in their new homes.”





**3,500**

families fed a  
week across 34  
hubs in Greater  
Manchester &  
Darlington



# THE BREAD AND BUTTER THING

The Bread and Butter Thing (TBBT) is a charity that makes life more affordable for people on a low income. Their mission is to create a fair solution for people in poverty and to address the premiums that people in poverty pay for food, loans, energy and other everyday essentials simply because of their personal circumstances.

Since the start of the coronavirus pandemic, TBBT has seen a 460% rise in demand for its support growing to almost 12,000 members. It is currently feeding 3,500 families a week across its 34 hubs in Greater Manchester and Darlington.

Steve Finbow is our business change project manager. Before being furloughed TBBT put a call out looking for a volunteer coordinator. In the initial days of the pandemic Steve balanced working with Salix Homes calling their vulnerable tenants and supporting TBBT. Shortly after Steve was furloughed, he increased his time at TBBT. Five months on Steve is back at work full time and has decided to continue supporting TBBT in his spare time.

We caught up with Steve to find out more about volunteering at TBBT.

### How often do you work at TBBT?

During furlough I was volunteering for four or five days a week for around half a day, though now I'm at my full time job, I still come in three times a week to the warehouse for a couple of hours, as well as the occasional weekend shift.

### What does your role entail?

One of my main tasks is to recruit volunteers and then plan the rota for the volunteers to ensure all required jobs are filled. I'm also in contact with companies and universities across the regions to ask for support with resources.

### What challenges have you found whilst volunteering?

Social distancing is a challenge that we have to overcome every day as we need to make sure that everyone keeps two metres apart - this impacts the amount of people we can have safely working at any one time.



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“ WE HAVE  
VOLUNTEERS  
FROM ALL WALKS  
OF LIFE HERE AND  
I HAVE TO SAY,  
THEY'RE ALL  
AMAZING ”

*Steve Finbow*

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Also, staffing has been an issue. Before the pandemic, the bulk of TBBT's volunteers were over 70 or are in the vulnerable category. With a lot of them having to shield during lockdown, the way we operated changed overnight.

When I first started, we had around a dozen volunteers to fill roughly 100 shifts over the week. I'm proud to say that I've managed to grow the team of volunteers to over 120 volunteers and operate with 275 shifts a week.

### What have you enjoyed about volunteering?

I've enjoyed meeting so many different people. We have volunteers from all walks of life here and I have to say, they're all amazing.

I noticed a lot of people were struggling mentally with the isolation and boredom of being confined to their homes.

Knowing that we were also able to help and support people with their mental health by giving them a safe place to get out and have the social interaction was also very positive and rewarding.

**460%**  
↑ **rise in demand  
since the start of  
the pandemic**



You can find out more about The Bread and Butter Thing, find out how to donate food or how to apply to volunteer by visiting their website - [www.breadandbutterthing.org](http://www.breadandbutterthing.org)



# THE JOB CLUB

**Jackie Crook, our skills and work manager, runs employability training sessions in the community in partnership with the other housing providers and contractors. Whether you're looking for work, need help with money management or want some advice on health matters, the job club is here to help.**

While its aim is to help people into work, it is so much more than just a job club.

Jackie has been a part of the club co-ordination project since it began in 2016. She said: "The project has been a huge success story for Salford, transforming the lives of local people, and proving just what can be achieved when partners work together."

"In addition to helping people with job searching, interview techniques and CV writing, the club can signpost you to counselling and financial support."

"It also supports people with their computer skills which is vital in the digital world we live in."

We asked Jackie to share her five top tips for anyone who may be preparing for a new job interview.

## **1. Do your research**

Make sure to read through your CV and the job specification in detail ahead of your interview. Pick out the main requirements of the role and prepare real-life

examples that clearly show how your experience and skills match them.

## **2. Make a great first impression**

Get ready the night before including checking transport, timings and what you will wear. Arriving to the interview ten minutes early makes a great first impression, so make sure you're not in a rush to get there. If the interview is online, make sure you try out the link in advance. Make sure you dress appropriately; smart trousers or skirt, shirt or blouse and shoes (not trainers). Wear a tie (you can always remove it if you feel overdressed when you arrive). The Job Club can help with interview clothing. First impressions really count!

