

# Grapevine.

A publication from **Linc**

Summer 2019

**You're Hired!**

## Meet Liza & Louise

Mum Liza, and her daughter Louise share with us their journey to employment.

## Growing Green Spaces

Growing Green Spaces is our new project in partnership with **Natural Resources Wales**.





Poster artwork created by the local community of St Mellons, facilitated by Linc's Community Engagement team

#STMELLONSFETE2019



# ST MELLONS SUMMER FETE

12-4pm



Tuesday  
6 August

St Mellons Hub  
(30 Crickhowell Road, Cardiff CF3 0EF)

Come and join your community at St Mellons Summer Fete, with lots to get involved in, whatever your age! Activities on the day will include face painting, a football and basketball tournament, netball, gymnastics and judo, local community organisations, information and food stalls. There's something for everyone!

Free  
Entry

Organised by Linc Cymru, Wales and West Housing, Hafod Housing, St Mellons Hub, Children and Young People Partnership and Cardiff City Council

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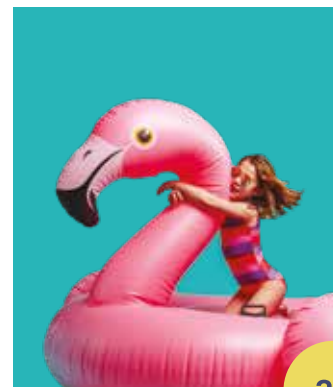
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#### Welcome from our CEO

Our summer edition of Grapevine has arrived along with some summer sun. This edition is packed full of Linc news and great stories from your local communities. From D-Day celebrations in Newport to brand new extra care schemes in Bridgend and Caerphilly, it's been a busy few months.

Our front cover story introduces you to Liza and Louise, a mum and daughter who have each been on their own employment journeys. For Liza and Louise, their hard work and determination has paid off; you can read their story in full on page 12.

On page 8 you can read more about our gardening competition – we'd love you to get involved! We know there are lots of talented gardeners among you and I'm looking forward to seeing your entries. Sticking with the green theme, we've also got some tips for going green and saving money on page 6.

Our 2019-2021 business plan is now available on our website! We call it OneLinc.

As OneLinc we've taken a fresh look at what our future holds. We believe that our world is ever changing, and we want to be leaders in responding to those changes. So, our next chapter goes beyond providing excellent homes and services and is captured in our unique purpose: Creating the right environment for people to flourish.

Our OneLinc purpose will form the basis of everything we do over the coming years. By putting togetherness and wellbeing at the heart of our way of working we will create a culture where we work together and are proud of the difference we make to peoples' lives, every single day.

To read our OneLinc business plan in full, visit:  
[www.linc-cymru.co.uk/OneLinc](http://www.linc-cymru.co.uk/OneLinc)

Have a great summer and I hope you enjoy reading this edition of Grapevine.

Scott





# Keeping you safe.

## COMMUNITY SAFETY HUBS.

Community Safety Partnership hubs have been setup across Blaenau Gwent, Torfaen, Caerphilly and Newport.

The hubs act as a central point for agencies such as the police, social services, housing associations and mental health services. This enables them to be more accessible to one another and Linc is already playing an active role in the community safety hubs that are already up and running.

The hubs will improve collaborative working, the sharing of good practice and swifter information exchange. The serious and organised crime meetings and anti-social behaviour problem solving groups will also be conducted from the hubs.

Julie James AM, The Minister for Housing and Local Government, opened the latest hub, South Wales Fire and Rescue Engagement Hub at Malpas Fire Station, Newport.

The Newport Hub also focuses on positive starts, to engage and educate young people in a positive and local environment; addressing adverse childhood experiences (ACEs) in a safe space and providing early intervention and prevention.

## COUNTY LINES ADVICE.

“County lines” involves the criminal exploitation of young people and vulnerable adults. Gangs use young people, or can take over vulnerable adult’s homes to sell and move drugs. Early intervention in these issues can stop the problem becoming worse.

If you suspect drug dealing is taking place or you are concerned that a young person or vulnerable adult may have been targeted, please report it. You don’t have to be certain, just concerned.

Call the police on **101** or if you prefer, you can contact Crimestoppers anonymously – call **0800 555 111** or visit [www.crimestoppers-uk.org/give-information](http://www.crimestoppers-uk.org/give-information)

Linc works in close partnership with the police and other agencies in trying to tackle problems affecting our communities, so please also report your concerns to Linc on **0800 072 0966**.

**If someone is in immediate danger or a crime is taking place you should always dial 999.**

Diversity and inclusion are key priorities for Linc, and we are working with the National Centre for Diversity to help us become an organisation working on the FREDIE principles of Fairness, Respect, Equality, Diversity, Inclusion and Engagement.

We want people working with us or living in our homes to feel safe, valued and included whatever their background. In this edition of Grapevine we are focusing on hate crime.

## So, what is a hate crime?

A hate crime is a crime which has been motivated by a hostility or prejudice based on a person’s race or perceived race, religion or perceived religion, sexual orientation or perceived sexual orientation, disability or perceived disability or transgender identity or perceived transgender identity. It’s against the law to commit a hate crime.

If you have witnessed a hate crime or have been a victim of a hate crime, you can report it to the police on 101 (non-emergency) or 999 (emergency). If you do not feel able to report it to the police, you can report it to Victim Support

on **0300 3031 982** or via email [Hate.CrimeWales@victimsupport.org.uk](mailto:Hate.CrimeWales@victimsupport.org.uk). Please don’t be afraid to use these numbers and seek support.

Please be assured that we will take strong action against hate incidents and where possible will work with you and your local community safety partnerships to increase your sense of safety. When you have called the police and/or Victim Support, please also let us know on **0800 072 0966** so we can have a chat about how we can support you further.



# Go green & save money

Ever thought about what you could do to 'go green' and be more environmentally friendly? Apart from recycling, what more can you do? Where do you start?



01

## **Slay the energy vampires**

The average household wastes £76 a year by leaving electrical items on standby. This is because they still use energy when left on standby. For example, a mobile phone charger uses 5 watts when charging your phone but still uses 2 watts when on standby - so make sure you turn them off at the socket.

02

## **Do laundry more efficiently**

Most of a washing machine's energy is spent on heating water, so wash your clothes at 30 degrees, or even in cold water. Make sure you always put in a full load when using your washing machine, as a half wash uses almost as much water and electric as a full one. Air dry laundry instead of using the tumble dryer, as the average cost of one tumble dryer cycle is £0.62!

03

## **Eat smart**

If you eat meat, try having one meatless meal a week. Meat can be expensive to buy, but the production also costs the environment.

04

## **Recycle water**

Use a water butt to catch rainwater and reduce your water usage. You can use this to water plants and even wash your car. If you don't have a water butt, use a bucket or some old pots and pans.

05

## **Use online banking**

Online banking is safe, can save you time and reduce the amount of paper coming to your house. You can use it to pay your bills, view your transactions and transfer money.

06

## **Turn the heating down**

Did you know that heating the home accounts for 30% of the average household electricity bill? When you switch your heating back on after the summer, turn the thermostat down by 1 degree and save 10%.





## Competition time!

Enter for your chance to win a £20 shopping voucher

## Is your summer garden looking blooming brilliant?

We know that many of you are talented gardeners, and we would love to see how your gardens and outdoor spaces are looking this summer. We even have some prizes to give away too!

**There are 5 categories to choose from and a winner will be chosen from each category.**

### **Best garden transformation**

#### **Grow your own**

for impressive vegetable growers

#### **Best display of colour**

for a vibrant and uplifting display of plants

#### **Young Gardener of the Year**

for green fingered under 16s

#### **Gardener of the Year**

a Linc tenant who has created a garden to be proud of



To enter, you can:



### **Upload**

Upload a photo of your entry to our Facebook page (Linc Cymru Housing Association) letting us know which category you would like to enter.



