

# Keylines

Issue 37

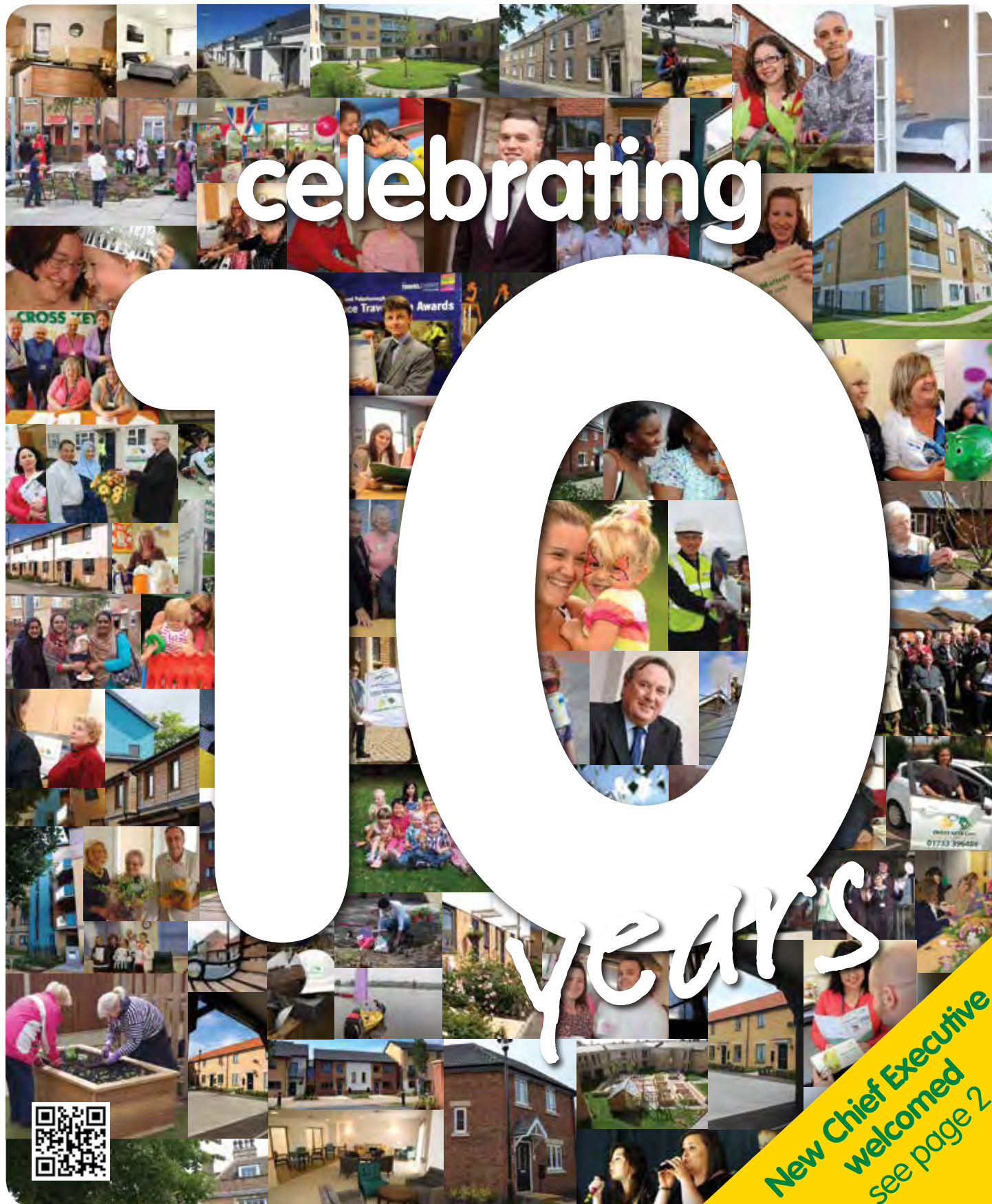


**CROSS KEYS Homes**

*You'll be at home with us*

November 2014

Your news from your housing association



**New Chief Executive welcomed**  
see page 2

# Hello

## Welcome to the autumn issue of Keylines...

### Follow us on:

 crosskeyshomespeterborough

 @CrossKeysHomes

 CrossKeysHomesUK

Remember, our website is packed full of useful information which is available at the touch of a button: [www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

### Get in touch...

#### Your local Neighbourhood Office

Tel: 01733 385061

Email: [neighbourhoodoffices@crosskeyshomes.co.uk](mailto:neighbourhoodoffices@crosskeyshomes.co.uk)

#### Head Office

Tel: 01733 385000

Email: [info@crosskeyshomes.co.uk](mailto:info@crosskeyshomes.co.uk)

**Did you know** that all of our vacancies are posted on our website as well as Twitter and Facebook?

Like us on Facebook or follow us on Twitter to be the first to hear about the vacancies we have available.

### Need this translated?

#### Lithuanian

Reikia tai išversti?

#### Slovak

Potrebuje toto preložiť?

#### Czech

Potřebujete to přeložit?

#### Polish

Potrzebujesz tłumaczenia?

#### Portuguese

Necessita de isto traduzido?

#### Kurdish

په کۆمەڵە قەرچومە بە وێامەت دەتە ئه‌وه‌ی ت

Also available in braille, large print or audio – CD or tape.

 01733 385116

## I am delighted to be writing this foreword to your magazine as the new Chief Executive of Cross Keys Homes.

Having worked here as Director of Operations and later as Deputy Chief Executive, since transfer just over ten years ago, I have been part of the growth and development of the organisation and have been lucky to have met many of you, our residents, during that time. I feel very honoured to now be leading the organisation in its continued growth and development.