## **3. Practice beforehand**

We would recommend you come in to the job club for a mock interview beforehand. We can base the interview on the specific job specification to make sure the questions are relevant for you. This would be especially

useful if it's your first job interview. We can help you to sell your strengths and show how they will make you the best candidate for the role.

## **4. Keep regular eye contact**

During the interview make sure you keep regular eye contact and be conscious of your body language. Sit up straight, avoid fidgeting and most importantly- remember to smile. Bear in mind that as soon as you walk into the building you'll begin to be judged on your behaviour, so make sure you're polite to everyone you meet.

## **5. Be prepared**

It's always best to think of the type of questions you may be asked during the interview. Write down how you would answer them, so that the interviewer knows you're prepared. However, don't be afraid to ask them to repeat a question if you didn't quite hear it, or if you just need a little more time to think of your answer. It's important to take your time when answering the questions.





“ THE JOB CLUB IS  
A HUGE SUCCESS  
STORY FOR SALFORD,  
TRANSFORMING THE  
LIVES OF LOCAL  
PEOPLE ”

*Jackie Crook*

Do you need support  
with job and work  
placement searching,  
training or CV writing?

Contact [jackie.crook@salixhomes.co.uk](mailto:jackie.crook@salixhomes.co.uk) or call  
call 0800 218 2000

## FIND YOUR LOCAL JOB CLUB

**Sutton Community Centre,**  
Doveridge Gardens, M6 7LY

**Salford Lifestyle Centre,**  
Camp St, M7 1ZT

**Broughton Trust,**  
The Humphrey Centre,  
Heath Ave, M7 1NY

**Langworthy Cornerstone,**  
451 Liverpool St, M6 5QQ

**The Angel Centre,**  
1 Philips Place, M3 6FA

**Pendleton Gateway,**  
1 Broadwalk, M6 5FX

**Pendleton Together Housing,**  
Brotherton House, Loganberry  
Ave, M6 5UX

Visit our virtual job club to find  
out more at [www.salixhomes.co.uk/virtual-job-club](http://www.salixhomes.co.uk/virtual-job-club)



Salford's community spirit shines through during the challenging COVID-19 pandemic

# TWO FRIENDS FROM ORDSALL SUPPORT ELDERLY RESIDENTS DURING SELF-ISOLATION

Find out more about how you can help  
[www.salfordcvs.co.uk](http://www.salfordcvs.co.uk)



Albert Dickinson,  
Queen Alexandra  
Gardens resident

As the coronavirus outbreak worsened at the start of spring, many people across our neighbourhoods displayed the Spirit of Salford, by stepping forward to help older and more vulnerable people in our community.

Two of these people were Dana Wrigley and Lindsey Bester from Ordsall. They were shopping in their local Sainsbury's during lockdown when they noticed an elderly man struggling to find anything to fill his basket with.

As news spread of lockdowns within Europe, people had rushed to the shops to fill their trollies and left the aisles stripped bare for others.

This included 78-year-old Albert Dickinson, who was

trying and failing to do his weekly shop.

Dana and Lindsey started to chat to him and offered to do his shopping for him once the store had been restocked in the evening. They took his address from him and found out that he lived in Queen Alexandra Gardens, one of our sheltered schemes in Ordsall. They later went and dropped off supplies for him.

As elderly people were starting to be encouraged to self-isolate,



Dana and Lindsey knew other people living in the sheltered scheme would be struggling to get their shopping.

After asking for donations on Facebook, they were flooded with offers of food and supplies for the residents of Queen Alexandra Gardens.

Thanks to the generosity of their neighbours and the amount of donated goods, the friends had been able to make two drop offs a week to the scheme during the lockdown period.

Dana and Lindsey's act of kindness is just one example of the Spirit of Salford. Scores of local people have been donating their time and resources to help vulnerable people in their communities.

**Salford's community spirit shines through during the challenging COVID-19 pandemic**

# SALFORD COMMUNITY SHOWS APPRECIATION FOR NHS FRONTLINE WORKERS

Throughout lockdown, sounds of clapping, horns and bells have sounded out across the country as people showed their appreciation for the NHS and keyworkers in a variety of different ways.

Members of the Gypsy and Irish Traveller community went one step further in lockdown, by donating pizzas for the hardworking frontline staff at Salford Royal Hospital.

