

Independent Living Team Quarterly Newsletter

September - December 2024 edition



A Warm Welcome

Welcome to your newsletter, another new addition to our Independent Living service.

I am thrilled how well the launch of our new service is going and that I am already seeing the impact it is having in supporting so many residents like you.

Please do continue to feedback to us. It's important that we receive this information so we can continue to adjust and improve. In the meantime, enjoy your newsletter and look forward to seeing you at a future event.

CLlr Tracey Carter, Housing Porfolio Holder

Independent Living Service Launch

Thank you to all the residents who attended the launch of the new service on Wednesday 24th July. Your participation and support meant a lot to us.

We also want to thank the members of staff from Housing and external agencies who also offered support on the day.

We launched across 15 centres, bringing together a diverse group of individuals and organisations to promote Independent Living. We hope you enjoyed the event and found it fun and informative.



Focus Group Dates

Park Road, Weston, PE12 6RA

11th September 2024 at 9am.

Linden Court, Spalding, PE11 2ND

11th September 2024 at 11am.

Sezanne Walk, Spalding, PE11 1RD

12th September 2024 at 9am.

St Matthews Drive, Sutton Bridge, PE12 9RJ

17th September 2024 at 9am.

Spring Gardens, Long Sutton, PE12 9HU

18th September 2024 at 9am.

Age UK Response Service

The Age UK Response Service has made 46 emergency visits to residents in emergency situations so far. The service ensures that help is available when it is most needed and is proving highly effective. If you do not have contacts, or your family live far away enquire about the full response service for 24/7 assistance.



Residents Spotlight

Resident David Rowe shares a personal experience highlighting the importance of key safes in Sheltered Housing. Recently, David fell ill and required medical attention. Thanks to his key safe, he was able to provide the ambulance access to his home, allowing them to quickly assist him. David emphasises the importance of all residents having a key safe in case of emergencies, If you would like a key safe installed please get in touch with the team.

David states “Having a key safe can be a lifesaver in an emergency situation, It’s important for all residents to have one to ensure their safety and wellbeing”.



Our Handyman Service is now live

Our handyperson service provides reliable and professional home maintenance services with the materials that you provide.

To book your handyperson:

Email: independentlivingteam@sholland.gov.uk
Tel: 01775 764888

Community Centre Refurbishments

We are delighted that the first three community centres have been refurbished and are looking fantastic. The finishing touches are being put in place to ensure the spaces are welcoming and functional for all users.

Consultations are currently underway for the next three centres. We are eager to work with you all to gather your ideas.

Tunstall Equipment Upgrade

Upgrades to your lifeline equipment are currently underway. Our team are working hard to enhance the equipment and services available to you.

Please do attend the consultations, where a representative will guide you on how to use the equipment and explain the upgrade process.



Meet the Housing Ombudsman

The Chief Operating Officer of the Housing Ombudsman, is coming to South Holland

This is a face -to - face event and an opportunity to:

- ▶ Find out what the Ombudsman does and how they can support you
- ▶ Share your experiences and talk to other tenants
- ▶ Shape the services offered by the Ombudsman
- ▶ Your questions can be submitted in advance by emailing: housing.transformation@sholland.gov.uk or by phoning 01775 761161

Numbers are limited - Please visit our website, phone us or scan the QR code opposite to secure your space

www.sholland.gov.uk/housing-ombudsman



Monday
7th
October

Monday 7th October 2024
1.30pm - 2.30pm

At The South Holland Centre
Market Place, Spalding, PE11 1SS



Scan this QR Code
to book your space

Have
Your
Say

01775 761161

How To Get Involved

If you would like to get involved with the newsletter, we welcome your contributions. Whether you have a story to share, a suggestion or a special event to promote, we would love to hear from you.

Email: independentlivingteam@sholland.gov.uk
Tel: 01775 764888