We are in a great position financially thanks to the new refinancing arrangement (more details on page 3) and I know that there will be many exciting challenges ahead, especially with the implementation of the Universal Credit system, which will affect so many people. But I know we are well prepared and have listened to your concerns ensuring that our community work and support initiatives continue to focus on ensuring that we are more than just a landlord in your eyes. We are also continuing to build many more new homes to help provide even more people with that vital roof over their head and its fantastic news that we have recently completed our 1,000th new home.

As we are ten years old this year and in celebration of this, we are planning a special awards night in December which will recognise those residents who have done great things either for themselves as people, for their neighbours or for their wider community (or even all three of these!). You will see on page 7 of this magazine that we have some complimentary tickets to give away and I would love to see and meet as many residents as possible at this event, so if you

are able to join us on Wednesday 10 December please ensure you register your interest. It promises to be a great evening.

As I hope you have noticed, Cross Keys Homes is very proud to aim to be an important force for good in the areas in which we work and always strives to do more. We have a fantastic team who are committed to making a positive difference to your lives, working here to support you all in the way you need us to. We are also very lucky to have a tremendous network of involved residents who are crucial in ensuring we carry on improving and making the right decisions about how our services should work.

Going forward I look forward to ensuring that we remain one of the very best housing providers and promise that we will continue to listen to your needs and requirements to ensure you truly value all the services we provide.

I would love to hear from you direct with your thoughts and suggestions about Cross Keys Homes and our work so please feel free to email me on: [claire.higgins@crosskeyshomes.co.uk](mailto:claire.higgins@crosskeyshomes.co.uk) or on twitter @CKHClare

**Claire Higgins,**  
Chief Executive,  
Cross Keys  
Homes





# News in brief

## Christmas closing times

Please note our Head Office and Neighbourhood Offices will be closed for Christmas from 1pm on Wednesday, 24 December and will reopen at 9am on Friday, 2 January 2015.

Our Repairs, Cross Keys Care and Lifeline services will all operate as normal throughout this period.

### Repairs Service:

☎ **0800 328 2742** or **01733 385030** 24-hours-a-day this includes reporting both routine and urgent repairs as well as emergencies.

### Lifeline and Cross Keys Care service:

☎ **01733 235085** 24-hours-a-day.

So don't hesitate in calling us over the Christmas period if you need to book a repair, contact Lifeline or Cross Keys Care.



## Award shortlisting

We have some great news in this edition to tell you about after being shortlisted for the national 24 housing awards – affordable housing scheme of the year.

Our prestigious Priestgate Court development, which comprises tastefully restored Grade II listed and brand new buildings providing 29 apartments for shared ownership right in the heart of the city centre, has been shortlisted for this fantastic award.

We will find out if we have been successful in winning this award later this month - so fingers crossed.

**We still have a few apartments remaining for shared ownership at Priestgate Court. If you would like to part-own one of these see page 12 for more information.**

## Building for the future

**Great news - our recent refinancing arrangement has been so successful that we will be able to develop a further 250 new homes per year.**

This will enable us to play a leading role in meeting the significant need for new homes to be built in Peterborough and across Cambridgeshire - helping ensure we do our part in tackling the housing crisis and supporting more communities like we have been able to with you.

We are determined to make a positive difference and not only for residents now but for future generations too!

# New Residents Board

In our last edition we informed you about the work underway to improve the way we are governed by setting up a new Residents Board.



**Christine Cunningham, Chair**



**John Bradbury, Vice Chair**

Following months of consultation with residents, and working alongside TPAS (the Tenant Participation Advisory Service) as our independent advisor, we officially received the green light for the new governance arrangement to commence in a shadow format following our Board's AGM.

The new Residents Board has been developed to help bridge the gap between the work that tenants, leaseholders, residents and partners do on the ground, and the decisions made at our Board. With delegated powers from the Board and budgets to manage, the group has been formed of 12 residents and four stakeholders from the local community.

Formally elected as the new Chair and Vice Chair of the

Residents Board were tenants Christine Cunningham and John Bradbury.

Residents Board Chair, Christine Cunningham, said: "I am extremely honoured to have been elected as chair and I am looking forward to continuing the great work that is carried out by Cross Keys Homes, ensuring that residents are at the heart of every decision made and implemented here."

With the group being described as 'pioneering' by TPAS and leading the way as a best practice exemplar for the sector, Cross Keys Homes is setting new standards in governance.

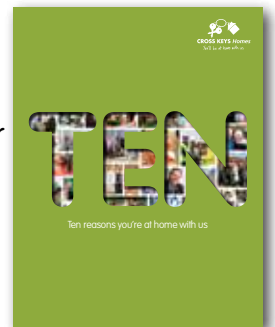
It is hoped that by March 2015 the group will be ready and able to take on the full responsibility of the new Residents Board.



celebrating  
**10**  
years

To celebrate our 10th birthday we have produced a special ten year edition **Annual Report – Ten reasons you're at home with us.**

The report is available at any of our offices or on our website under 'publications' for you to download and read.



Designed with you in mind it will show how ten years on we are continuing to support our community to bring added value to you!