A resident of our Duchy Road Caravan Park, who helped to organise the pizza donation said:

"Everyone on the park wanted to show how grateful we are for the hard work the NHS staff are doing to save lives. We thought organising a pizza delivery would be the best way to say thanks."

Gypsy and Irish Travellers have been living in and visiting Salford for generations, with some families still living in trailers on our official traveller site, Duchy Road Caravan Park.

Warren Carlon, our communities service director said, "The Spirit of Salford is alive and well even in these challenging times and the



generosity of the residents of the Duchy Road Caravan Park is just another shining example of this."

"We are all really grateful for the dedication of keyworkers to keep people safe and to keep the country running and it's good to show it any way we can."

## PROVIDING A LIFELINE TO OUR VULNERABLE RESIDENTS

**43,633** welfare calls made

As lockdown restrictions swept the country in March, our immediate concern turned to our elderly and vulnerable residents. Within a couple of weeks, a team of 50 volunteers from across our organisation had put themselves forward to make sure all 1,635 of our tenants identified as being potentially vulnerable received at least two welfare calls a week.

The calls not only made sure that the tenants had access to food, fuel, and medicine, but also provided the human contact that was missed during isolation.

By the end, we had made 43,633 calls.

Here, our ICT service delivery manager, Ellie Morley, shares her experience of being part of the team.

Ellie said, "I decided to volunteer as I have a passion for people and a lot of empathy for those struggling, so thought the calls would be a good way to do my bit for those who needed a little support during these hard times."

"We spoke to the same people twice a week which really helped to build relationships. Some had partners living with them and didn't need any additional support, but some had literally no-one. I would be the only person they speak to all week, so they really looked forward to speaking with me."

During one of her scheduled calls, Ellie found out that a tenant hadn't seen her carer for a few weeks. After realising she had run out of personal health care items needed due to an ongoing health condition, Ellie made an emergency one-off doorstep delivery to the customer to drop off her essential items.

The tenant then received care packages from the Spirit of Salford network.

We are one of many Salford organisations signed up to the Spirit of Salford Network, providing targeted support to vulnerable residents across the city.



# EARN AS YOU LEARN



**Do you find it hard to sit in a classroom?  
Would you rather be learning on the job?  
Then an apprenticeship might be a  
potential route for you.**

In the last five years, we have recruited 29 apprentices internally and 89 apprentices directly through our contractor partners.

Apprenticeships provide a fantastic opportunity for people to gain valuable skills, experience and qualifications while still taking home a wage.

Ella, our people services advisor, completed a Business Service apprenticeship with us. We caught up with her to find out what advice she has for those who may be considering the apprenticeship route.

**Name:** Ella Scully

**Role:** People Services Advisor

**What made you sign up for the apprenticeship scheme?**

I wasn't really enjoying college. I found it really difficult to engage. I felt that learning whilst working on the job was definitely better suited to me.

**How did you become an advisor in the People Services team?**

After finishing my level two qualification in Business Admin and learning more about the different roles at Salix Homes, I decided People Services was the department I saw myself in.

**What does your job entail and what is the best part about it?**

Responding to staff enquiries regarding pay, annual leave and assisting with recruitment campaigns are some of the tasks I do within my role. My favourite part about the job is the people - I really enjoy building relationships.

**Where do you see yourself in the future?**

I see myself still working in People Services,

hopefully in a more senior role such as a team leader. I recently passed my Chartered Institute of Personnel and Development (CIPD) Level 5 qualification in Human Resources, which I think will help me to achieve this goal.

**Would you recommend an apprenticeship to someone who is considering signing up to one?**

Apprenticeships might not be for everyone and there are some challenges to this way of working. You do need to be strict with yourself and manage your time carefully. However, if you can do this, then I absolutely would recommend it to anyone considering.

They are a great way to give you a taster of the working life and give you the experience that many organisations are looking for, as well as the opportunity to gain further qualifications.

My apprenticeship really helped me to gain clarity on what career path I wanted to go down. It truly gave me the best start to my career.





HIRED

29



apprentices internally in  
the last 5 years

“ MY APPRENTICESHIP REALLY HELPED ME  
TO GAIN CLARITY ON WHAT CAREER PATH  
I WANTED TO GO DOWN. IT TRULY GAVE ME  
THE BEST START TO MY CAREER ”

*Ella*

HIRED

89



apprentices directly  
through our contractor  
partners in the last 5 years

## INTERESTED?

We offer apprenticeship roles in a whole range of areas  
from environmental to customer services.



