

Pathways Xmas Newsletter

December 2020

Welcome to our Xmas 2020 Newsletter

The year of 2020 has been dissimilar to previous years. Several challenges have been faced by us all. We have learned to adapt to rapid changes and adopt new systems to protect each other. Christmas may be different as planned which is why in this Xmas edition, we have included advice given from the Government with its 'Christmas Bubble' but also our Estate Inspections for 2021 and how to be safe during icy weather conditions.

Farewell to Bukky

Pathways want to wish a farewell to Bukky McGlynn who has left Pathways. Bukky has delivered a great service during her time as Chief Executive. We would like to wish Bukky the absolute best for the future.

Trustees have agreed interim arrangements with the staff team to ensure service delivery is maintained.

Welcome – Abby, Auxilia and Fauzia

We would like to give a warm welcome to Abby Akinola, our Head of Finance & I.T.

Auxilia Santos, Compliance Administration Officer and Fauzia Chaudary, Grants Officer to Pathways.



Abby Akinola



Auxilia Santos

Congratulations – Jubayer Khan

We at Pathways support the Graduate Apprenticeship program, helping support young people into work. We would like to congratulate Jubayer upon his 1-year completion of the apprenticeship program and we are pleased to offer Jubayer a full time Housing Officer role. Jubayer has focused and developed his skills within the Housing Industry and has been committed throughout the year to ensure that the service he brings can make a difference to our residents.

As part of the celebrations, Jubayer stated: "It has been an enjoyable year but also challenging."



I have come from a construction related background, so the Housing Industry was an area I needed to familiarise myself with. The team within Pathways have been exceptional with their support in my first year but also the residents."

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COVID 19 – Update On Regional Restrictions



The national restrictions have been lifted from 2 December 2020. However, England will return to a regional tiered approach. The Government has announced that London has moved to Tier 2 (High alert) restrictions. From Wednesday 2nd December the restrictions are:

- You must not socialise with anyone you do not live with or who is not in your support bubble in any indoor setting, whether at home or in a public place
- Rule of six – you must not socialise in a group of more than 6 people outside, including in a garden or a public space
- Hospitality businesses selling food or drink for consumption on their premises are required to:
 - provide table service only, in premises which sell alcohol
 - lose between 11pm and 5am (hospitality venues in airports, ports, transport services and motorway service areas are exempt)
 - stop taking orders after 10pm
- You can continue to travel to venues or amenities which are open, but should aim to reduce the number of journeys you make where possible



Kent and Medway have been placed at Tier 3 (Very High alert) restrictions which mean from Wednesday 2nd December the following restrictions are:

- you must not meet socially indoors or in most outdoor places with anybody you do not live with, or who is not in your support bubble, this includes in any private garden or at most outdoor venues
- Rule of 6 - you must not socialise in a group of more than 6 in some other outdoor public spaces, including parks, beaches,

countryside accessible to the public, a public garden, grounds of a heritage site or castle, or a sports facility

- hospitality settings, such as bars (including shisha venues), pubs, cafes and restaurants are closed – they are permitted to continue sales by takeaway, click-and-collect, drive-through or delivery services.

Further information on tier guidance can be found by visiting www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know

Governments Christmas Bubble Announcement:

The government announced that families can create a Christmas bubble with family members between 23–27 December. This means that:

- You can form an exclusive 'Christmas bubble' composed of people from no more than three households
- You can only be in one Christmas bubble
- You cannot change your Christmas bubble
- You can travel between tiers and UK nations for the purposes of meeting your Christmas bubble
- You can only meet your Christmas bubble in private homes or in your garden, places of worship, or public outdoor spaces
- If you form a Christmas bubble, you should not meet socially with friends and family that you do not live with in your home or garden unless they are part of your Christmas bubble

For further information and guidance concerning the 'Christmas bubble' please visit www.gov.uk/guidance/guidance-for-the-christmas-period



In 2011, fire legislation and guidance came into effect making it our legal duty to ensure your safety in the communal areas in your block of flats, homes.

This means that if there was a fire, there must be nothing in these areas that could:

- Prevent residents escaping from the building
- Stop the fire services carrying out their duties
- Give off toxic smoke and gas when burning
- Explode due to high temperatures (e.g., glass)
- Cause the fire to spread more quickly

Housing Pathways recently completed a fire risk assessment of all communal areas.

Following letters sent to residents on fire safety measures, Housing Staff will be visiting schemes to check that there are no personal items stored in the communal areas. Where there are items of a hazardous or an obstructive nature, they will be removed immediately without any recourse to the residents. Any other items will receive a Torts Notice giving residents 7 days to remove the items. If the items remain after 7 days, these will be removed without any further notice to the residents.