**Or for another ten reasons why you are at home with us - why don't you see what other tenants have to say by visiting our YouTube channel and watching our 'Ten Lives' videos.**





# Cross Keys Homes in pictures



Signing of the transfer



Executive team



5th birthday celebrations



Head Office



Our home improvement programme



Bus kicks off home improvement scheme



Cumberland House makeover



Start of our 1,000th home



1,000th home in progress



1,000th new home nearing completion





Our pre-Apprentices

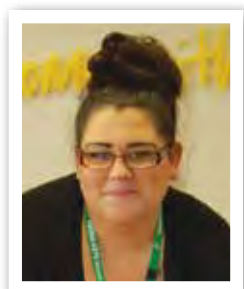
# Pre-Apprentices achieve success

**Our fourth cohort of pre-Apprentices have celebrated their six-month placement success at a special presentation event.**

Thanks to funding from the Greater Cambridge, Greater Peterborough Local Enterprise Partnership (LEP) Prize Challenge initiative, which we also match funded, twenty pre-Apprentices have been able to gain paid work experience at a number of local organisations. Work placements have been offered at Peterborough Rainbow Savers, Peterborough City Council, Peterborough Workspace and

Ormiston Bushfield Academy as well as here at Cross Keys Homes.

Pre-Apprentice, Michaela



Whiteman, said: "I'm pleased my time here has been extended and I am really enjoying working in the Neighbourhood Office alongside a brilliant team of people who have made me feel very welcome and are always happy to help.

"It has given me a real insight into working in a busy fast paced office environment and I feel I have gained a lot of experience here through the various tasks I have completed. I will be sad to leave when my pre-Apprentice role is over."

Chief Executive and LEP Board Member, Claire Higgins, added: "At Cross Keys Homes we believe it is vitally important that we develop the talents of the next generation

because young people need to benefit from the opportunity to gain the skills they need to progress into the workplace or continue with their training or education.

"We are extremely committed to tackling unemployment and have worked hard since we were established 10 years ago to help people receive the training and support they need for their future prosperity and wellbeing."

**If you would like to find out more about our pre-Apprentices scheme call Helen Hutchinson on: 01733 385058 or email: [helen.hutchinson@crosskeyshomes.co.uk](mailto:helen.hutchinson@crosskeyshomes.co.uk).**



celebrating

10  
years

# Your awards night

In celebration of our 10th birthday we are putting on a night of glitz and glamour for our residents who have made great achievements for themselves, their neighbours or their wider community.

A special awards night is being held on **Wednesday 10 December at the Holiday Inn, Thorpe Wood**, to recognise the special people who are an inspiration to us all.

With a festive two-course meal included and a chance to win an award on the night, we have been calling for your nominations for residents who you feel deserve this recognition over the past few months.

**Thank you to everyone who has taken the time to nominate a resident for one of these six award categories:**

- 1) Good neighbour award
- 2) Working 4U award
- 3) Young person's achievement award
- 4) Area Panel award
- 5) Estate champion award
- 6) Personal achiever of the year (age 25+) award

We will be contacting all those who have been shortlisted for an award and offering them, and the person who nominated them, complimentary tickets for the evening.

**We also have a handful of complimentary tickets to give away to residents who would like to come and join in the celebrations.**

If you would like to come along to our awards night, simply email your name, address and contact details to: [cindy.cottis@crosskeyshomes.co.uk](mailto:cindy.cottis@crosskeyshomes.co.uk) or call: **01733 385059** with the number of tickets required for your household. Residents will be drawn at random and contacted by Friday 21 November if successful.

# The green round-up

*We all know how important protecting the environment is.*

Here at Cross Keys Homes we are committed to leading the way in becoming more environmentally friendly. We are doing this by making changes at our Head Office and improvements to our housing stock, which ultimately save you, our tenants, money.

## Here is a brief round-up of our key achievements:

- 🌱 CO<sup>2</sup> emissions from our general needs stock have reduced by a whopping 34% since we started 10 years ago thanks to our home improvements!
- 🌱 Over 2,000 suitable homes to date have now had solar panels installed – halfway towards our target which we aim to meet next year!
- 🌱 Our average energy band rating according to a government formula for general needs properties is now 76 (and 79 for our

sheltered properties) – way above the national average of 48.

- 🌱 The new Vista housing development located just off London Road in the city centre where we will have 120 homes is set to be the largest energy efficient housing village in the UK.
- 🌱 Among other improvements, our Head Office now operates under a 'zero waste to landfill' policy and 8% of our energy now comes from our solar panels.

We are always looking for more ideas to reduce our impact on the environment – if you have an idea or have made a recent change to help reduce your own carbon footprint, let us know by emailing: [communications@crosskeyshomes.co.uk](mailto:communications@crosskeyshomes.co.uk) and your idea could appear in our next magazine.

## NEW automated telephone payment line 0330 088 3786

Our new automated telephone payment line is now up and running. With the next rent payment fast approaching, paying your rent couldn't be easier with the service being in operation 24/7!

You are now able to pay your rent quickly and securely over the phone by dialling 0330 088 3786 at any time to suit you. No need to visit our offices or the post office and stand in line - simply pick up the phone and your payment will be processed the very next working day.

You will need your payment reference number (found on your latest rent statement or payment card) and debit card to pay your rent over the telephone. Just call the 24-hour telephone payments line on 0330 088 3786 and you will be guided through an automated system to make your payment.

If you do not have your payment reference number - don't worry - we'll be in touch soon with your number.

The call will cost the same as a call to a normal landline from your mobile or home phone and if your call package offers free or inclusive calls to landlines, it will be included in the exact same way.



# Making a difference

**We are committed to making a positive difference to your lives and listening to your views.**

**So here are just some of our key achievements to date to let you know about...**

- We have helped 86 young people (aged 17 to 24) this year into employment, education and training.
- In five years we have helped over 500 people back to work and 50 people into training thanks to our Working 4U programme.
- 2,107 people have attended our various Working 4U sessions and courses.
- Our Funds 4 Communities initiative has donated over £17,000 this year alone to local projects and groups to improve wellbeing and help bring together local communities.
- We have helped benefit 195 families in the city thanks to our Families Programme.

