



Saffron E-News

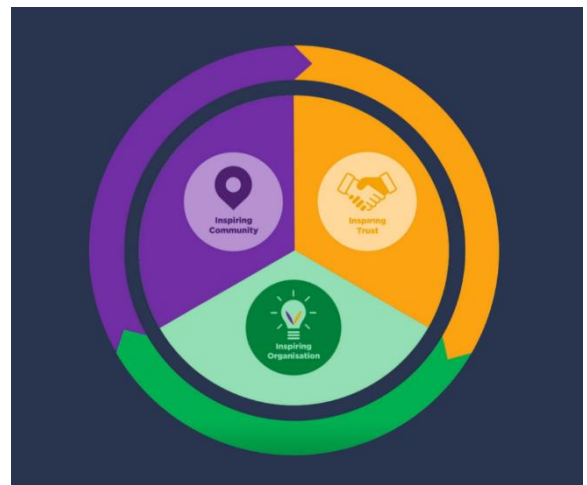
The digital update for Saffron tenants

We have launched our new 'Inspiring Saffron' Strategy

We are excited to launch our ambitious new 'Inspiring Saffron' Strategy.

Our strategy for 2022 and beyond is for Saffron to be known for Inspiring Communities and Inspiring Trust by being an Inspiring Organisation.

At the heart of our strategy is working side by side with our tenants and communities to improve homes and services. Value for money has never been more important and this strategy will require us to invest more pennies of every rent pound in improving homes. We want to create an inclusive environment for everyone, and wherever possible make sure reducing our carbon footprint also reduces the cost of living.



Each Inspiring element includes its Purpose and key Priorities for 2022/23. The strategy also introduces our 12 Vital Signs, measures of how we are performing against this strategy. Tenants and colleagues will be involved in updating our Priorities and Vital Signs every year. It is important to us that we are open and transparent about how we invest our tenants' rent and this is summarised in the 'How every rent £ is spent' chart.

Our CEO James Francis said: "This strategy is about both understanding and continuing to improve the way tenants and their communities feel about Saffron. Saffron was created for the benefit of the community and current cost of living means it's more important than ever that we commit to increasing the proportion of every pound of rent that is invested in the things that will make the greatest difference to our tenants and their communities.

"Being an inclusive organisation to work for and with is essential to turn our plans into reality."

You can see our new strategy in full [here](#) or you can watch our strategy video [here](#).

New fire safety legislation

Your safety is important to us and ahead of a new Building Safety Act due to be published later this year, we have made two short videos and updated our fire safety leaflet. They are for our tenants who live in blocks of flats and our Independent Community Living schemes as these properties will have fire doors and protected escape routes. Fire doors will save your life and those of your neighbours if there is a fire.

You must never tamper with a fire door and report anything faulty to us immediately. It is also vital that all corridors and stair wells in communal areas remain clear of rubbish, to eliminate the risk of fire, prevent any trip hazards, and to give the emergency services space to work if there is a fire.

We also have an important safety leaflet from Norfolk Fire and Rescue Service which all tenants should read. In addition, we have a new help sheet with important electrical safety advice [here](#).

To view the videos and leaflets please visit our 'Fire Safety In Your Home' page [here](#).



Tenancy and Independent Living Skills workshops

We have received some positive feedback from tenants following the Tenancy and Independent Living Skills (TILS) workshops which were delivered in February by Your Own Place, a Norwich-based social enterprise, and in partnership with Independent East (an informal alliance of 5 community-focused housing associations in the East of England).

This includes Philip who was referred to the workshops by our Neighbourhood Officer Paul Quick. Philip said he grew in confidence during the session and shared that it "has made me consider going to other groups."

We are excited that Your Own Place have a further 3 workshops on the following dates:

Tuesday 10th - Thursday 12th May in **Norwich** (Norwich Central Baptist Church, Duke Street, Norwich, NR3 3AP)

Tuesday 24th – Thursday 26th May in **Ipswich**, (Christchurch House, 43 Fonnereau Road, Ipswich, IP1 3JL)

Tuesday 7th – 9th June in **Watton** (Wayland House, High St, Watton, Norfolk, IP25 6AR)

The workshops will cover topics such as:



The aim of the workshops is to make a difference to the lives of our tenants, by:

- Helping them become more confident and empowered with their finances
- Helping create long-term tenancies
- Preventing costly and avoidable interventions
- Improving wellbeing
- Ensuring they get on with their neighbours and feel part of their community
- Understanding of rights and responsibilities
- Developing life skills

Lunch will be provided at the face-to-face workshops and if you have any childcare or travel difficulties, we will provide support.