It is important that we inform you also so that you can help us to protect you and our buildings from any fire risks, by ensuring that you, and visitors to our buildings: -

- Do not obstruct the communal areas, which often form the fire escape route for the block
- Do not prop open fire doors in communal areas
- Do not clutter the stairs, corridors and landings with personal items or things that can set fire easily
- Do not store any personal items, including plants, buggies, prams, children's toys, shoes, boots, trainers, furniture, goods waiting to be disposed of, mobility scooters, wheelchairs, plants, framed photos, (this list is not exhaustive) in the communal areas
- If you see anything in the communal areas that does not belong there, please let us know
- Do not store any flammable materials or any other items in cupboards that have electrical circuits. These should always be kept locked
- Make sure you put all rubbish in the bins provided — do not leave it lying around in the refuse area as this can easily be set on fire



What To Do If You Smell Gas?

Knowing what to do in an emergency could save lives.

If you think you have a gas leak or can smell gas, you should leave your property and phone the National Gas Emergencies number immediately on **0800 111 999**.

Detecting a gas leak – what are the symptoms?

The most obvious sign of a leak is the smell of gas. You could also be feeling ill because of a gas leak.

The symptoms include:

- Feeling lightheaded
- Dizziness
- Nausea
- Headaches

If you are suffering from these symptoms and suspect a leak, you should go outside immediately. If you feel better in fresh air, you could be suffering from the effects of a gas leak.

These are also some of the symptoms of **carbon monoxide poisoning**.

Estate Inspections 2021

We are pleased to detail the dates of the Estate Inspections for next year starting effectively from January 2021 to all schemes that have a communal area and pay service charges.

This is a great opportunity for residents to get engaged with the inspections carried out by the Housing Officers. The Estate Inspection program will also be updated onto our website so that you can check when the Estate Inspection is due for your scheme.

The aim of the Estate Inspection process is

to check the quality of work and communal services offered. i.e. gardening, cleaning, repair services. They also help us identify any planned maintenance works and check for Health & Safety issues.



If you want to get involved, please contact the Housing Team who will provide further information including the Housing Officer leading the Estate Inspection, the meeting point and time of the Estate Inspection. A more detailed list of the Estate Inspection program will be on our website from January 2021.



Scheme	Date of Inspection (Jan – June 2021)	Scheme	Date of Inspection (July – December)
Dean & Vaughan Court	19/01/2021	Dean & Vaughan Court	06/07/2021
Dean & Vaughan Court	11/05/2021	Dean & Vaughan Court	05/10/2021
Dovedale Cottages	21/01/2021	Dovedale Cottages	08/07/2021
Dovedale Cottages	13/05/2021	Dovedale Cottages	07/10/2021
Sir Abraham Dawes	21/01/2021	Sir Abraham Dawes	08/07/2021
Sir Abraham Dawes	13/05/2021	Sir Abraham Dawes	07/10/2021
Esther Doe Lodge	26/01/2021	Esther Doe Lodge	13/07/2021
Esther Doe Lodge	18/05/2021	Esther Doe Lodge	12/10/2021
Jubilee Trust	28/01/2021	Jubilee Trust	15/07/2021
Jubilee Trust	20/05/2021	Jubilee Trust	14/10/2021
Woolwich Parochial	28/01/2021	Woolwich Parochial	15/07/2021
Woolwich Parochial	20/05/2021	Woolwich Parochial	14/10/2021
King George V	12/02/2021	King George V	07/09/2021
Tawny Close	12/01/2021	Tawny Close	06/07/2021
Tawny Close	06/04/2021	Tawny Close	05/10/2021
Taylor Court	12/01/2021	Taylor Court	06/07/2021
Taylor Court	06/04/2021	Taylor Court	05/10/2021
Bowmans Court	12/01/2021	Bowmans Court	06/07/2021
Bowmans Court	06/04/2021	Bowmans Court	05/10/2021
Castlebar Park	12/01/2021	Castlebar Park	06/07/2021
Castlebar Park	06/04/2021	Castlebar Park	05/10/2021
Pilgrims Lodge	27/01/2021	Pilgrims Lodge	20/07/2021
Pilgrims Lodge	13/04/2021	Pilgrims Lodge	19/10/2021
Legg Whittuck	20/01/2021	Legg Whittuck	13/07/2021
Legg Whittuck	13/04/2021	Legg Whittuck	12/10/2021
Leyton United	20/01/2021	Leyton United	13/07/2021
Leyton United	13/04/2021	Leyton United	12/10/2021
Phillip Lane	27/01/2021	Phillip Lane	20/07/2021
Phillip Lane	21/04/2021	Phillip Lane	19/10/2021

Try The Word Search Below And See How You Do!