**We are successful because of you!**

**Your involvement with us helps us to improve our services for all residents.**

Thanks to our involved residents groups, which include our Area Panels, Scrutiny Panel, Resident Liaison Group and our newly formed Residents Board, we have also been able to achieve these successes:

- Our Scrutiny Panel has made 83 recommendations to date, all of which have been approved by our Board and implemented by staff.
- In the last five years our Area Panel members have invested over £650,000 and have completed 169 local neighbourhood projects.
- Our involved residents have carried out monthly walkabouts in your local neighbourhoods identifying and tackling any issues that have arisen.

**Over 100 residents have actively helped to make a positive difference to the running of Cross Keys Homes by becoming a member of one of our residents groups.**

**Do you want to make a difference to Cross Keys Homes?**



**Can you help us 'bee' the best?**

**Would you like to make a difference for Cross Keys Homes' residents?**

**You will:**

- gain new skills and meet new people
- see change as a result of your help
- influence how we do our work.

If you are passionate, care about making a difference and are able to attend monthly meetings (about two hours at a time), please call the Involvement Team on: **0800 803 0357** or email: **involvement@crosskeyshomes.co.uk**



# Prevention of condensation and mould training



**Cross Keys Homes working with Mears, strive to help improve communities and people's chances in life.**

Working together we have established a training academy designed to help you learn new skills which is FREE for you to attend.

With condensation and mould being a common problem in people's homes, we have put together a preventative training session which will help you to

understand the reasons why condensation forms and what steps you need to take to avoid condensation and mould from appearing in your home.

**These free training sessions are taking place on:**

Friday 14 November  
from 10am – 12pm

Thursday 11 December  
from 10am – 12pm

Monday 12 January  
from 10am – 12pm



**To book your place on one of these training sessions, contact Tracey Wood on: 01733 385149 or email: [Tracey.Wood@mearsgroup.co.uk](mailto:Tracey.Wood@mearsgroup.co.uk)**

**All classes take place at:** Mears Limited, Units 19-24 Manasty Road, Orton Southgate, Peterborough, PE2 6UP.

## TIME TO TEST



**You are at least four times more likely to die in a fire in your home if you have no working smoke alarm.**

Test your smoke alarms on the first day of every month, then you know that they're working. Don't take risks with your family when a simple action is all that's needed. It's your life, take extra care of it.

In England over 200 people die each year in fires in their homes. These are often caused by smoking materials, cooking accidents, candles and faulty electrical wiring or appliances - especially heaters.

**These simple steps can reduce the risk of fire and keep everyone safer:**

- |   |  |   |   |
|---|--|---|---|
|  | Test them on the 1st of every month and never take out the batteries |  | Take extra care in the kitchen and never leave cooking unattended                 |
|  | Plan your escape route and make sure everyone knows it               |  | Make a bedtime check last thing at night to reduce fire risks - eg unplug heaters |
|  | Put cigarettes out - right out - and never smoke in bed              |  | Never try to tackle a fire yourself   |

**If a fire breaks out in your home. Get out, stay out and call 999**

[www.gov.uk/firekills](http://www.gov.uk/firekills)



*"I can't always be there for Mum. Lifeline can."*

**Just because Mum is pretty independent doesn't mean I don't worry about her. Lifeline sets my mind at rest – I know that if she ever does need help, it's there at the touch of a button, 24 hours a day, 365 days a year.**

Lifeline fits a small unit close to the telephone that allows Mum to speak to someone if she needs help – simply by pressing a button. They also provide a lightweight, splash proof pendant for her to wear, which has an emergency button that connects to immediate help.

**Lifeline will set your mind at rest** from just £4.40 per week or £160 for the first year.

**Call 01733 396439 or visit [www.crosskeyshomes.co.uk/lifeline](http://www.crosskeyshomes.co.uk/lifeline) for more information.**







# The big countdown is on...

For some of us this time of year it's easy to get carried away buying presents for your loved ones ready for Christmas.

With less than eight weeks left to go it's definitely worth thinking about how you can be Christmas savvy.

There's plenty of inexpensive yet creative ideas available online or from your local library to help you make great presents for next to nothing, while ensuring you still have money set aside to pay your rent over the Christmas holidays.

So... if you are wondering what to get your loved ones this Christmas, think about your wallet first before you splash out and find yourself in debt next year.

*We know times are hard but remember the secret to Christmas is not about spending lots! It's about the warmth you associate with this time of year - good cheer, pleasant company, happiness and laughter!*

## Winners round-up

**Congratulations** to Amanda Denson from Stanground who was the lucky winner of our 10th birthday photo competition. Amanda sent in this photo of herself together with her dog Jasper and a number ten made from Jasper's favourite biscuits!



**StepChange**  
Debt Charity

## Worried about debt?

When debts get out of control, it's often difficult to know where to turn.

StepChange Debt Charity know debt. They understand the causes and can see the consequences, but most importantly they know the way out and can help you. In the past 20 years they've helped over 2 million people to overcome their debt problems, and get their lives back on track.

### Free and impartial debt advice

StepChange Debt Charity offers a range of free services and solutions to suit every situation. Their advice is confidential, tailored, and most importantly, free.

So whatever your debt problem, StepChange Debt Charity can help.

### For free debt advice

**Call freephone: 0800 138 1111 (including calls from mobiles)** from Monday to Friday, 8am-8pm and Saturday, 8am-4pm.

Or you can visit their website where you can use their anonymous Debt Remedy online tool at: [www.stepchange.org](http://www.stepchange.org)



# We've already helped over 200 people move into their own home with shared ownership. We can help you too!

## Priestgate Court, Priestgate, Peterborough

Situated in the heart of the city centre, Priestgate Court offers stylish and sophisticated living combining a sympathetically refurbished grade II listed building with a new modern development of 29 unique one and two bedroom apartments. Shares starting from as little as £22,500\*.