### **Email**

Email a photo of your entry along with your name and address to **comms@linc-cymru.co.uk**. Remember to tell us which category you are entering.

Entries close on **23 August 2019.**

Winners will be chosen by our community regeneration team and will be contacted by **30 August 2019.**

### **Terms and conditions**

1. There will be one winner per category
2. All entrants must be Linc tenants and residents of Linc care schemes/ nursing homes
3. By entering the competition, you are authorising use of photos submitted and publication of name in Linc's publications and social media channels
4. Prize will be a £20 shopping voucher



# Growing Green Spaces

Growing Green Spaces is our new project in partnership with **Natural Resources Wales**.



Growing Green Spaces has begun to support numerous communities in South Wales from Tredegar to St. Mellons, across a range of projects including community gardens, biodiversity projects and licensing land to tenants for them to use and re-imagine.

Embedded in the Well-being of Future Generations Act and Natural Resources Wales' State of Natural Resources Report, the project centres around wellbeing. The project works closely and collaboratively with community members, expert partners such as Keep Wales Tidy, The Bumblebee Conservation Trust, Buglife Cymru and Space Saviours and other housing associations.

Working with tenants of Orb Drive in Liswerry, Newport, Growing Green Spaces has supported tenants in beginning to transform a section of Lysaght Institute into a community and wildlife garden, including a vegetable patch and a wildflower meadow.



## *Creating a community*

Working with Linc's development team, Growing Green Spaces advises on plans for new developments to embed high quality green space from the start. This includes drawing on scientific work to ensure planting has the maximum benefits to biodiversity and well-being (for example in reducing air pollution).

### **How to Get Involved**

If you would like to get involved with the Growing Green Spaces project, please email: [luke.penny@linc-cymru.co.uk](mailto:luke.penny@linc-cymru.co.uk) or call 07989431912.





# You're hired!

**Mum Liza, and her daughter Louise, are Linc tenants and have kindly agreed to share with us their journey to employment.**

When Liza's husband passed away last year, she got in touch with her housing officer Justine, who visited her to help with changes to her tenancy. While they were chatting, Liza mentioned to Justine that she was feeling very low and was looking for things to do to meet new people and get out of the house.

Justine suggested Liza and her daughter Louise attend a digital inclusion session that Linc's Community Engagement team had organised.

"At the end of the day if it wasn't for Justine coming over to talk to us at that point and getting us involved I don't know - I was really, really down, I was very low because David had passed away and I didn't want to be here. I was very, very low" said Liza.

Liza and Louise decided to attend the digital inclusion session and it was there that they met a number of Linc tenants and staff, including Shelly from our Community Regeneration Team. Shelly spoke to Liza and Louise and offered to support them both in finding work experience and training, as well as giving them job application and interview advice.

Liza knew that she was passionate about finding a job in the care sector and spoke to staff from Linc's Care team at the digital inclusion session; "That is the nice thing about every Linc member of staff no matter what department they work in they are always nice and friendly."

Keen to start her journey to a job in care, Liza explained to Shelly that she would like to start looking for jobs; "I mentioned to Shelly that I wanted to go into the care industry and then she made an extra special effort to take us around places like the nursing homes and extra care homes. It was very nice of her to do that for us. Shelly helped me with confidence issues that I had."

It wasn't long before a job came up in one of Linc's nursing homes and Liza plucked up the courage to apply.

Liza said: "Shelly helped me because I had never been for a job interview in my life, so she helped me with all of that. I was terrible the day of my



interview, Shelly came down with me, it was very nice and very good of her.

We came back to the house and then the phone rang and they offered it to me in less than an hour - I felt ecstatic.

Seriously, it was such a good feeling getting that job and I couldn't thank Shelly and Linc enough. I have even said if it wasn't for Linc and it wasn't for Shelly doing all those things that you all did for us that I don't think I would have got that job - I don't think I would have applied for that job, I certainly wouldn't have thought about applying for it in the first place. I certainly do owe a lot to Linc."

Liza has worked hard to achieve her new job and is enjoying working at the nursing home, she will soon be changing roles to work in dementia care, something she is very passionate about.

**"Seriously, it was such a good feeling getting that job and I couldn't thank Shelly and Linc enough"**



Like her Mum, Louise was looking for opportunities to socialise and gain work experience to grow her skills.

Working with Shelly, she began to look into her options and consider what career she would be interested in pursuing.

Having spotted Louise's potential, the Community Regeneration team decided to put Louise forward for a Prince's Trust scheme called the Fairbridge programme, which supports young people to learn new skills and build confidence.

Since beginning the course, Louise has gained confidence and has impressed the course leaders so much, that she has been asked to become an ambassador; "They have asked me if I would be a Young Ambassador. They have seen how well I have blossomed and how enthusiastic I am. I would be talking to other young people about the trust and how it helps you.

I was having counselling and I am planning with my GP to reduce my dosage of anti-depressants once I am settled in a job and we see how it goes. Mental health is really important to me, so I will talk about it all day long."

Through the Prince's Trust scheme, Louise successfully gained a work placement at Marks and Spencer, an opportunity to learn and gain experience.

The 4-week placement has now come to an end and we're thrilled to share that as a result of her hard work and enthusiasm, Louise was offered a job at Marks and Spencer. Well done Louise!

Thank you, Liza and Louise, for sharing your experience with us. Congratulations to you both on your new jobs.



**"They have asked me if I would be a Young Ambassador. They have seen how well I have blossomed and how enthusiastic I am. I would be talking to other young people about the trust and how it helps you."**

## ARE YOU LOOKING FOR FLEXIBLE WORK?

We have jobs available now!

If you would like a job to fit in around your studies or childcare commitments, we have jobs available that may suit you!

These jobs are advertised as 'bank' roles, this means that you can choose the hours that you work from the available shifts.



### FOOD SERVICE ASSISTANT (Extra care schemes)

Do you know your asparagus from your avocado?  
Your cabbage from your celery? We could go on...

Extra care schemes provide a safe and homely place for older and vulnerable people to live as independently as possible. You will be the smiling face they see when they visit the dining room for a delicious and nutritious meal – and a good chat doesn't go amiss either!

This role is based in a busy kitchen, providing meals for tenants plus their family and friends every meal time. The shifts are normally between 9:30am - 3:00pm.

We'll give you all the training you need and you will have the opportunity to carry out a variety of kitchen duties.



### CARE ASSISTANT

Would you like to spend your working hours making a real difference to peoples' lives?

Do you have a talent for building strong relationships?  
Are you passionate and respectful?

We have fantastic opportunities for care assistants to join our nursing homes; Penylan House, Ty Coch and Capel Grange, in Cardiff and Newport.

You would work as part of a supportive care team to deliver high-quality care.

Your duties will include helping elders with aspects of daily living and supporting those who have limited mobility.

We advertise all our Linc jobs on our website:  
**[www.linc-cymru.co.uk/careers](http://www.linc-cymru.co.uk/careers)**

We'll also share our vacancies on our Facebook page, so follow us to see our latest jobs: **[facebook.com/LincCymruHA](https://www.facebook.com/LincCymruHA)**



# WHAT'S GOING ON.

All the goings on, good news and updates from Linc



## BANESWELL HOUSING ASSOCIATION

We are pleased to let you know that Linc has been chosen as the preferred merger partner for a small housing association in Newport called Baneswell Housing Association.

### BANESWELL HOUSING ASSOCIATION

We applied for this opportunity alongside a number of other housing associations and went through a rigorous application process. We were shortlisted and attended an interview in February.

