



# SHORELINE news

Issue 8 Spring 2008



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## WELCOME

Spring is already in the air, a time for fresh starts, new beginnings and looking to the future and there is plenty of that going on at Shoreline and in the local community.

In November 2007 we had our first visit from the Audit Commission's Housing Inspectorate. A team of inspectors spent two weeks assessing the services we provide.

The one star we received reflected the hard work and dedication of Shoreline employees in improving the service we provide. Our prospects for improvement, although disappointing, didn't tell us anything we didn't already know and it is reassuring that we already have plans in place to continue improving our service.

Over the last six months, we have made a concentrated effort to reduce the number of empty properties in our neighbourhoods and nearly a third of available empty properties have been successfully re-let.

We are now continuing to create a more efficient service so that there is a quicker turnaround of the lettings process.

Following consultation with tenants and the wider community we have recently launched a reviewed Lettings Standard which enables us to re-let properties quicker and make sure that new properties meet the expectations of prospective tenants.

Together we can look forward to the year ahead and major projects including the transformation of our supported housing service and the redevelopment of Shelley Avenue and Burns Grove to name only two.

We will continue to make improvements to the service we provide and through **Community Voice** involve you in shaping and developing our services. Many of you have already expressed an interest and several residents have recently trained to become mystery shoppers, assessing and testing our services.

It's a fresh start for the former Yarborough estate as **Freshney Green** is unveiled as the new name for the neighbourhood as it embarks on an exciting new phase in its future.

Balmoral House - a new multi-agency office - has opened its doors providing a place for residents to keep up to date with the multi-million pound transformation, report crime and enjoy community get-togethers.

We will also be moving to a new home this year as our new offices near completion. The offices will bring all of our departments together under one roof for the first time as well as contribute to the regeneration of the West Marsh area.

As you can see there is lots going on as we continue to build on what we have achieved so far while going forward with our plans for the future – it really is a time to spring into action.



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Front cover photo:  
Freshney Green launch

Some of the  
photographs in this  
newsletter appear  
courtesy of the  
Grimsby Telegraph

Best wishes to you and your family  
from everyone at Shoreline



# do it online!

Over 80,000 people have visited our website since it launched in January last year and it has generated nearly two million hits.

## Have you visited yet?

Make sure you don't miss out! You can report repairs, comment on consultations, check out our latest job vacancies, make a complaint, compliment a service, pay your rent, download publications, join **Community Voice** and as a regular visitor you can keep up to date with all the latest news. Phew!

You can access the site 24 hours a day, 7 days a week from your own home and if that isn't enough we've also added online forms to our website to make contacting us even easier.

There's even an online web evaluation form you can fill in to tell us what you think we're doing right (or wrong!). We want to keep developing the site in line with customer demand – so tell us what you want.

# homeswap

Customers can make the best use of our online services at the free-to-use PC at our Customer Service Centre in Osborne Street, Grimsby. Through the new facility you can access our website or visit Homeswapper – the easy to use mutual exchange scheme for tenants.

Homeswapper is the UK's largest community of social housing tenants looking to swap homes, with thousands of tenants joining each month. You can use Homeswapper to move locally or right across the country, potential swaps can be found within 24 hours and we've paid for it – so it is free for you to use.

Homeswapper will send you weekly alerts of potential new swaps by email (if you have access) or fortnightly by mobile phone (if you have one).

## And remember

**You said... open at weekends, so we did - our Customer Service Centre is now open Saturdays 9am – Noon.**



# you've got mail

From shopping to banking, making appointments to arranging car tax, more and more of our daily life is now being carried out through the internet and email.

Email is an up-to-date, quick and easy alternative to receiving information through the post. If you are interested in receiving all of your letters, updates, reminders, newsletters and rent statements in this way then please let us know.

Simply put your name, address and email details in an email and send it to [communications@shorelinehp.com](mailto:communications@shorelinehp.com)

Once we have this information we will begin to send all information to you in this way.

# say cheese!

We are on the look out for Shoreline faces – local residents, families and community groups who would willingly volunteer to be the photo stars of our website, newsletter and any of our publications.