## Also available for shared ownership

- **2, 3 and 4 bedroom houses** – Vista, London Road, Peterborough
- **2 bedroom apartments** – Poet's Corner, Glington Road, Helpston
- **2, 3 and 4 bedroom houses** – Burghfield Place, Gunthorpe, Peterborough
- **2 bedroom apartments** – Vista, London Road, Peterborough
- **2 and 3 bedroom houses** – Roman Fields, Gunthorpe, Peterborough
- **2 and 3 bedroom houses** – Silver Hill, Hampton



Shared Ownership is a part buy, part rent scheme that allows buyers to purchase shares between 25% and 75% and pay a rent on the remaining share. You can then buy further share over time until you own the property outright.

### For more information:

Call: **01733 396406**

Email: [salesandmarketing@crosskeyshomes.co.uk](mailto:salesandmarketing@crosskeyshomes.co.uk)

Visit: [www.crosskeyshomes.co.uk/sharedownership](http://www.crosskeyshomes.co.uk/sharedownership)

\*Price based on the minimum share of a one bedroom apartment. You are encouraged to maximise your affordability and a higher share will be offered if it is deemed affordable to you. Rent, management fee and buildings insurance are also payable.

# Win a Christmas hamper

Calling all tenants make sure you take part in our **FREE** competition to win a Christmas hamper... just in time for Christmas.

**This competition closes on Friday 12 December 2014.**

Please send your completed entries to: **Katie Taylor, Cross Keys Homes, Shrewsbury Avenue, Peterborough PE2 7BZ**, to be in with a chance of winning.

- Snowman
- Tinsel
- Festive
- Santa
- Presents
- Fairy
- Elves
- Turkey

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

Name: .....

Address: .....

.....

Email: .....

Tel: .....

When you've finished reading, please remember to recycle this newsletter.





# Money matters

Issue 12 // September 2014



**CROSS KEYS Homes**

You'll be at home with us

## Cross Keys Homes App available for **FREE** now

see page 3

Helping you make the most of your money





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## Join your local Credit Union today



Beat the credit crunch – save, borrow and get a Visa Debit card with us



Just call Peterborough Rainbow Savers on: **01733 686483** or visit your local branch.

Providing an alternative to banks, building societies, high interest lenders and loan sharks! Helping you to take control of your money.

working in partnership with



Money saved with a Credit Union is just as safe as money in the bank.

Peterborough Rainbow Savers is open Monday to Friday, 9.30am - 12pm and 1pm - 4pm, at 3 Cattle Market Road, in the city centre. There are also Rainbow branches in Wisbech, Cambridge, Suffolk and Norfolk.

## Dive into digital

Have you explored the wonders of the internet?  
Delved into the depths of the digital world?  
If not, now's your chance!



Cross Keys Homes is inviting you to see what you can do on the internet as part of national Get Online Week (13-19 October). There are so many great things to discover online and we want you to unearth them too. Here are some ideas to get you started:

- **Social networking sites** – such as Facebook, Twitter or Instagram: great for keeping in touch with family and friends and following your favourite celebrities.
- **Applying for jobs** – the internet is a fantastic way to apply for jobs because there are so many to choose from: type in 'Jobsite' or 'Indeed' to get started.
- **Purchasing** – find the cheapest deals online at your favourite high street stores and supermarkets.
- **Enjoying hobbies** – find groups and clubs to join and get involved in your favourite hobbies locally.
- **Finding out new information** – there is tons of information online about any topic that might interest you and you can access it with just a click of button.

So what are you waiting for? See what you can discover online now!

Look out for our trailer in your local area between the 13-19 October, offering you more information and advice about how to get online and surf the web with ease!



## Take a trip to the tip

Last year we collected over 229 tonnes of fly-tipped items costing us £30,000!

This is equivalent to the weight of over 33 African male elephants!

So if you have unwanted items make sure you take a trip to the tip where you can dispose items FREE of charge. Peterborough's local Household Recycling Centre is on Welland Road in Dogsthorpe.

If you are unable to go to the tip, then Peterborough City Council also provides a bulky waste collection service for £23.50. Just contact Peterborough Direct on: 01733 747474 for more information. If you live further afield, please contact your local council.

**Don't forget though...** your junk could be someone else's treasure! So if you are strapped for cash, why not hold a car boot sale instead and you may just be surprised at what you get for your unwanted items.

*Let's put a stop to fly-tipping!*

## FREE Cross Keys Homes App

AVAILABLE NOW...

Our new Cross Keys Homes App is now available for free from your app store. If you have a smart phone why don't you download it now. Once you have, you will be asked to create a new account. Simply fill in your details and you are ready to go.

On the app you can see your rent balance, report a fault whether this is a repair or problem in your neighbourhood, report ASB or simply look up contact details or FAQs.

So go to your app store, download and tell us what you think.



## FREE school meals

Don't forget FREE school meals are being rolled out from the start of term for children in reception, year one or year two (known as Key Stage 1) as part of the government's new plans.

You can also apply for free school meals for your children if you receive any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- Child Tax Credit, provided you are not entitled to Working Tax Credit and have an annual income that does not exceed £15,575
- The Guarantee element of State Pension Credit.

To find out more about how to apply for this, please contact your child's school directly.





# Have you got home contents insurance?



What would you do if you arrived home after a night out or a trip away to find out that someone had broken into your home or a pipe had burst and flooded your home?