Following a successful interview, we received feedback that the interview panel were encouraged by the interest we showed in the needs of Baneswell tenants, that they found our staff enthusiastic and passionate, and that they were impressed by the range of services we provide for tenants.

Having chosen Linc as the merger partner, Baneswell Housing Association informed their tenants of this decision.

In March, we met with their tenants to speak with them about who we are and what we do, and we were encouraged by their positivity. We are currently working through a due diligence process that will see us merge officially with Baneswell Housing Association at the end of this process.

Our merger will not affect your tenancy or any of the services you currently receive from Linc. It simply means that we will be extending our services to Baneswell tenants by becoming their landlord.

We will provide you with a further update in the next edition of Grapevine.

## PAYING YOUR RENT.

Paying your rent is important, so we've made sure there are a number of ways you can pay to make it as easy as possible.

### Phone:

Phone us on our Freephone number **(0800 072 0966)** and a member of our friendly rent team will take your payment over the phone. They will also be able to answer any queries relating to your account.

### Direct Debit:

Contact us to set up a direct debit over the phone (weekly, fortnightly four-weekly or monthly) or download a form from our website. You can contact us to change your payment amount or frequency at any time.

### Payment Card:

If you have a rent payment card, you can take this to your nearest shop or post office with a PayPoint facility.

### Online:

Go to the Linc Cymru website ([www.linc-cymru.co.uk](http://www.linc-cymru.co.uk)) and choose 'Ways to pay your rent'. You'll need your reference number and a debit/credit card.

### Standing Order:

Set this up with your bank directly and contact them to make any changes. Details for payment are:

Acc No: 41291513

Sort Code: 40-16-18

HSBC, Churchill Way, Cardiff

(Make sure you give the bank your tenant reference number so we can correctly allocate your payment)

**Remember, your rent is due in advance, whether you choose to pay weekly, fortnightly, four-weekly or monthly.**

If you are struggling to make rent payments, contact your Housing Officer, who can give you advice on benefits or grants you may be entitled to, help with completing benefit claim forms and finding the cheapest energy tariffs. We can do this over the telephone, at our office or at your home.





# EXTRA CARE SCHEME WINS NATIONAL AWARDS

Five extra care schemes based in Cardiff and Newport have won awards at the Elderly Accommodation Counsel (EAC) Awards 2019.

The awards celebrate the best specialist housing for older people and aim to help shape the future of housing in later life through engaging some 19,000 residents, staff, visitors and volunteers who were all able to vote for their favourite scheme.

The schemes, which are managed by Linc, were chosen from almost 25,000 retirement housing schemes or developments nationwide.

Glyn Anwen in Newport won the National Gold award in the Best Housing with Care scheme category. While the fantastic Llys Enfys, Plas Bryn, Wellwood House and Ty Canol all won regional awards.

"We're thrilled to have won these awards! It means that staff, tenants and visitors are really happy with the schemes, the environment they live in and the services they receive. Congratulations to all the scheme managers for their hard work and dedication to continue to provide the best services and outcomes for tenants."

Catherine Divers,  
**Head of Independent Living | Linc**

"Specialist housing for older people plays an enormously significant role in helping them stay independent for longer. The security, support and great communities have a positive impact on individuals and reduce the need for NHS services."

John Galvin,  
**Chief Executive | EAC**

**Congratulations to all  
the staff for their hard  
work!**



## JOIN US AT OUR TENANT CONFERENCE

This October don't miss your chance to share your views on Linc's services at our Tenant Conference.

Working with members of the Tenant Panel, Linc's Community Engagement team are busy planning a tenant event to be held at the picturesque Insole Court in Llandaff.

**Thursday 17 October 2019  
9:30am to 3:30pm**

There will be lots to talk about and several workshops to get involved in including; designing new homes, what makes a great neighbourhood and supporting people through arrears. Nestled in the leafy Cardiff suburb of Llandaff, Insole Court is surrounded by beautiful gardens and the building is steeped in history. There will be an opportunity to explore the grounds and to visit the community allotment.

The event is free and open to all tenants on a first come first serve basis. Lunch is included, and reasonable travel expenses will be reimbursed.

Please contact Karen Jeffreys from the Community Engagement team by 30 August to find out more or to register your attendance as places are limited  
[karen.jeffreys@linc-cymru.co.uk](mailto:karen.jeffreys@linc-cymru.co.uk) / 07540677078.

**Prize draw, Meet Local Food Co-op Volunteers,  
Learn to Upcycle.**



# MENTAL HEALTH & WELLBEING

## The Jacob Abraham Foundation

When we chose the Jacob Abraham Foundation as our charity of the year, our staff were proud to be supporting such a vital service. The Jacob Abraham Foundation was established by Nicola Abraham in memory of her son Jacob following his death in 2015. Jacob was 24 years old when he took his own life.

In the last edition of Grapevine we announced that our charity ball had raised £15,000 for the Jacob Abraham Foundation. Since receiving the donation, the charity has been able to provide free successful support and counselling to over 30 people who were experiencing suicidal thoughts or had made suicide attempts. Not only has this support helped those 30 people, but also their family and friends.

The fantastic work undertaken by counsellors and charity volunteers means that over 25 families affected by suicide have been supported, by being given access to counselling and support groups facilitated by counsellors. Each family has been provided with a comfort pack and resources which will

help support their healing. Nicola Abraham, Founder of Jacob Abraham Foundation, said:

“Suicide continues to be the single biggest killer in men under the age of 50. With the support from Linc, we have been able to fund more staff to put on training days in suicide prevention to over 180 people in the community. Thank you for your continued support in helping us raise awareness of mental health and preventing suicide.”

**“Suicide continues to be the single biggest killer in men under the age of 50”**

## MENTAL HEALTH IN THE WORKPLACE.

At Linc we're passionate about raising awareness of mental health and supporting people to prioritise their wellbeing.

All staff who are in management positions have completed the 'i-act training in managing mental health in the workplace'. The course has helped to develop understanding of a range of mental health problems that may affect staff in their teams. One staff member has even become an i\_act instructor!

On Time to Talk Day, a national mental health awareness day, the Jacob Abraham Foundation carried out mental health awareness and suicide prevention training with our staff. This insightful and thought-provoking training was a great way of opening up the conversation about mental health in the workplace.

If you would like to talk to someone about your mental health, there are a number of charities who can provide advice and support:

### Mind Cymru Infoline (9am to 5pm Monday – Friday)

0300 123 3393  
info@mind.org.uk  
Text: 86463

### Samaritans

Call 116 123  
Email jo@samaritans.org  
Website: www.samaritans.org

The Samaritans are available 24 hours a day, 365 days a year. If you need a response immediately, it's best to call them.

### CALL (Community Advice and Listening Line)

Telephone 0800 132 737  
Website www.callhelpline.org.uk





## LINC RECEIVES EXCELLENCE MARK FOR CUSTOMER SERVICE

It is important to us that we provide a great customer experience to all our tenants, and we are proud to have received the Customer Service Excellence quality mark.

Customer Service Excellence encourages organisations to focus on providing efficient, excellent and equitable customer service; where the customer is at the heart. It is a certification that can only be achieved through an assessment by the Customer Service Excellence certification body.

We originally achieved the quality mark in 2018 and recently underwent a review to ensure we are still meeting the standards. The review has shown us where we have continued to do good work, where we have improved and what areas we need to continue to work on.

Of the 57 areas that we were assessed on, we were marked as 'compliant' for 55, meaning we met the standards needed for the Customer Service Excellence quality mark.