To find out more about an apprenticeship with us  
and opportunities available in the future,  
visit [www.salixhomes.org/jobs](http://www.salixhomes.org/jobs)

# COFFEE BREAK WITH... YOUR NEIGHBOURHOOD MANAGERS

Meet Ben, Jeanette, and Liam

In this edition of 'Coffee Break with...', we catch up with our neighbourhood managers to find out more about what their job entails day-to-day and why they enjoy doing it.



Meet Ben

## Which area do you manage?

I manage the North Salford area which includes, Broughton, Trinity, Lower Kersal, Duchy, Charlestown, Rainsough Brow.

## Tell us a bit about yourself

I started to work within Housing in Salford back in 2002 as a housing assistant when we were part of New Prospect Housing. I have taken on a variety of roles since then including, customer liaison officer, housing officer and empty properties manager and I've been a neighbourhood manager since 2016. I have a lot of experience of working within the Housing sector in Salford where I have worked for 18 years. I know the Salford area well and have got to know many of our customers during this time.

81 

properties were let in your area, with a turnover of 5.49%

Carried out

36



neighbourhood walkabouts

## Why did you decide to work as a neighbourhood manager?

I like working with customers and within communities and this role gave me the opportunity to do this. A major part of the role is speaking to residents and listening to their views on any local issues, this plays a key role in developing our Neighbourhood Action Plans.

Invested over

£92k



on improving homes

## What is your favourite thing about being a neighbourhood manager?

I enjoy the diversity of the role. Lots of situations are thrown our way, some are very complex and I really enjoy the challenge of overcoming them. Some days can be challenging but when you resolve a situation or a problem for a customer it's really rewarding.

## What's your favourite thing about Salford?

The communities and the people. My role allows me to engage with

a lot of individuals who want the best for their communities.

100%

of people were satisfied with how we dealt with their ASB case



Meet Jeanette

## Which area do you manage?

All high-rise apartment blocks

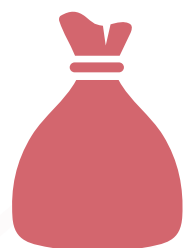
## Tell us a bit about yourself?

I have worked in housing for approx. 16 years. I joined Salix Homes in 2011 and over this time have had a diverse range of job roles.

Cleared

74

tonnes of fly-tipping



Carried out

201

drop-in surgeries in  
your neighbourhood**Why did you choose to become a neighbourhood manager?**

If I'm honest, I didn't originally choose to be a neighbourhood manager. I have had a variety of jobs from working in Facilities Management, Community Regeneration, First Response and more. Although each role was challenging, none have been as challenging or as rewarding as being a neighbourhood manager. I don't believe just anyone can be a neighbourhood manager, it's important to be passionate and to really care about the neighbourhoods and people you are working with, to respect and understand our customer's values, cultures, challenges they face on a day to day basis and really want to make a difference in their lives.

73%

of residents were satisfied  
with their neighbourhood  
as a place to live**What's your favourite thing about being a neighbourhood manager?**

I love to believe that me and my team have made a difference each day, even if it's just giving a customer my time and listening to them. Letting them know that they and their family matter to me and Salix Homes. One of the biggest rewards for me is when you take the time to work with an individual/family, offer the

support needed, build a relationship with them and watch them become engaged and empowered to make positive life choices.

**What's your favourite thing about Salford?**

The community spirit is outstanding and honestly blows me away. The history behind Salford and its communities is sometimes forgotten and we have some excellent partners and local groups who continue to raise awareness and promote this.

*Meet Liam***Which area do you manage?**

Housing Projects. Non-traditional housing i.e. housing for older people, young person's accommodation, NHS accommodation, leaseholders and private sector leasing.

**Tell us a bit about yourself?**

I have worked for Salix for seven years in a variety of roles in tenancy management, customer services, environmental service and now neighbourhood management. I have been a neighbourhood manager for around 18 months.