Your belongings are not insured by Cross Keys Homes against fire, theft, water damage and other household risks. So, if you haven't thought properly about insurance cover, you could be in for a shock. However, **My Home Insurance** can provide cover for the contents of your home at a **special affordable rate**.

as **£2.17** a fortnight (under 60s) and **£1.40** a fortnight (over 60s) for standard cover. Extended accidental damage and optional extensions such as personal possessions (cover away from the home), wheelchairs/mobility scooters, hearing aids and buildings cover for sheds, garages and greenhouses are also available for an additional premium.

For further information call **My Home Insurance on: 0845 337 2463** or: **01628 586189** if calling from a mobile.

The cover has been designed to help you insure most of your belongings as easily as possible. The minimum value of possessions you can insure is only £9,000 (£6,000 if you are aged over 60) and premiums start from as little



The National Housing Federation **My Home** Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenant Risks. A trading style of Thistle Insurance Services Limited. Lloyd's Broker. Authorised and Regulated by the Financial Conduct Authority. A JLT Group Company.

Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96. The National Housing Federation is an Appointed Representative of Thistle Insurance Services Limited.

Want to get your foot onto the property ladder?



We have one remaining three-bedroom property available for shared ownership on phase two of the zero carbon development site known as Vista just off London Road.

From as little as £43,000\* - this could be the ideal solution if you are struggling to save for a large deposit!

Call us on: **01733 396406** for more information or visit: [www.crosskeyshomes.co.uk/sharedownership](http://www.crosskeyshomes.co.uk/sharedownership).

\*Price based on the minimum 25% share. You are encouraged to maximise your affordability and a higher share will be offered if it is deemed affordable to you. Rent, management fee and buildings insurance are also payable.



# Saving money on your energy bills

With autumn fast approaching now's the time to make sure you get savvy with your energy use so that you can save money on your bills!

## Lighting

Energy efficient bulbs use 1/5 of the electricity and can last 12 times longer than ordinary ones. This could also save you around £55 a year!

## Radiators

Turning radiators down in rooms which you only use occasionally could save you around £75 a year.

## Electrical appliances

Turning electrical appliances off rather than leaving them on standby could save you around £50 a year on your electricity bill.



## Hot water

Your cylinder thermostat shouldn't need to be set any higher than 60°C/150F. By doing this you can save over 15% on your monthly heating bill.

## Kettle

By only boiling as much water as you need in your kettle could save around £20 a year.

## Washing

Remember to wash your clothes at 30°. This uses 40% less electricity and will save you around £10 a year.

If you are worried about your heating bills you are not alone. It is never too late or too early to prepare for the cold weather. Just call Home Heat Helpline on: **0800 336699** to access advice and grants to help you prepare for winter.

# Cold weather payments

Don't forget if you were born on or before 5 January 1952 you are entitled to Winter Fuel Payments of up to £300. If you get the State Pension or another social security benefit, then this payment is usually automatically paid to you between November and December.

If not, you will need to make a claim by calling: **08459 151515** or visiting: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment).

You may also be entitled to Cold Weather Payments from November if you receive certain benefits or have a child who is disabled or under the age of five.

Payments are made when your local temperature is either recorded as, or forecast to be, an

average of zero degrees Celsius or below, over seven consecutive days. If so, you'll get a payment of £25 for each seven day period of very cold weather between 1 November and 31 March 2015.

To find out more about Cold Weather Payments contact your local Jobcentre Plus or visit: [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

# How we can help you

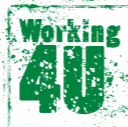
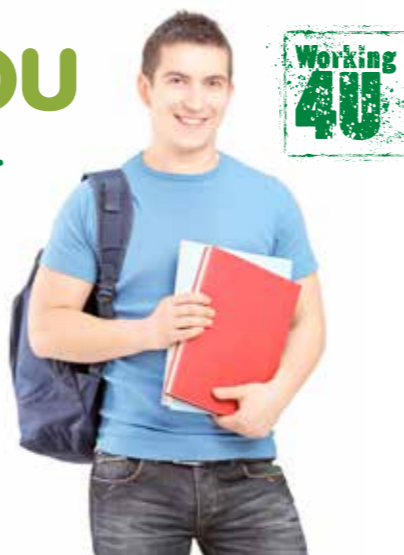
As a Cross Keys Homes' tenant you can access our FREE Working 4U programme which is committed to helping you achieve really great things.

Our Working 4U programme offers:

- Training courses
- National qualifications
- Help completing your CV
- Job search facilities

- One-to-one support and advice
- Volunteering opportunities
- And much more...

Just call: **01733 396409** or visit: [www.working4u.org.uk](http://www.working4u.org.uk)



# Handy tips and ideas

# BUDGET

In this issue we want to help make life easier for you by sharing our handy tips and ideas on budgeting.

We all hate receiving dreaded bills especially when they are more than we anticipated but with a bit of time and careful consideration, a simple monthly household budget plan, like this one, can really help you to plan ahead and budget for these payments.

## Your budget plan

Income:	Per month (£):	Travel:	Per month (£):
Job earnings:		Car payments:	
Partner's earnings:		Car insurance:	
Child Benefit:		Car Tax:	
Child Tax Credit:		Fuel:	
Housing Benefit:		Bus/Taxi/Train fare:	
Other Benefits:		Other:	
Other:		<b>Total:</b>	
<b>Total:</b>		Daily living:	Per month (£):
Home expenses:	Per month (£):	Groceries:	
Rent:		Clothing:	
Council Tax:		Cleaning:	
Home contents insurance:		Children's activities:	
Electricity:		Hobbies/interests:	
Gas/Oil:		Eating out/takeaways:	
Water rates:		Hairdresser:	
Phone:		Pet food:	
Cable/Satellite TV:		School lunches:	
Broadband:		Other:	
Maintenance:		<b>Total:</b>	
Furnishings:			
Other:			
<b>Total:</b>			