## OUR STRENGTHS

1

### Tenant Panels

Our tenant panel meets on a regular basis; they give us feedback and help us to create services and policies that meet the needs of our tenants. The panel has become more inclusive and is now more representative of our wider tenant community. The review has shown this as a key strength, as the diversity of our panel members helps to ensure that the views of all customers can be incorporated into policy and procedures.

2

### Scrutiny Boot Camps

Boot Camps are 2-day meetings where we consult with tenants on a particular service within Linc, such as fire safety or anti-social behaviour. These meetings enable us to seek the views of our tenants and listen to your ideas. This was seen as a strength as it means that our services are driven by the needs of our customers.

3

### Understanding our customers

The review showed that we are good at understanding the needs of our customers and are able to adapt our services to take account of the changing circumstances our customers experience. This includes using digital methods of providing customer service, such as social media.

4

### Community Safety Programme

Our Community Safety Programme was highlighted as a strength because it focuses on supporting our customers and the needs of the wider community. The assessor who carried out our review, quoted a member of staff who said "We live and work in these communities as do many of our family and friends, and we want to project a positive image and do an excellent job for our residents.

## Areas we will continue to improve

The assessor noted that though our staff are customer focussed we do not evaluate people's individual and team commitment to customer service and would like us to include this in our performance management reviews. We have also been asked to publicise our customer service information, including the timeliness of our response and the quality of our customer service. Though we monitor these internally, we will now be looking at our process and will be working with our tenants to consider how best to share this information more widely. Achieving this quality mark is a great way for us to make sure we maintain high standards of customer service and helps us to improve.

If you are interested in joining our Tenant Panel or taking part in a Scrutiny Boot Camp meeting, get in touch, we would love to have you. Contact Karen Jeffreys on 0800 072 0966 or email: [contactcentre@linc-cymru.co.uk](mailto:contactcentre@linc-cymru.co.uk)





# Under Construction

The latest news from Linc's development sites.

At Linc we're proud to be developing new high-quality homes that meet the needs of the communities we live and work in. Extra care provides the opportunity for people to live as active and as independent lives as possible, living in their own homes with support tailored to their individual needs.

We have a number of new developments; some are still in construction stage and others have recently been completed and residents have moved in.

## Ty Ynysawdre, Tondu

Having opened in January residents at Ty Ynysawdre are settling in well. They celebrated their new homes with an afternoon tea in April, joined by Councillors from Bridgend County Borough Council and Huw Irranca-Davies AM. The 40 apartments enjoy high quality décor and access to social spaces, including communal living and dining areas and a hair salon.







## Cwrt Pen-Capel, Caerphilly

*34 flats for over 55s and 4 family homes*

This scheme in Caerphilly is an innovative development, called Passivhaus. This is a 'fabric first' approach which makes the building as efficient as possible whilst making sure the homes are comfortable and healthy. This approach helps to reduce problems with condensation and mould. Due to the high levels of insulation and less drafts, we hope there will be lower heating bills for residents. This is the first time we have built to the Passivhaus standard and we will be monitoring the homes to gather data on heating and energy once they are completed.



## Maesyffynnon, Aberdare

*New extra care facility providing 30 apartments*

Linc is working with Rhondda Cynon Taf Council and F1 Modular Limited (F1M) to build a 40-apartment extra care scheme in Aberaman. The first of its kind in the area, the new extra care scheme, on the site of the old Maesyffynnon Residential Care Home, is being built using innovative modular construction. This method of building is where high-quality sections, known as modules, are manufactured in a factory and then joined together on site.



## Former Magistrates Court, Pontypridd

*Planning approved for new extra care scheme*

A 60-apartment extra care scheme has been approved for development on the site of the former Magistrates Court in Pontypridd. We will start work on the site at the end of July. Linc is working with Rhondda Cynon Taf Council to significantly increase the amount of extra care accommodation in the county.



## Ty Llwynderw, Maesteg

*Recently opened extra care scheme with bungalows*

We've just opened this new extra care scheme in Maesteg, with 30 apartments. Just down the road from Ty Llwynderw are 17 under 55s bungalows.



## Funding secured for 'Loving the Lysaght'

A NEW PROJECT has been set up to tell the history of the Lysaght Institute in Newport. The project, called 'Loving the Lysaght', is being run by Linc with £54,600 funding from the Lottery Heritage Fund.

Officially launched on 7th December 2018, when the Lysaght Institute celebrated its 90th anniversary, the project is made possible by money raised by National Lottery players. The 'Loving the Lysaght' project aims to tell people's stories about their time at the Lysaght Institute as they socialised with friends, danced in the famous ballroom, played skittles or called in for a drink after work.

When the Lysaght Institute originally closed in 2001, it had seen many members of the community pass through its doors. After its closure, the local community began campaigning against the demolition of Lysaght Institute and looked for someone to take over its ownership. Linc reopened Lysaght Institute in 2012 following a £3 million refurbishment.

As well as delving into the history books, the project seeks to improve people's wellbeing by providing new opportunities to socialise, bringing together different generations of the community and encouraging people to share their stories and memories.



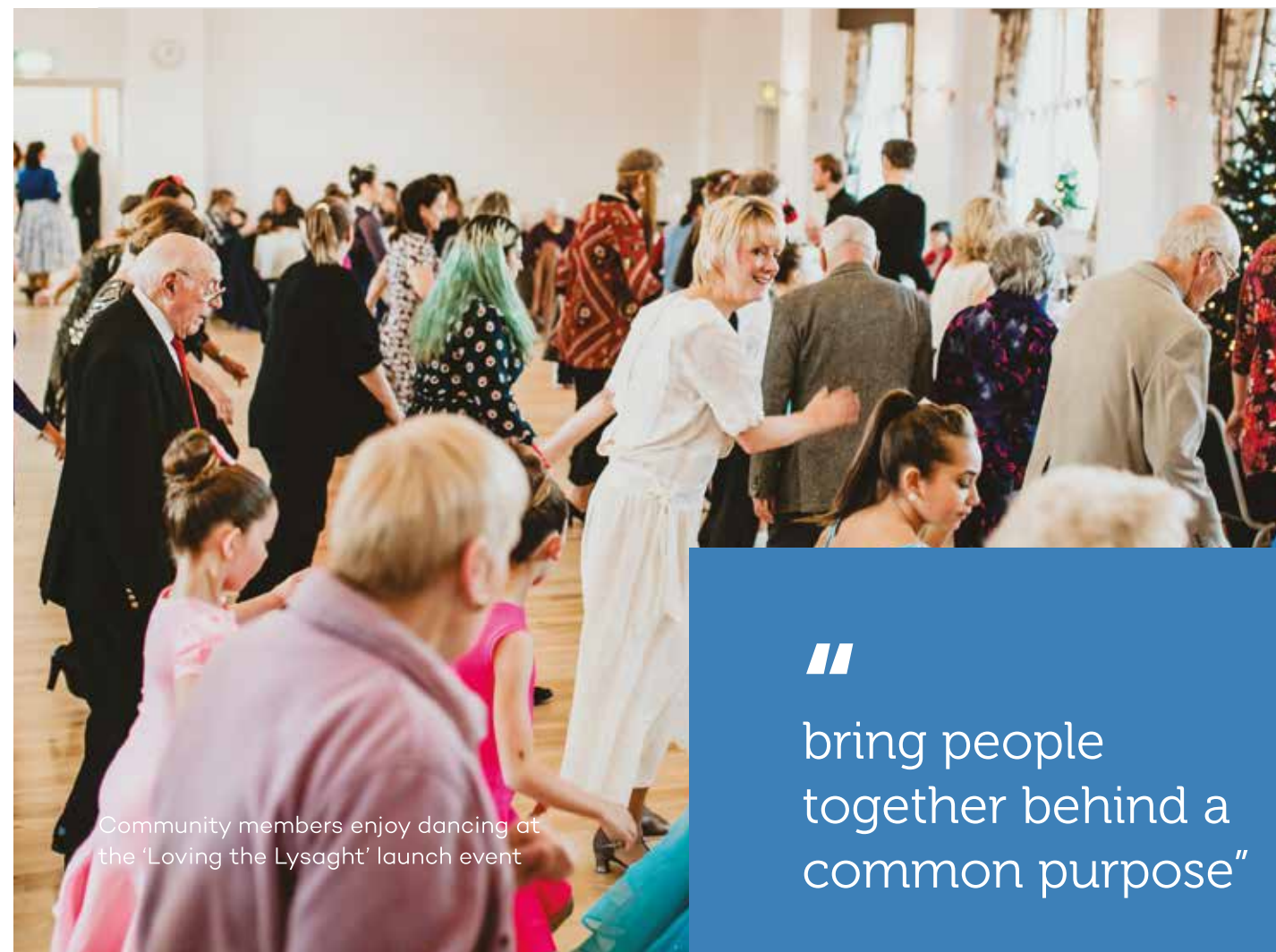
**Suzy Bowers, Community Engagement Assistant at Linc said:**