Christmas word search



O	I	A	W	A	S	N	E	O	I	S	R	E	I
I	E	E	R	T	S	A	M	T	S	I	R	H	C
T	N	E	E	M	I	S	T	L	E	T	O	E	O
S	S	A	O	W	P	R	E	S	N	T	R	S	C
A	N	C	E	F	M	E	F	M	A	N	E	T	H
I	O	A	S	E	I	K	O	O	C	N	E	R	T
T	W	N	G	I	S	A	R	P	F	L	D	N	S
T	F	D	A	L	L	T	H	F	M	S	N	T	N
E	L	Y	M	A	E	N	S	F	W	T	I	E	E
C	A	C	S	K	I	A	G	A	W	T	E	I	C
N	K	A	N	F	G	S	E	T	F	A	R	E	N
I	E	N	S	N	H	T	W	C	S	L	L	E	E
O	H	E	S	N	O	W	M	A	N	L	E	G	I
P	P	R	E	S	E	N	T	S	T	R	S	T	E

COOKIES
SANTA
SNOWFLAKE
SNOWMAN
REINDEER
MISTLETOE
PRESENTS
SLEIGH
POINCETTIA
ELF
CHRISTMAS TREE
CANDY CANE

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Independent Living – Move on For Residents

Pathway's offers housing for older people who are able to live independently in their homes. However, we recognise that there may be some residents who are no longer able to live independently and therefore may require support to 'move' into more suited accommodation to meet daily health and safety needs. That may be with family or within a sheltered housing environment. If you are in this position, then please do contact us so that

we can assess your current wellbeing. If we can assist in helping you continue to live in your home safely, then we will do so. If we can help you 'move on', then we will advise the best course of action to take.

Emergency Out Of Hours Service

If you have an emergency out of hours repair that cannot wait until the next working day, please call our Out of Hours repairs number after 5.00PM and at weekends on 0208 935 5614.

Support During Christmas

For some, Christmas this year may be different to previous years. We do not want you to spend this Christmas alone which is why we have detailed organisations below which will take calls for those that may need support or just a chat throughout the year, including Christmas day!

AGE UK – 0800 678 1602

You can use the Age UK Advice Line, which is free and confidential, to talk about:

- Accessing support services
- Getting help after being discharged from hospital
- Coping with bereavement
- Any kind of problem at home
- Or just a friendly chat

The line is open 8am-7pm, 365 days a year. Call handlers aim to give callers tools to help improve their immediate situation whilst also helping you access local support.

The Silver Line Helpline - 0800 470 8090

The Silver Line is a confidential, free helpline for older people across the UK. It operates 24 hours a day, 365 days per year. The specially trained helpline team can:

- Offer conversation and friendship
- Provide information and advice
- Link callers to local groups and services.
- Refer people on to receive regular friendship calls.
- Protect and support older people who are suffering abuse and neglect



Domestic Abuse Awareness

Domestic abuse might be more common than you think. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background. Domestic abuse is not always physical violence and can come under many forms such as:

- coercive control and 'gaslighting'
- economic abuse
- online abuse
- threats and intimidation
- emotional abuse
- sexual abuse



What signs to look for

If you believe that you or someone else could be a victim of domestic abuse, there are signs that you can look out for including:

- being withdrawn, or being isolated from family and friends
- having bruises, burns or bite marks
- having finances controlled, or not being given enough to buy food or pay bills
- not being allowed to leave the house, or stopped from going to college or work
- having your internet or social media use monitored, or someone else reading your texts, emails or letters
- being repeatedly belittled, put down or told you are worthless
- being pressured into sex
- being told that abuse is your fault, or that you're overreacting

If you or someone you know about is a victim of domestic abuse, you should call Refuge's National Domestic Abuse Helpline for free, confidential support, 24 hours a day on **0808 200 0247**. They are a team of advisors who have been trained to give advice but also offer you support. You can also get in touch with us directly where a Housing Officer will be able to assist you.

If you believe there is an immediate risk of harm to yourself or someone, or it is an emergency, always call **999**.

Further information on domestic abuse can be found at www.nationaldahelpline.org.uk

Emergency Call Alarms (Pull Cords)

We will be consulting with residents on the emergency Pull Cord alarm services in 2021. We appreciate that some residents due to health reasons may require an upgraded version of the emergency Pull Cord alarm services now. Especially, if you are having regular falls in your home or external areas. If you are experiencing this, please do contact us, and we will assess your situation and provide help and support where required.