16

legal actions carried out  
to protect residents

Supported

69

local people into work  
and training**What made you choose to be a neighbourhood manager?**

Every day is different and within neighbourhood management, you can make a real difference to people, through the work you do - i.e. welfare calls through the recent pandemic. Whilst some people needed real support, a lot of people just appreciated the phone calls and having someone to talk to through the week. The biggest reward is seeing the impact you have made on a customer. Whether it's through a new let, getting someone into the new accommodation, or supporting a customer to feel safe and secure in their home.

**What's your favourite thing about Salford?**

Its sense of community spirit and resilience shown during challenging times. The best example of this was the floods of 2015 in Lower Broughton, the way the community pulled together and mobilised so quickly to help each other was nothing short of remarkable.

Visit our website  
to read the full  
interviews at  
[www.salixhomes.co.uk/  
limelight](http://www.salixhomes.co.uk/limelight)



Want to find out about how we are tackling issues that matter most to you?  
Visit [www.salixhomes.org/neighbourhood-action-plans](http://www.salixhomes.org/neighbourhood-action-plans)





# OUR 2020 SPRINGBOARD HEROES

**For the past year, we've been awarding grants to community groups and projects across Salford that are making a difference in our neighbourhoods.**

Springboard  
**HEROES**

We've donated more than £41,342 to dozens of local groups and initiatives as part of our Springboard community grant programme. From gardening groups and computer clubs, to food banks and dance troupes; we've provided much-needed cash injections to local projects that boost community spirit, promote health and wellbeing, reduce isolation and improve the environment.

This year we picked four fantastic projects from across our neighbourhoods to take part in our third annual Springboard Heroes public vote, to win an additional funding prize of £1,000.

With a record breaking number of public votes cast over the summer, the awards has proven more popular than ever.

**“WE AIM TO BOOST COMMUNITY SPIRIT AND REDUCE ISOLATION AND GET PEOPLE TO COME TOGETHER TO DO SOMETHING CREATIVE. WE REALLY BELIEVE IN THE POWER OF CREATIVITY TO BOOST MENTAL HEALTH”**

*Rhiannon McKay-Smith*  
director of development  
at The Lowry Centre Trust



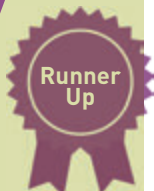
Runners up The Veteran's  
Garage social hub



# Our runners up...

Each of the runners-up, which includes The Lowry Centre Trust, Up 'Ere' Productions and The Veterans will each receive £100.

## The Lowry Centre Trust



The Lowry Centre Trust brings creative art workshops to Salford school children through a yearly fundraising appeal.

The Lowry School Appeal raises funds to deliver free workshops, led by professional artists, to more than 700 primary school children in some of Salford's most deprived areas.

Rhiannon McKay-Smith, director of development at The Lowry Centre Trust said: "The children and teachers really loved working with these professional artists. By learning more about L.S Lowry, they were able to feel proud of living in Salford."

"We aim to boost community spirit and reduce isolation and get people to come together to do something creative. We really believe in the power of creativity to boost mental health."



## Up 'Ere Productions

Up 'Ere Productions works with local creatives and young people across Salford to produce theatre and film projects.



The Broughton-based theatre and film production was set up by John O'Neill 18 months ago.

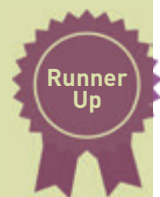
John said: "I started Up Ere Productions to champion the unheard voices within the creative community of Greater Manchester. I think theatre and acting is a great way for young people to tell their stories and share their experiences, which can be really therapeutic.

"The kids can learn acting techniques, which helps to improve their confidence and self-esteem.

We're passionate about using theatre to promote community spirit and cohesion."



## The Veterans Garage



The Veterans Garage was formed by a group of ex-service family members to create a social hub to help reduce social isolation amongst veterans.

The Veteran's Garage is based at the former Terminal Building at City Airport Barton in Eccles.

Craig Monaghan, director of veterans affairs at Veterans Garage said: "Automotive and aviation events have always brought people together, so we thought it would be the perfect thing to base our social club around. People of all ages, genders, races or religions can bond over their shared passion."

Open seven days a week, The Veterans Garage also provides its members with welfare support.





# AND THE WINNER IS...

## Salford Scorpions

Our winner of the £1,000 prize fund and Springboard Hero title is a local flag football team, The Salford Scorpions.

The Scorpions received almost half of the public votes in the most popular awards to date.