"We're thrilled to have received funding from the Lottery Heritage Fund for this project. Lysaght Institute is steeped in history; it was an integral part of the community through the decades and saw fashions change through the 60s and 70s, so there must be lots of history to discover and memories to share.

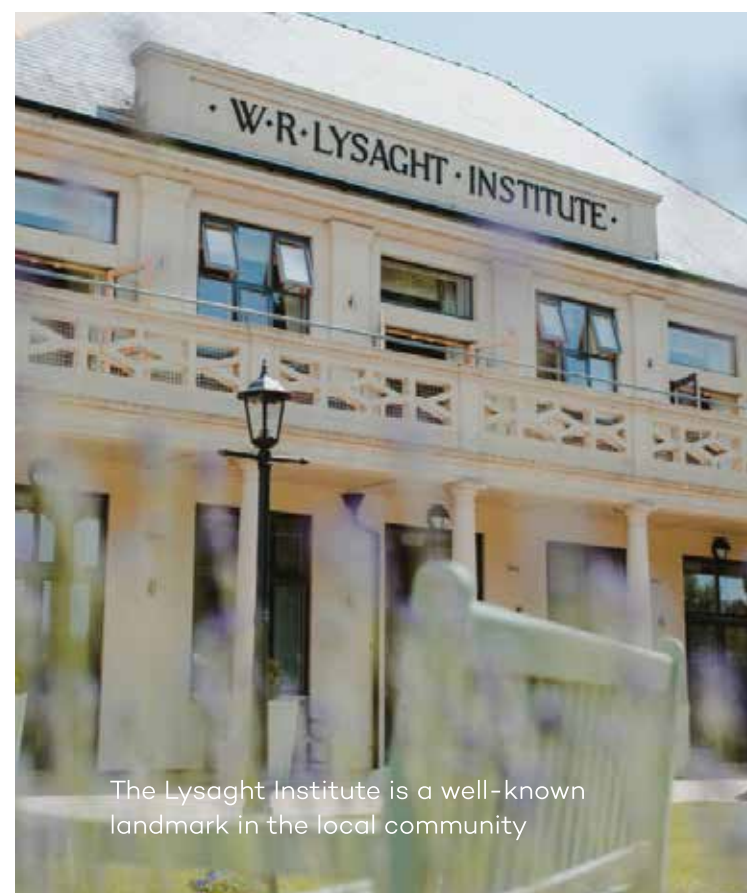
Local residents often tell us stories of how they met their husbands and wives there, or how they used to dance in the ballroom. We regularly hear the phrase 'I love the Lysaght'.

**" Share the stories & the history we discover."**

At heart of the project will be the contribution made by the local community, and there are lots of ways people can get involved. You can get in touch and share your story with us or join our research group who are looking into the history archives. We'll also be holding events at Lysaght to share the stories and history we discover."



Community members enjoy dancing at the 'Loving the Lysaght' launch event



The Lysaght Institute is a well-known landmark in the local community

**" bring people together behind a common purpose"**

Richard Bellamy, Director of the National Lottery Heritage Fund in Wales said:

"The Lysaght Legacy is a great project as it shows clearly how local heritage can be a catalyst for lots of different activities and bring people together behind a common purpose. The National Lottery Heritage Fund is pleased to support Linc Cymru in its plans to enable people to enjoy the history on their own doorstep."

The first Loving the Lysaght event was held on 6th June 2019 to mark the 75th anniversary D-Day.



# D-DAY

## Young and Old Mark 75<sup>th</sup> Anniversary

As part of the 'Loving the Lysaght' project, events have been held at Lysaght Institute in Newport to commemorate the D-Day landings. They saw local school children experience wartime Britain while guests from Linc's Extra Care Schemes and Nursing Homes in Newport joined them to reminisce.

At the interactive and educational event, children from a range of local primary schools, heard Neville Chamberlain announce that Britain was at war with Germany. As the musical accompaniment of 'Wish Me Luck (As You Wave Me Goodbye)' played out, the wartime journey began.

With displays and models illustrating what a home in 1940's Britain would have looked like; the children were tasked with preparing their windows for blackout and scrambled into the air raid shelter. As their wartime journey continued, they found themselves acting as 'plotters' in an RAF control room, listening to reports about aircraft movements.

Having experienced different aspects of life in wartime Britain, the children arrived at D-Day, June 6th, 1944. They saw film footage from this significant day and watched on as soldiers and ships arrived on beaches during the Normandy landings.

“

My favourite part was trying on the uniform as we've been learning about the war in school.”

**Abigail**

aged 7

“

I think Linc has done a great job at involving local school children in the history of where they live. With this event taking place on D-Day, it's particularly wonderful to see the children learning what the war years would have been like for those who lived through them and understanding that many sacrificed their lives during the conflict.”

**Jessica Morden**

MP

“

It is really important that we keep remembering and teaching our children about the events of 75 years ago. It has been a very successful event today, the children have loved it, and I certainly have too.”