If this is something you would be interested in, please speak to your Neighbourhood Officer. If you need to remind yourself of who your Neighbourhood Officer is, please [click here](#).

Please note there are limited spaces available, so all referrals will be prioritised on a case-to-case bases.

Tenant portal - repairs

Our 'My Saffron' tenant portal now allows you to view your live and completed repairs (responsive).

This benefit also enables you to message us direct about your repair from the portal and receive updates about it.

We now have over 2,100 sign ups to My Saffron – if you haven't yet registered, it's really easy to do and comes with lots of benefits, such as:

- Being able to pay your rent
- Amend your personal details when you need to
- Raise an enquiry and receive updates over a secure link which has advantages over sending an email.
- Have access to our Tenant Support & Wellbeing Service.



For more information about My Saffron and details on how to register, go to our 'Do more online' page [here](#).

New Help Sheets

We have recently replaced our Tenant Handbook, with a number of new Help Sheets which we hope you will find useful. The Help Sheets cover all areas of the business, including:



- How to report a repair
- Repair responsibilities
- Support and advice
- Your tenancy
- Energy efficiency tips

You can find all the new Help Sheets on our website [here](#).

Community Membership update



In our winter edition of Saffron News, we told you about our new approach to tenant and community engagement. The new structure was designed by our tenants and community leaders which has created a number of exciting ways you can be involved to improve our communication and service quality going forward.

We wanted to update you on the Saffron Community Membership project. Some of the key milestones and activities over the past few months include:

- The first **Service Quality Committee** has taken place, Chaired by Saffron Board Member Alison Inman. The committee discussed the project plan, consumer standards (which we must have in place as it is a regulatory requirement), and they reviewed the quarterly complaints report which highlights where we have done well and where improvements could be made.
- We are working in partnership with tenant engagement experts TPAS to agree the approach and application process for the **new Community Members**. Three workshops have been held involving staff and Founding Community Members. Keep an eye out for our invitation to apply soon!
- In November, work began to review and improve our **repairs service**. To help shape it going forward we invited tenants, which included our Founding Community Members, to attend a Repairs Review feedback session. They told us what works, what needs improving and how they would like to experience repairs in the future. We will continue to work together gaining valuable feedback from those tenants as the project progresses.
- We have held our first two **Community Triangles** where Saffron staff, tenants and community leaders had a walkabout in Poringland and Brooke. The Community Triangles are a key engagement forum and create an opportunity to note any actions to investigate. The two events were deemed a success as lots of information was gathered and shared between the attendees, the Community Triangle members also had the opportunity to speak to other tenants in the villages about any issues or concerns they had. Some areas have been identified as benefitting from Saffron's Community Foundation grants and also involving Saffron employees to utilise their staff volunteering day to tidy up a community garden in Brooke.

If you would like to be part of the new Community Membership, we would love to hear from you. If you are interested in finding out more, please email us your name, email address and telephone number to communitymembership@saffronhousing.co.uk and let us know which of the below you would like to be involved in:

- Tenant Communication and Support
- Tenant Scrutiny
- Attend six monthly meetings with members of Saffron's Board and Executive Team
- Attend a Community Triangle

If you would like to know more about other ways you can get involved with Saffron to make sure you don't miss out, visit the Get Involved page [here](#).

Domestic Abuse equipment



Our Neighbourhood Team are now offering free safety equipment to survivors of Domestic Abuse (DA) to install in their homes. The equipment is there to help enhance the safety and give increased peace of mind.

The equipment that is available, includes:

- Door handle alarms
- Window alert alarms
- Door braces

Our Neighbourhood Officers have all completed specialist domestic abuse training and can assist tenants with referrals to specialist domestic abuse services. Please contact your Neighbourhood Officer for more information or visit our website page [here](#).

Don't forget we also have a free, confidential Tenant Support & Wellbeing Service available 24/7 for all of our tenants offering lots of information and advice. To find out more visit our website [here](#).

Shift Gold Award

We have improved our performance and achieved a Gold award in our latest sustainability report which looks at our environmental performance.

In March last year we were awarded a Silver award in the SHIFT sustainability report, which is the sustainability standard for the housing sector. In the last 12 months our overall performance has improved across all areas of the assessment resulting in a Gold award.

SHIFT looked at Saffron's environmental footprint from 1st February 2021 – 31st January 2022. The areas which were assessed included our offices, existing homes, new builds, supply chains and operations. The report also covered areas such as energy and resource use, transport and travel, resident engagement, climate risk, biodiversity, and responsible sourcing.