We caught up with Dave Myring, the mind behind the Scorpions team who also works as a teacher at Ordsall's Primrose Hill Primary School. As a fan of American football, he set up the team two years ago to help introduce local people to the sport he loves.

Dave said: "We're thrilled to have won this prize and would like to thank each person that voted for us."

"It will go a long way to helping us set up more teams and fulfil our aim of starting a cadet team for children aged eight years and over. We hope to also be able to set up a women's team in the future. This funding means we won't have to charge any costs for new players and all would be welcome to join."

"We can't wait for next year to take part in competitions and make Salford proud."

Flag football is a non-contact and fast-growing version of American football. Instead of tackling their opponent, the defensive team must instead remove a flag from the belt of the ball carrier.

Sue Sutton, our executive director of operations said: "The Springboard Heroes is our way of honouring some of the fantastic work that ordinary people in Salford are doing day in, day out as part of Love Your Neighbourhood Week; and it's projects like these that make our communities so special."

"We'd like to say a huge congratulations to The Salford Scorpions who are very worthy winners of this year's award. We had a record-breaking 1,200 votes cast this year, and while there can only be one winner, we're proud to support them all."



Neighbourhood supervisor Emma Jackson presents £1,000 to Salford Scorpions



Watch our video of  
the moment Salford  
Scorpions were told they  
were our Springboard  
Heroes winners at  
[www.salixhomes.co.uk/  
limelight](http://www.salixhomes.co.uk/limelight)



**1,058**  
people voted

**£41K**

In **2019-20** we've invested  
more than **£41,342** in  
our Springboard fund

“ IT WILL GO A LONG  
WAY TO HELPING US  
SET UP MORE TEAMS  
AND FULFIL OUR AIM OF  
STARTING A CADET  
TEAM FOR CHILDREN  
AGED EIGHT YEARS  
AND OVER ”

*Dave Myring*



# LOVING YOUR NEIGHBOURHOOD

**The people of Salford have shown their love for where they live as part of our annual Love Your Neighbourhood Week celebrations this summer.**

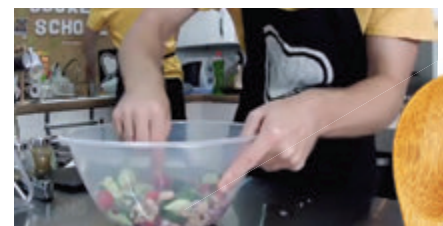
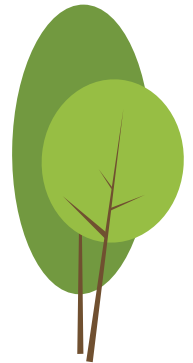
Because of the COVID-19 pandemic, this year saw our first ever virtual Love Your Neighbourhood Week.

The jam-packed week included an online live cooking demonstration, garden

competitions and virtual activities for all the family.

Thanks to Love Your Neighbourhood Week, we can really see the pride in our communities and that true spirit of Salford.

Here's just a snapshot of some of the activities we got up to...



## Live cook-a-long

The fun kicked off on Monday, 17 August with a live virtual cooking demonstration from BounceBack Food where they cooked some tasty healthy recipes.

We also explored some local landmarks with a virtual walking tour of Salford. You can watch the full video at [www.salixhomes.co.uk/limelight](http://www.salixhomes.co.uk/limelight)

## Lockdown transformations



Over the last few months, many of us have been spending time in our gardens, small spaces and communal areas and even taking on our very own lockdown projects. Whether you'd been gardening, doing DIY or adding a new addition to your outdoor or indoor space, we wanted to hear about it.

We asked for you to share your lockdown transformations with us for the chance to win a £50. Tesco voucher. This prize was won by Samantha Gorst, who lives on the Duchy Estate.





## Neighbourhood heroes

Who has been your neighbourhood hero throughout lockdown?

We recognised some of our very own lockdown heroes and asked you to nominate yours.

Keri Muldoon, who is a Broughton-based community campaigner, was nominated for her volunteer work over the pandemic.



## Upcycling projects

With shops shut during lockdown, people turned to upcycling to give an item a new lease of life.



## Furniture Recycling Scheme

Our Environments Services Team shared tips and advice on recycling and gave an insight into our furniture recycling scheme.

We also gave you the chance to win a £20 Amazon e-voucher on with our competition to guess the weight of the fly-tipping collected.