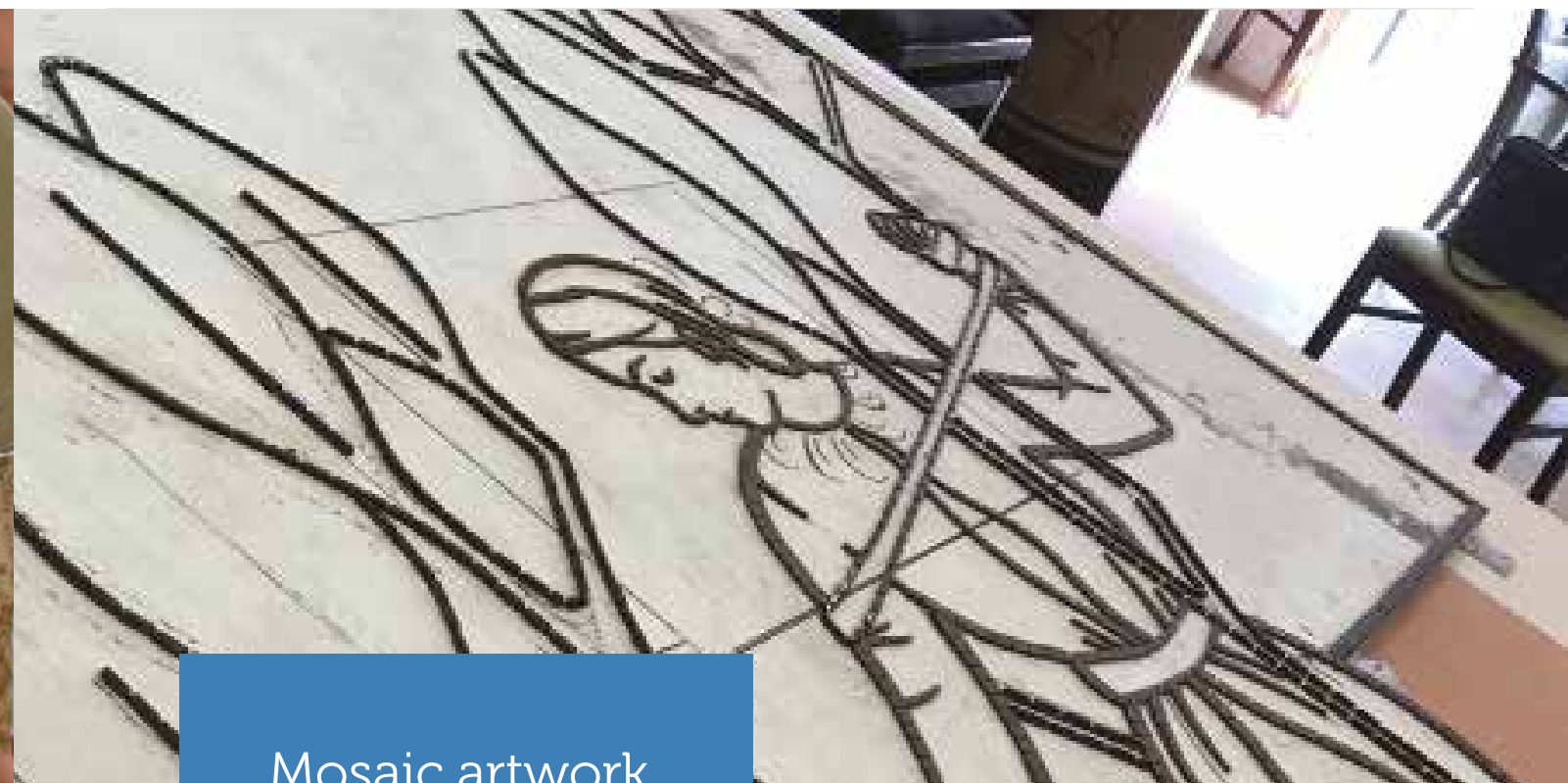
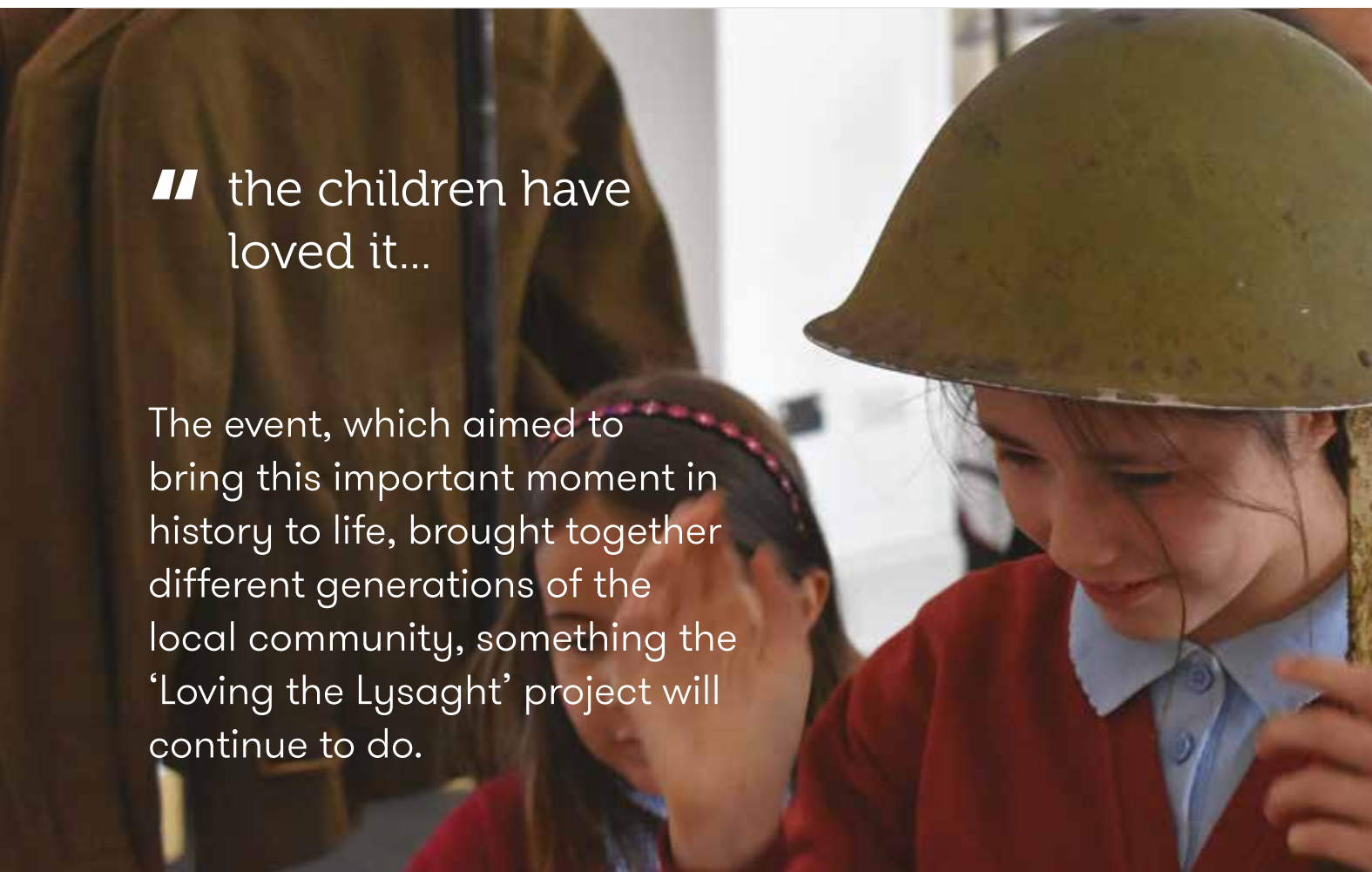
**Brian Thomas**

Board Member at Linc



// the children have loved it...

The event, which aimed to bring this important moment in history to life, brought together different generations of the local community, something the 'Loving the Lysaght' project will continue to do.



## Mosaic artwork created by residents

Residents of Willowbrook extra care scheme have been involved in a project about the emancipation of women and their struggle to find their voice and their freedom. Working with Newport City Council and the Heritage Fund, the project sees six mosaic plaques created by members of the community in Newport.

At Willowbrook extra care scheme, residents have been contributing to one of these plaques. The mosaic they have created shows a lady who would have been a part of the Chartist movement in Newport.

The Chartist movement involved ordinary men and women across Britain, they fought for a more democratic political system and a more equitable society. Although Chartists fought for universal suffrage for men, some female chartists began to fight for the vote for women.

In total six plaques will form the story of the Chartist lady and her struggles for emancipation through the 20th century. On the first plaque a vine is tightly wrapped around her, this then starts to loosen as the plaques continue. The last mosaic represents greater equality though the lady still has the vine wrapped around her leg.

The mosaics will be installed later in the year and a celebratory 'official opening' event will be held in September in Newport. We will share more details about this event soon.