## Your budget plan

Savings:	Per month (£):	Debts:	Per month (£):
Pension:		Loans:	
Emergency fund:		Credit cards:	
Investments:		Arrears:	
Other:		Other:	
<b>Total:</b>		<b>Total:</b>	
Other items:	Per month (£):	Other items:	Per month (£):

## Top tips to remember...

- **Remember to divide your expenses into:**
  - costs you cannot avoid – ie your rent and Council Tax.
  - bills you must pay but can control – ie your electricity and water by thinking smarter about your usage of them.
  - essentials you could get cheaper – ie your groceries by shopping around.
  - items that make life easier – the fun things which, if push comes to shove, yes you can really do without.
- Say no to pay day loans! If you are struggling with debt speak to someone first. Step Change (see page 2 of our magazine) offers free debt advice.
- The cost of living really can be cheaper if you shop sensibly. Try: [www.mysupermarket.co.uk](http://www.mysupermarket.co.uk) This website shops for you helping you to save money not spend money.
- Use your loyalty points! If you have a loyalty card with any supermarket – make sure you use your rewards! With the average outstanding balance on a person's loyalty card standing at £28.60, it's time you take advantage of it before it expires.



celebrating

10  
years



**CROSS KEYS Homes**

You'll be at home with us

# Your awards night 2014 - call for nominations

Recognising the people who make us proud of their efforts and achievements

There are six categories in which you can nominate either yourself, an involved residents' group or another resident...

- 1) Good neighbour award
- 2) Working 4U award
- 3) Young person's achievement award
- 4) Area Panel award
- 5) Estate champion award
- 6) Personal achiever of the year (age 25+) award

Nominate online at:

[www.crosskeyshomes.co.uk/awards-night](http://www.crosskeyshomes.co.uk/awards-night) or pick up a nomination form from your local Neighbourhood Office.

Those who are shortlisted for each award will receive complimentary tickets for not only themselves but for those who nominated them to our special awards night on Wednesday 10 December at the Holiday Inn in Thorpe Wood.

**Nominate someone deserving today!**

**Nominations need to be received by Friday 31 October 2014.**

# MAKING PETERBOROUGH SAFER MONTHLY NEWSLETTER: Issue 1



## Your Newsletter

Welcome to Issue 1 of the Safer Peterborough Partnership briefing sheet. We hope learning a bit about the work of the partnership, celebrating our successes and looking towards the future together will help us all make Peterborough a safer place to live, visit and work.

If you have ideas you wish to include in the briefing sheet please contact the Safer Peterborough Partnership Team.



Safer Peterborough Partnership  
4th Floor, Baynard Place  
Broadway  
Peterborough  
PE1 1HZ

Email [saferpeterborough@peterborough.gov.uk](mailto:saferpeterborough@peterborough.gov.uk)

## Your Partnership

The partnership is responsible for making our city a safer place to live, work and visit. Its vision is to empower neighbourhoods to help cut crime and reduce anti-social behavior, which will create and sustain strong and supportive communities.

The Safer Peterborough team is responsible for delivery of this vision and is structured to focus on three priority areas:

Reducing Crime

Tackling anti-social behavior and hate crime

Building Stronger and more supportive communities

These priorities cover nine themes that concern communities the most :

- Anti-social behaviour
- Arson
- Domestic Abuse
- Hate crime
- Road safety
- Serious acquisitive crime
- Serious sexual offences
- Substance misuse
- Violent Crime

The SaferPeterborough partnership brings together responsible authorities who, under the Crime and Disorder Act 1998, have a duty to consider the community safety implications of their actions.

The responsible authorities are :



- Peterborough City Council
- Cambridgeshire Constabulary
- Cambridgeshire and Peterborough Fire Authority
- PHE Peterborough
- Cambridgeshire and Peterborough Probation Trust



Co-operating authorities are local groups or organisations that contribute significantly to community safety. The Crime and Disorder Act makes co-operating bodies key partners in the setting and delivery of objectives. Co-operating authorities provide information to improve the understanding of local crime and disorder problems, thereby benefiting the core functions of the partnership.

Cross Keys Homes (representing registered social landlords) is a co-operating authority of the partnership.

SaferPeterborough also invites other organisations to assist in the delivery of crime reduction activities. These are known as invitees to participate. This provides an opportunity for the voluntary sector to support the work of the partnership.

Invitees to participate include:

- HMP/YOI Peterborough,
- Peterborough Racial Equality Council
- Peterborough Council for Voluntary Service
- The One Service



## Safety Partnership Profile

Claire is the Director of Operations at Cross Keys Homes. In her current role Claire is responsible for the housing management and supported housing services, community investment and engagement and the asset management service.



She is also involved externally as the vice chair of the connecting families board (the government's "troubled families initiative"), a member of the 'Prevent' strategic board, chair of the children and families commissioning board for the city and also chairs the statutory community safety partnership for the city, the Safer Peterborough Partnership.

Presently, Claire is particularly immersed in the implementation of the Cross Keys Homes community strategy in making sure it aligns and complements Peterborough's sustainable community strategy as well as making a real difference to people's lives given the current and unprecedented changes to the national welfare reform framework.



*"Making our city a safer place to live work and visit"*



## Making Peterborough Safer : Your Successes

**BEVERLY STONE:** Your contribution of supporting parents and children to work with schools to address challenging behavior in schools, poor attendance and arrange further educational placements was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.

**OPERATION CAN DO POLICE TEAM:** Your contribution of working with multiple agencies to deliver real change to the Peterborough area was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.



**BRIDGET PEEROO:** Your contribution of arranging support meetings and contact with offenders post release to help keep them away from a life of crime and involvement in the sex industry, was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.