Watch our video on our Furniture Recycling Scheme on our website at [www.salixhomes.co.uk/limelight](http://www.salixhomes.co.uk/limelight)



## Boost4Youth

We finished the week with a call out for our Boost4Youth panel. We are looking for young people aged 14-21 to take part in our independent decision-making panel, which manages a budget that helps fund projects for young people in our communities.

Last year's Boost4Youth panel member, Fathiat Abdul-Quadri, 16 said: "Our Boost4Youth panel is all about the youth of Salford."

"We have the independence to make things happen, make decisions and shape how things are done. We're really excited to be able to provide more opportunities for young people."

Find out more about Boost4Youth and how to join at [www.salixhomes.co.uk/boost4youth](http://www.salixhomes.co.uk/boost4youth)



# Love Your Neighbourhood

## Monday, 17 - 21 August 2020





# FROM BARRISTERS TO BARISTAS, INTRODUCING OUR NEW CUSTOMER COMMITTEE





**MORE THAN  
120**

applicants to join our  
Customer Committee

**Earlier this year, we launched our new Customer Committee giving our tenants a real voice by allowing customers unfettered access to scrutinise the organisation.**

The committee is made up of 12 Salix Homes customers from a range of backgrounds, professions and talents and sits alongside the organisation's board in how it is governed. We created our customer committee to put customers at the core of how we operate.

The 12 members were hired after an in-depth application process saw 129 customers apply to be a part of the innovative scheme.

Applicants included everyone from barristers to baristas. The process included a written

application, open day, as well as a face-to-face interview at head office.

As part of the committee, members are responsible for ensuring that the business meets the consumer standards and that value for money is being achieved across all services areas.

We caught up with them to find out why they decided to apply to the committee and what they hope to achieve within it...



# MEET THE FACES OF THE COMMITTEE...

## WHAT MADE YOU APPLY TO JOIN THE COMMITTEE?

**KAREN:** After working in care roles in the past, such as being a sheltered care scheme manager and a care home manager, I felt I had a lot of skills that were transferable for the Customer Committee role.

**VICKI:** As a child, I have memories before going into care, of spending nights in bus shelters as we had nowhere to stay, so I fully understand the importance of a working social housing system and the difference they truly make to the quality of life. I want to be able to give back to a sector that has helped me in my life.

**MADDISON:** After being asked to leave my private rented property due to a change in my landlord's circumstances and having nowhere to go at short notice, I was at the risk of becoming homeless, so I fully appreciate the role the social housing sector

has to play in society and want to do whatever I can to help the sector to be able to help others like myself.

**CHARLOTTE:** I've always had an interest in volunteer work, so when the opportunity arose for me to apply to be on the new Customer Committee I jumped at the chance.

**MARTA:** I love the community that I live in and I want to try and help to improve it further and support the people within it who welcomed me when I moved here from Spain.

## WHAT ARE YOU MOST LOOKING FORWARD TO ABOUT THE COMMITTEE?

**KAREN:** I love where I live and I'm passionate about my community so I can't wait to see how I can help make positive changes in the area where I live.

**MICHAEL:** I can't wait to look back in a year and look at the

positive impact we, as a collective, have had on the communities and the people within them.

**KERI:** I'm looking forward to being able to see more behind the scenes and to find out all the different aspects of housing and how positive changes can be made.

**JASON:** I'm excited to be a voice for other Salix Homes customers and help to drive important decisions, but I'm also looking forward to being involved from a personal perspective and can't wait to learn more about the sector.

**MADDISON:** I can't wait to be involved in the important decision-making processes that'll have a direct impact on customers. I have a personal interest in objective reasoning, and I hope this will have a positive effect on the committee.

**CYNTHIA:** The in-depth, practical decision-making process is something that is of personal interest to me, and I can't wait for the challenge the committee presents to use my skills to work towards making positive changes to the lives of Salix Homes' customers.

## WHAT DO YOU HOPE TO ACHIEVE WITHIN THE COMMITTEE?

**VICKI:** As a care-leaver myself, I have a personal interest in the process care-leavers go through when they officially leave care and how they can be supported further so this is something I'd like to make a focus within the committee.