Over the next few months the project will focus on collecting stories from the community. Do you have a story to share about Lysaght? If you'd like to get involved or find out more about the project, get in touch! Contact Charlotte Granjon on [community@linc-cymru.co.uk](mailto:community@linc-cymru.co.uk) or 02920 474023.





## Lewistown suffragettes mark 100 years of women's votes

We have been celebrating the suffragette movement with residents of Lewistown in Bridgend.

Joined by Chris Elmore MP we learned more about the Suffragettes fight for women to get the vote and the legacy they have left for women today.



## Award Success

We're thrilled to share that Linc won the 'Diverse Community Voices' award at the TPAS Cymru Awards 2019.

We received this award for our tenant involvement work, which has seen tenants from diverse backgrounds get involved with Linc through both digital and traditional methods of engagement, such as digital engagement via email and scrutiny meetings.

We also came runner up in the 'Digital Engagement and Communication' award, for the work we have done alongside tenants to improve our digital communication, such as social media and our use of videos.

## ARE YOU A DIY EXPERT?

### Know your spanner from a staple gun?

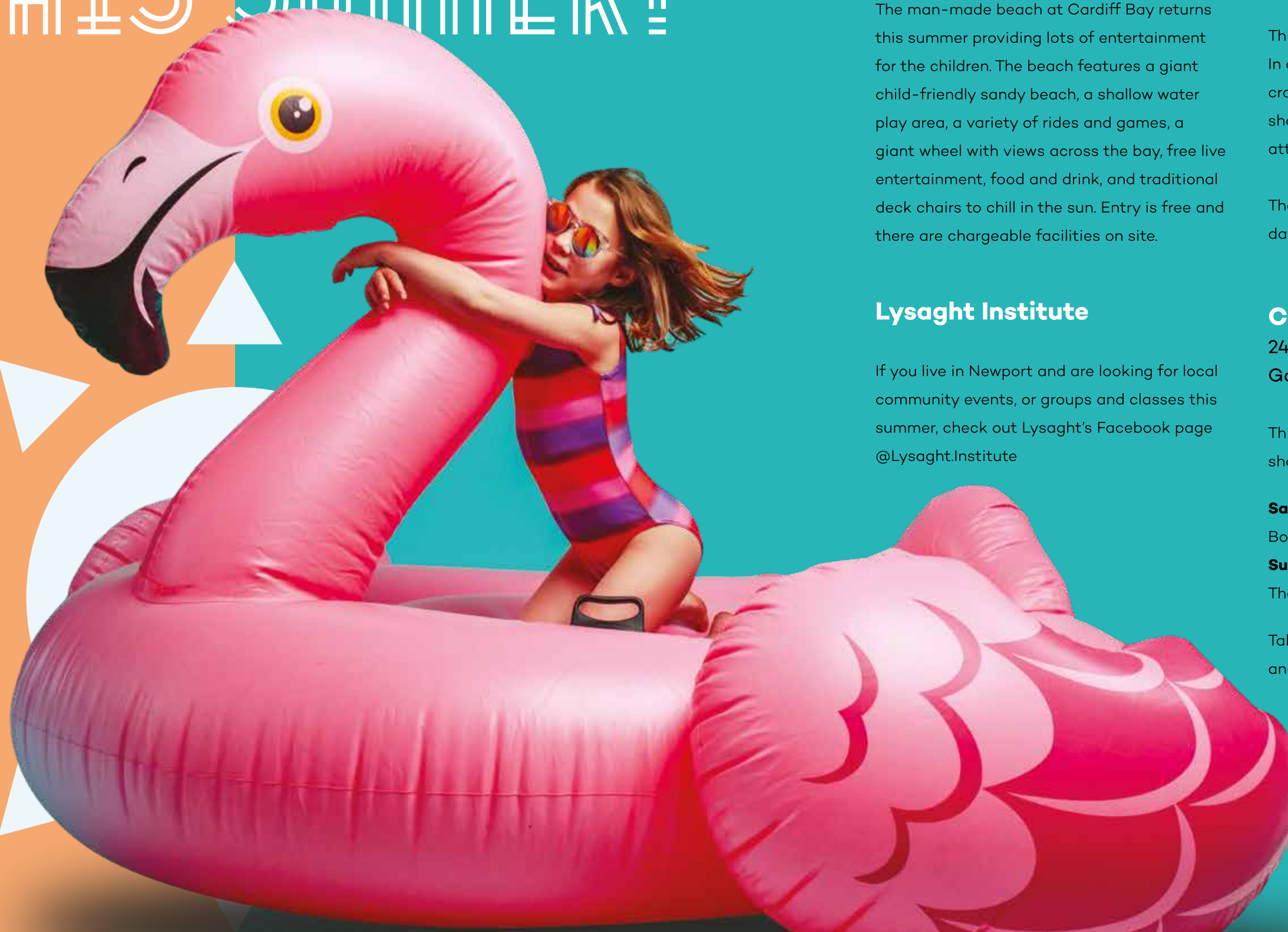
We're looking for tenants to volunteer to help us create DIY videos. From putting up a shelf to bleeding a radiator, these videos will be shared on our YouTube and social media channels. You may want to be involved in sharing your DIY knowledge or star in the film.

If you would like to take part, please **get in touch by emailing:** [comms@linc-cymru.co.uk](mailto:comms@linc-cymru.co.uk)





# WHAT'S ON THIS SUMMER?



There are plenty of free events and activities to enjoy this summer in and around your area. If you do a little research and keep your eyes and ears peeled. Here are just a few suggestions that you may want to pop in your diary...

## Cardiff Bay Beach

20 July to 01 Sept at Roald Dahl Plass

The man-made beach at Cardiff Bay returns this summer providing lots of entertainment for the children. The beach features a giant child-friendly sandy beach, a shallow water play area, a variety of rides and games, a giant wheel with views across the bay, free live entertainment, food and drink, and traditional deck chairs to chill in the sun. Entry is free and there are chargeable facilities on site.

## Lysaght Institute

If you live in Newport and are looking for local community events, or groups and classes this summer, check out Lysaght's Facebook page @Lysaght.Institute

## Big Welsh Bite

3 and 4 August, Ynysangharad War Memorial Park, Pontypridd

This popular food festival is free to attend. In addition to the food on offer, there will be craft stalls and a packed itinerary of arena shows, cookery demonstrations and side attractions.

The event will open from 11am - 5pm each day.

## Cinema by the Sea

24 and 25 August, Barry Island Gardens

This open air cinema is free to attend and showings start at 8:30pm each day.

### Saturday Evening:

Bohemian Rhapsody (12A)

### Sunday Evening:

The Greatest Showman (PG)

Take a picnic and blanket or low back chair and enjoy the show.



# Universal Credit

Full service Universal Credit (UC) was rolled out to all areas in December 2018. This means that anyone making a new claim for benefits will be told to claim UC.

The government plans to start transferring people from existing benefits, or tax credits, onto UC from July 2019. So you could be asked to make a claim soon.

There are lots of ways you can prepare for the switch to UC. Here are our top tips:

**1. Make sure you have access to the internet** or know where to access it locally, as UC is claimed and managed online.

**2. Start thinking about budgeting monthly.** UC will be paid to you on the same date every month, so you will need to know how to make it last until your next payment.

**3. Make small, additional payments to your rent account.** There can be a delay receiving your first UC payment and your rent will still be due during this time. Make additional payments now, no matter how small, so that you have a head start when you do switch.

**4. Remember to make a claim for Council Tax Reduction.** UC does not include any help towards your Council Tax, you'll need to make a separate claim for this through your Local Authority.

Your Housing Officer can give you further advice, information and support surrounding UC. Give them a call on 0800 072 0966.