**BRIAN GASCOYNE:** Your contribution of running a website on homophobic crime and a member of the hate crime task and finish group was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.



**MATT LAUCH:** Your contribution of Community projects and Duke of Edinburgh awards was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.



**EMILY WHEELER:** Your contribution of helping to recruit volunteers and support those who need it most was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.

**RAY HOOKE:** Your contribution of helping the partnership invest its resources in the most efficient and effective ways was seen as the most significant contribution that will make Peterborough a safer place to live, work and visit.



## AND WELL DONE TO THIS MONTHS NOMINATIONS

**NORTHERN DISTRICT SCENES OF CRIME TEAM:** Your contribution of helping to identify offenders of crime, "They continually support us in our large jobs from initial attendance and then continued advice and support". The team although going through a re-structure process have remained positive and displayed a high level of professionalism. Your contributions to finding offenders of crime really do make Peterborough a safer place to live, work and Visit.

**JOAN TIBBS:** Your contribution of enabling multi-agency working to help provide offenders with employment on release will help make Peterborough a safer place to live, work and visit. Achieved using your "Can do approach" to deal with multiple issues that could have prevented the project from moving forward.

**MARTIN WEST:** Your contribution of working in your own time to support the work of the One Service, building fishing events for offenders, acting as a role model, and only towards the end revealing your identity as a police officer, and helping build those valuable relationships that will make Peterborough a safer place to live, work and visit.

**NOMINATE A SUCCESS:** If you know anyone that has made a difference let us know so we can recognise this achievement, by emailing :

[Saferpeterborough@peterborough.gov.uk](mailto:Saferpeterborough@peterborough.gov.uk)

# MAKING PETERBOROUGH SAFER MONTHLY NEWSLETTER: Issue 1



## Our Police and Crime Commissioner



Our Police and Crime Commissioner, Sir Graham Bright was declared as Cambridgeshire's Police and Crime Commissioner on November 16th, 2012. Police and Crime Commissioners have responsibility for delivering an efficient and effective police service in their area.

Commissioners set police and crime objectives, the police budget and issue crime and disorder reduction grants through the Police and Crime Plan. Commissioners also hold the police to account, making them answerable to the public.

A Commissioner's role is to support and, when necessary, challenge the Chief Constable. They must also work with local agencies such as local authorities, health, the Probation Trust, fire and rescue services and the criminal justice system, to ensure there is a joined-up approach to preventing and reducing crime.

If you want to find out more about the work of our Police and Crime Commissioner you can contact the Office of the Cambridgeshire Police and Crime Commissioner by writing to:

Cambridgeshire Police and Crime Commissioner  
South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne  
Cambridge, CB23 6EA  
By email: [cambs-pcc@cambs.pnn.police.uk](mailto:cambs-pcc@cambs.pnn.police.uk)  
By telephone : 0300 333 3456

## Your Ideas Count

**YOUR SAFETY PARTNERSHIP: The partnership is responsible for making our city a safer place to live, work and visit. Its vision is to empower neighbourhoods to help cut crime and reduce anti-social behaviours, which will create and sustain strong and supportive communities.**

**The Safer Peterborough team is responsible for delivery of this vision and is structured to focus on three priority areas:**

- ❖ Reducing Crime
- ❖ Tackling anti-social behaviour and hate crime
- ❖ Building Stronger and more supportive communities

**These priorities cover nine themes that concern communities the most:**

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- Road Safety
- Serious acquisitive crime
- Serious sexual offences
- Substance misuse
- Violent Crime



## WHAT HAPPENS NEXT?

- You are asked to forward your ideas to the Safer Peterborough Partnership on the form attached.
- All new ideas submitted will be acknowledged
- Ideas will be reviewed once a month by the lead SPP co-ordinator for each of our core priority areas
  - Reducing Crime
  - Tackling anti-social behaviour and hate crime
  - Building Stronger and more supportive communities
- The best idea each month will receive £50 vouchers and a Safer Peterborough lapel pin to be presented by the nominated executive from your organisation that sits on the Partnership Board. The top 10 ideas a month will also receive a Safer Peterborough Partnership mug.

## Success of the Youth Offender Team

There was a Full Joint Inspection of Youth Offender work in Peterborough, published in April 2014.



The inspection was led by HMI Probation

The team showed they were effective in:

- Reducing the likelihood of reoffending
- Protecting the Public
- Governance and Partnership
- Intervention

And they achieved the highest possible rating for:

- Protecting children and young people
- Ensuring that the sentence is served



The report confirmed Peterborough Youth Offender Team as being one of the best performing services in the Country.

Well done to all involved you are helping make our city a safer place to live, work and visit.

*"Making our city a safer place to live work and visit"*



# MAKING PETERBOROUGH SAFER MONTHLY NEWSLETTER: Issue 1



## NEW IDEA NOMINATION FORM

<b>NAME :</b>	<b>DATE :</b>
<b>ORGANISATION :</b>	<b>DEPARTMENT :</b>
<b>EMAIL :</b>	<b>TELEPHONE :</b>
<b>DETAILS OF YOUR IDEA (add attachments if needed):</b>	
<b>What? Please give us a brief outline of your idea</b>	
<b>How? How do you imagine your idea being implemented?</b>	
<b>Why? What are the benefits of your suggestion?</b>	

Thank you very much for your suggestion. Please send it to SPP New Ideas Scheme, C/O SPP Team, 4<sup>th</sup> Floor, Bayard Place, Broadway, Peterborough, PE1 1HZ (Email [saferpeterborough@peterborough.gov.uk](mailto:saferpeterborough@peterborough.gov.uk))

*“Making our city a safer place to live work and visit”*

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