★ Resident Satisfaction Survey Results 2020



We would like to thank all the residents that responded to the Residents Satisfaction survey, carried out by the Acuity Group between September and November 2020. Overall, we received a response rate of 53%. Some of the key findings in comparison to the previous satisfaction survey in 2018 were:

Question / Statement	Satisfaction levels 2020	Compared to 2018
Overall satisfaction with the services provided by Pathways (Up by 7%)	77%	↑
Residents happy to promote Pathways to family and Friends (up by 3%)	50%	↑
Satisfaction with home and neighbourhood as a place to live (similar results to 2018)	86%	→
Satisfaction with repairs and maintenance (up by 11%)	77%	↑
Communicating and keeping residents informed (Up by 1%)	75%	↑

The areas that residents felt that Pathways could improve were:

- Delivering better customer services
- Communication with residents, especially listening to resident views
- Management of tenancies
- Improving the cleaning of internal and external communal areas

Covid-19

We asked residents how well they thought Pathways responded to their needs during Covid-19. 61% of you said that we responded well during the crisis, and 57% of you said that they would value more contact with Pathways going forward.

We have continued to carry out 'Resident Welfare' checks during the first and second COVID-19 lockdown and will continue with these during the festive and winter season to ensure that our residents are safe and well in their homes.

What next?

We will now review the feedback and identify key areas for improvement. As part of Pathways commitment to become an inclusive landlord, we would like to hold a 'Resident's Focus' group in February 2021, and work with residents to identify ways to improve services.

If you would like to participate in the 'Residents Focus' group, please send Pathways an email on Info@yourpathways.org.uk and or telephone 0208 579 7411 and a member of the Housing Team will contact you to provide further information. We look forward to hearing from you.

Icy Conditions and Winter Weather – Being Safe Out There

Slip and trip accidents increase during the Winter season for a number of reasons: there is less daylight, leaves fall onto paths and become wet and slippery and cold weather spells cause ice and snow to build up on paths. Our gardening and cleaning contractors will be out and about to ensure that walkways are cleared of leaves; gritting pathways to make it easier for our residents during these times. If you find that a contractor has not attended, then please contact us on 0208 579 7411 and we will arrange for a contractor to attend. When entering your communal areas, or your home, please do take care during the cold rainy days to avoid any slips and trips.



About Pathways

Contact us:
Pathways Trust Office
33 Dean Court
Bowmans Close
Ealing
London. W13 9YU

Tel: 020 8579 7411

www.yourpathways.org.uk

Pathways Office Closure During Christmas and New Years

Pathways Offices will be closed during the festive season – from 13:00 hours on Thursday, 24 December 2020 and will re-open 09:00 on Monday, 4 January 2020. If you have a repair that is an emergency, you should call our Out of Hours repair number on 0208 935 5614.

Financial Inclusion Advice and Support In Paying Your Weekly Maintenance Charge

We know that Christmas can be a busy and an expensive time of year, with the costs of celebrations and day to day costs adding up. We also recognise that 2020 has been a challenging time for a lot of people financially including our residents who may have been made redundant or lost their jobs because of Covid-19. However, it is important to remember that you must pay your weekly maintenance charge to keep a safe roof over your head.

If you are struggling to pay your weekly maintenance charge and require additional advice or support, please speak to someone. Either a member of Pathways Housing Team or other support agencies. We have listed some support agencies that may be able to help support you during this time.



Citizen advice Bureau:

You can also contact your local Citizens Advice by visiting: www.citizensadvice.org.uk

DWP – Universal Credit claims:

If you need help in making a Universal Credit claim, you can contact the 'Help to Claim' free service offered by Citizens Advice. They will provide you with free advice and support throughout the claim process.

You can call the free helpline on **0800 144 8444**. If you need advice in a different language, you can ask for a translator.

Foodbanks:

If you are finding it financially difficult to purchase food, please contact your local food bank. You can find your local food bank by visiting: www.trusselltrust.org/get-help/find-a-foodbank

Pathways Resident Welfare Checks

Our staff have carried out resident welfare checks by telephone this year. Our residents really appreciated our staff calling them, especially during these challenging times. Housing Staff will continue to carry out resident welfare checks during the Christmas and New Year's period.

We have found the resident welfare checks really rewarding as it has helped our staff connect with their residents. We hope that our residents have also found the calls rewarding and helpful.



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