- 1** Almost 2 million people are currently claiming UC.
- 2** On average, 60,000 claims are being made each week.
- 3** 4.4 million claims have been made since UC was introduced.
- 4** 33% of current claimants are in employment.
- 5** There are currently 610 Linc tenants claiming UC!

## Cardiff City Football Club Foundation



## Veterans Project and Sporting Memories

We've been working with Cardiff City Football Club Foundation to run community sessions to encourage physical activity and socialising.

The sessions, held at Plas Bryn extra care scheme in Cardiff, have seen many Linc residents get involved.

The Veterans Project is run by Cardiff City Football Club and is for retired and ex-armed forces personnel of any age. The project aims to help veterans re-build old connections, develop new relationships and help them to become more mentally and physically active. The Veterans Project recently teamed up with the Sporting Memories Foundation, a charity dedicated to sports reminiscence and physical activities.

Sporting Memories supports people who live with dementia, depression and loneliness by engaging them in social activities and helping them to recall memories of watching or playing sport. By sharing memories and tapping into a passion for sport the project helps people to connect with others and with their past.

Together, the Veterans Project and Sporting Memories are running sessions at Plas Bryn extra care scheme for you to get involved in.

You don't have to live in Plas Bryn to come along, if you're interested get in touch. You can contact Charlotte Granjon from the Community Engagement Team on [charlotte.granjon@linc-cymru.co.uk](mailto:charlotte.granjon@linc-cymru.co.uk) or call 0800 072 0966. We'd love to hear from you.

Or to find out more general information about the Veterans Project, visit [cardiffcityfoundation.org.uk](http://cardiffcityfoundation.org.uk) or call 07495485053.



## Tenants share their views at scrutiny bootcamp

### Health and Safety



As well as our Tenant Panel, we also run 'Scrutiny Boot Camp' sessions. These sessions are designed for you to get involved in and share your views on our services. Each session focuses on a different topic. Our most recent Scrutiny Boot Camp covered Health and Safety.

A fantastic 12 tenants attended in total and their input was extremely valuable. The session was run by our Community Engagement team with a talk about the culture and commitment to Health and Safety from Jonathan Watson, Health and Safety Manager.

Together they covered a variety of health and safety topics, including fire safety, the contractors code of conduct, DIY videos for tenants, and how to engage tenants in health and safety in the future.

For each of these areas, the group made suggestions.

1

#### DIY Videos

The group agreed that creating DIY videos would be a good idea and suggested video topics, including how to bleed a radiator, what to do if your boiler breaks down, and how to isolate a leak from a tap. Work to produce DIY videos will begin soon and in this edition of Grapevine you will see an article asking for volunteers to get involved in this project.

2

#### Fire Safety

A draft leaflet about fire doors was shown to the group who gave their feedback about the content and design. Their comments included:

"It needs to be brighter"

"Use more pictures"

"Put this on the website"

"Make it thought provoking without being scary"

Following the Scrutiny Boot Camp, we have re-drafted the fire door leaflet and have updated the design.

3

#### Contractors Code of Conduct

The group were asked how they thought contractors should behave in their homes in terms of health and safety. Their comments included:

"Make sure ladders are the right size"

"Don't take silly risks to get a job done"

"Explain the problem and how they fixed it"

"Use plastic sheets to protect my home"

"Wear covers on shoes when doing a dirty job"

"Be careful not to cause trip hazards"

The group recommended that a new Health and Safety Code of Conduct be produced in collaboration with tenants.

4

#### Engaging Tenants in Health and Safety

The fantastic contribution made by tenants at the Scrutiny Boot Camp illustrates how beneficial it is for tenants to engage with us when it comes to Health and Safety. We learned a lot from the group and are keen for tenants to continue to be involved in this way.

When asked how we can engage tenants in health and safety in the future, the group gave a number of suggestions. These included:

"Produce a Contractors Code of Conduct co-designed with tenants"

"Produce guides for keeping you safe at home in collaboration with tenants"

"Health and Safety updates at tenant meetings"



# Tenant Consultation Keeping Pets in your Home

Linc recognises the importance that pets can have on health and wellbeing, and as a result we have decided to review our pet policy.

Our proposed change is to remove the blanket ban currently in place on allowing cats and dogs to be kept in homes that have a communal entrance e.g. blocks of flats. If the proposal is accepted following consultation, any Linc tenant would be able to apply to keep a pet in their home\*

We are seeking your views on this proposed change so please do have your say! If you would like to respond to this consultation or you require any further information, please contact:

✉ [asb@linc-cymru.co.uk](mailto:asb@linc-cymru.co.uk) ☎ 0800 072 0966

**Consultation Closing Date: Friday 13th August 2019**

\*All tenants wishing to keep an animal are required to complete an application form requesting permission. Linc will determine whether to grant permission based on a number of criteria e.g. environment, property size, breed & size of animal. If we give our permission, with reasons, it can be withdrawn at any time if we consider it appropriate.



## Reveal your inner Stormzy

Ministry of Life worked with us in Liswerry, Newport to deliver a series of rap workshops for young people.

The young people all enjoyed writing a song, producing a rap and a video which was then delivered to friends, family and Linc staff at Lysaght Institute, Newport. Their YouTube music video has now reached over 1,500 hits.

The positive feedback we received from the young people encouraged us to work with Ministry of Life to apply for funding to continue the project into 2019/20. Ministry of Life applied to the Gwent High Sheriff's Fund to continue the project. Young people who had been involved attended the Grant Making Event and confidently performed their rap. We're thrilled that the young people were able to attend the event and that Ministry of Life were successful in their bid to continue the project. We look forward to working with them to continue the success of this project.

If you know a young person that would be interested in joining the project, they can contact [ministryoflife@live.co.uk](mailto:ministryoflife@live.co.uk) or speak to us on **0800 072 0966**.

“ It's been really fun, I love it.

“ From the sessions I observed the kids were 100% engaged.





## USEFUL CONTACTS

### If you smell gas:

Please call the National Emergency Gas Service on:

**0800 111 999**

(24 hour freephone)

### ELECTRICITY, GAS AND WATER SUPPLY

To find out who your electricity supplier is  
please contact: **0845 601 5972**

To find out who your gas supplier is please contact:  
**0870 608 1524**

To contact Welsh Water please call: **0800 052 0145**

### HOW TO REPORT A REPAIR OR MAKE AN ENQUIRY

**Customer Contact Team (Mon-Fri  
8:30am-5:00pm)**  
0800 072 0966 (free from a landline & mobile)

**Email:**  
contact.centre@linc-cymru.co.uk

**Website:**  
www.linc-cymru.co.uk

**Option 1**  
Heating and Plumbing

**Option 2**  
(Any other repairs)  
Hold the line for any other enquiries

### Out of Hours

Emergency repairs (after 5pm & on weekends)  
0800 072 0966

An emergency repair is one which  
involves an immediate risk to your health  
and safety or serious damage to your home.

## OTHER USEFUL CONTACTS

**Police (emergency)**  
999

**Police (non-emergency)**  
101

**Citizens Advice Bureau (Wales)**  
0844 477 2020

**Step Change (debt advice)**  
0800 138 11 11

**Money Advice Service**  
0800 138 7777

**Age UK (national charity for older people)**  
0800 169 6565

**Mind (mental health charity):**  
0300 123 3393

**Refuge (domestic violence help for women  
and children)**  
0808 2000 247

**Samaritans (supporting people in  
emotional distress)**  
08457 90 90 90

## COMPLIMENTS & COMPLAINTS

Customer feedback helps us to continually improve our  
services. We value your comments and will always do  
our best to respond to you as quickly as possible. If you  
would like to make a compliment or complaint, you can  
contact us on freephone 0800 072 0966

**Please remove and keep handy**



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