You can learn more  
about our Customer  
Committee at  
[www.salixhomes.org/  
customer-committee](http://www.salixhomes.org/customer-committee)



“ I’VE ALWAYS HAD AN INTEREST IN  
VOLUNTEER WORK, SO WHEN THE  
OPPORTUNITY AROSE FOR ME TO APPLY TO  
BE ON THE NEW CUSTOMER COMMITTEE I  
JUMPED AT THE CHANCE ”

*Charlotte*

Despite the pandemic, members  
have still been able to continue  
their work virtually.

**RASHIDAH:** I want to be able to  
help put in place innovative  
improvements that will help  
make Salix Homes customers  
lives better.

**CHARLOTTE:** I hope to be able to  
watch the direct impact that the  
positive changes we make have in  
my own community because of  
decisions I helped to make.

**MARGARET:** The committee  
members are enthusiastic and  
as Chair, I hope to be able to

lead them to be a dynamic  
and resourceful committee,  
committed to ensuring that  
Salix Homes residents have a  
“Customer Voice” that is heard  
at Board level.

Keep an eye out for the first  
piece of scrutiny work,  
published later this year







# A FIVE YEAR LOOK BACK

Spring 2015 saw the start of the transfer of 8,500 homes from Salford City Council to Salix Homes. Since then, there have been some big milestone moments, from the Boxing Day 2015 floods to building our first new-build homes and launching our first paid Customer Committee - we have overcome and achieved some incredible things over the last five years. Let's take a look...

## 2015



**1.** The Boxing Day floods of 2015 devastated homes and businesses in many parts of the North West. Around 300 of our homes were affected. Over the months that followed we supported residents and started a major improvement programme to refurbish all the homes.

**2.** We set out on our five year journey to 2020 with our corporate plan, Let's Grow Together.



**3.** We launched our in-house repairs service.



**2.** Construction work started on the Poet's development, our first new build housing development.



## 2016



**1.** We launched our Earn as you Learn apprenticeship recruitment drive, helping local people kick-start their careers.



**3.** We launched Love Your Neighbourhood, providing dedicated teams and a community grant for each neighbourhood.



**4.** We were awarded the Gold Standard in the Investors in People award in recognition of the way we develop, support and motivate our employees.

## 2017

**1.** We launched The Hive, an affordable housing scheme for young people in Salford. We've transformed a number of





empty buildings into desperately needed housing.



**2.** Our first residents moved into our new build development, The Poet's on Shakespeare Road in Swinton.



**3.** We were recognised as one of the top 100 not-for-profit organisations to work for in the UK.

## 2018



**1.** We launched our Rethinking Housing campaign, changing the way we provided our services in order to cope with the demands of the future.

**2.** Our MiiHome project which helps keep older tenants safe in their homes was introduced.

**3.** Alexander Gardens in Broughton was Highly Commended in the Affordable Housing Scheme of the Year in the prestigious 24 Housing Awards.

## 2019



**1.** We featured in a new BBC One daytime series shining a spotlight on Britain's empty homes crisis.



**2.** We launched our first paid Customer Committee, giving our tenants a real voice by allowing customers unfettered access to scrutinise the organisation.



**3.** Our online customer portal, MySalix went live, making it even easier for our customers to manage their tenancy at the click of a button or tap of a phone.



**4.** We launched a new Building Safety Charter in a call to action to raise the bar for building safety.

## 2020



**1.** A team of Salix Homes employees made thousands of phone calls to elderly and vulnerable residents during the Coronavirus pandemic, providing the human contact that was missed whilst ensuring they had access to food, fuel and medicine.



**2.** We launched our first ever digital Love Your Neighbourhood week.



# Furniture Recycling Scheme

Recycling the furniture that is collected from newly emptied homes, allows us to help our tenants most in need and reduces the amount of fly-tipping on the streets of Salford.



**Tonnes of pre-loved furniture donated to families in need**



**Over 100 tonnes of furniture diverted from landfill sites**



**Delivered more than 1,000 items to people who need it most**



**Saved over £28,000 in tipping costs**

**There are a wide range of household items available from sofas to cookers to TVs.**

For more information on donating furniture or to make use of this service, please get in touch.

Call **Janine Hart**, recycling co-ordinator on **0800 218 2000**.

\*Terms and conditions apply. Please note, there are certain restrictions in place for the items we will take and we may charge a small collection fee.