Jason MacCormick, Assistant Director of Strategic Asset Management at Saffron, said "This is a fantastic achievement and really shows the hard work we've been doing to try and meet high standards of sustainability throughout our business models, including the performance of the homes we provide.

"The report highlighted areas we are doing well in, such as preventing waste going to landfill and engaging with our tenants about how to lower their energy usage."



Supporting the Queen's Jubilee



This year marks the Queen's 70 years on the throne and celebrations are taking place across the country from 2nd to 5th June.

To mark the event, we will be planting a tree at each of our Independent Community Living and Independent Community Living Plus schemes this year.

They will be planted alongside a commemorative plaque in the autumn, as part of the Queen's Green Canopy, tree planting initiative. The trees will enhance the schemes outside space and be a reminder of this special occasion.

Saffron is also supporting the Norfolk Jubilee Trails. The four new walking and cycling trails will see improved rights of way on existing routes along with new trails created to open up parts of Norfolk which previously had no public access.

The four new and improved trails will be from:

- Heacham to King's Lynn
- Gressenhall to Dereham
- Great Yarmouth to Lowestoft
- Gayton to Castle Acre

It is anticipated that the trails will be open in late summer 2022, with each one marked with a unique Jubilee marker. You can find out more on the 'Platinum Jubilee Norfolk' website [here](#).

Let us know about your Jubilee celebrations

We are encouraging tenants to host activities and events such as a tea party, to get together with friends and family to share memories of the Queen's historic reign. If you have any other ideas of how you would like to mark the occasion, speak to your Neighbourhood Officer or Wellbeing Co-ordinator.

To find out more about events going on near you, visit the official Jubilee website [here](#).

We would love to see how you will be celebrating the Jubilee with pictures from your day, or do you have a royal memory you would like us to share? Please email communications@saffronhousing.co.uk and we will let others know in the next issue of Saffron E-News and on our social media channels.

Visit our T-Rex this Summer!

We are excited to be sponsoring a T-Rex as part of Break's 2022 'GoGoDiscover' trail.

Our T-Rex will be called Perry and has been designed by Norwich-based artist Roberta Wood. The designs are being kept under wraps, but we can share a sneak peek with you.



From Monday 27th June until Saturday 10th September, you will see 80 T-Rex and Steppe Mammoth sculptures roam the streets of Norwich and Norfolk forming a fun, free and family-friendly trail.

By fundraising and putting £1 into a collection pot when collecting your trail map or buying a sculpture at the auction on 28th September, GoGoDiscover supporters allow Break to deliver services giving children and young people on the edge of care, in care and leaving care the best chance of a bright future.

Keep an eye out over the next couple of months on our website and social media channels, as we unveil more of our T-Rex Perry and ways you can get involved.

You can find out more about Break and the GoGoDiscover trail via their website [here](#).

Could you be a volunteer?

From Wednesday 22nd – Sunday 26th June, Break charity are looking for volunteers to help with the installation of their large sculptures. They will need help across the county, city and at their warehouse in Hellesdon. If you think you could spare some time to volunteer, please email fundraising@break-charity.org.

Or do you think you could be Trail Ranger?

You don't need to be a dinosaur expert to get involved. You just need to enjoy meeting people, have a friendly and helpful attitude, and lots of enthusiasm. The Rangers help the event run smoothly and greet the thousands of people who are expected to visit. To find out more, visit the Break website [here](#) or sign up [here](#).

A step closer to the completion of Swallowtail Place



In February, we celebrated another step closer to the completion of 'Swallowtail Place', our new Independent Community Living Plus scheme in Acle with a topping out ceremony.

The event marked the next stage of the scheme and included the traditional pouring of beer on the roof to mark it as watertight.

Supported by Homes England (Homes England is the government's national housing and regeneration agency that funds new affordable housing in England) and in partnership with Norfolk County Council, NorseCare, Broadland District Council and RG Carter, the scheme will consist of one and two-bedroom self-contained flats. It also has communal spaces such as a lounge, activity room, retail/café space and a hair salon as well as outside areas to help residents stay active in the community. On-site care and support will also be available 24/7 giving residents and their families peace of mind that support is close to hand if needed.

Of the 58 new affordable apartments, 17 will be available to buy through Shared Ownership. You do not need to have a care need to purchase one of these apartments, but you will have access to all the benefits the scheme provides.

The Acle development is due for completion in the autumn.

For more information, including our Swallowtail Place brochure please click [here](#) or for any enquiries, please email swallowtailplace@saffronhousing.co.uk or telephone 01508 532000.