If you, your family or your friends would like to star for the camera simply let us know by telephoning communications on 0845 849 2000 option 5 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com)



# fresh start



**going, going gone!**

**bulldozers moved in to demolish the final properties of the first phase of the redevelopment, signalling the beginning of the major 'Freshney Green' transformation**

A bright new future was welcomed by local residents, school children and the whole community as they gathered together to unveil **Freshney Green** as the new name for the Yarborough estate as it continues to embark on an exciting new phase in its future.

The new identity - chosen by pupils from the local primary school - was unveiled at a community open day to mark the next phase in the major redevelopment of the area.

**“The new name really signifies this neighbourhood’s rebirth.”**

Building work on the multi-million pound, 400-home housing showpiece that will transform the neighbourhood,

is expected to start as early as the spring.

Freshney Green will lead the way for a greener Grimsby as all homes on the new development will be built to Eco Homes Standard with a range of environmentally friendly features designed to save energy, cut fuel bills and reduce pollution.

Three local children – Lilli Cutler (six), Rhea Breeze (seven) and Ebony Todd (nine) – had their designs displayed at the opening.

**“We want lots of nice houses and lots of good places where children can play.”**

Local residents are also playing a part in naming their streets, landmarks and play areas.



## funding affordability

We are delighted to announce that Housing Corporation funding has come through enabling the provision of 178 affordable homes on Freshney Green.



## visit now

to keep up-to-date with all the latest news and developments visit

[www.shorelinehp.com/freshneygreen](http://www.shorelinehp.com/freshneygreen)

Shoreline chief executive Tony Bramley said:

“Residents have been heavily involved in every stage of this redevelopment, right from the beginning and it is great to see the pupils of the local school embrace the opportunity to find a new name for their neighbourhood.

“We’ve come such a long way already and now that the first phases of demolition are almost complete we can’t wait to see building work begin.

“A new name represents the exciting future of this community.”

## round your house

Freshney Green residents can keep up to date with the transformation of their neighbourhood, report crime and enjoy community get together at a new multi-agency ‘drop-in’.

**Balmoral House** – based in a refurbished property at 19 Balmoral Avenue - is a base for Shoreline officers as well as Neighbourhood Wardens and Police Community Support Officers.

The facility is also a True Vision reporting centre – where racial harassment and hate crime incidents can be reported to Humberside Police.

The True Vision Initiative is a self-reporting system which allows victims, witnesses or third parties the opportunity to report incidents by giving as much or as little information as they wish.

Residents will also be able to receive free SmartWater, a revolutionary forensic system that provides total traceability of stolen property and directly links criminals to crimes.

**“The facility will provide a point of contact for local residents as they embark upon the exciting redevelopment of their community.”**

# a trip down memory lane



**Yarborough residents stepped back in time as a new book chronicling the history of the Grimsby estate was launched in a recreated 1950's home.**

*Unity on Yarborough* – commissioned by Shoreline – is an historical account featuring communities, families and individuals living in the neighbourhood from the time the first

houses were built, to the present day.

The book – written by author Brian Lewis - contains personal accounts and photos of life in the neighbourhood in times gone by.

It provides an insight into the background, the hopes and aspirations of families as they embarked on life in their brand new homes and as they now look to the future of their community.

To mark the launch, a people's gallery showcasing photographs of local personalities and the community was set up in a recreated 1950's home. It is believed to be the first time anyone has written a book to log the history of a former council estate.

## Have you got your free copy?

If you are or have been a resident of the former Yarborough estate and you haven't received your free copy of *Unity on Yarborough* please contact Shoreline regeneration officer Christina Letter on

0845 849 2000 option 5 or email [info@shorelinehp.com](mailto:info@shorelinehp.com).

## VISIT

[www.shorelinehp.com/freshneygreen](http://www.shorelinehp.com/freshneygreen) to see more photographs of the changing face of the neighbourhood from 1950's Yarborough to the launch of Freshney Green



*Jack Stringfellow with daughter Jean and Sandy the dog, rear garden of 23 Morpeth Walk, 1958 and Jean today (left) taking a trip down memory lane.*



*"This book is the community's biography and it tells their story."*

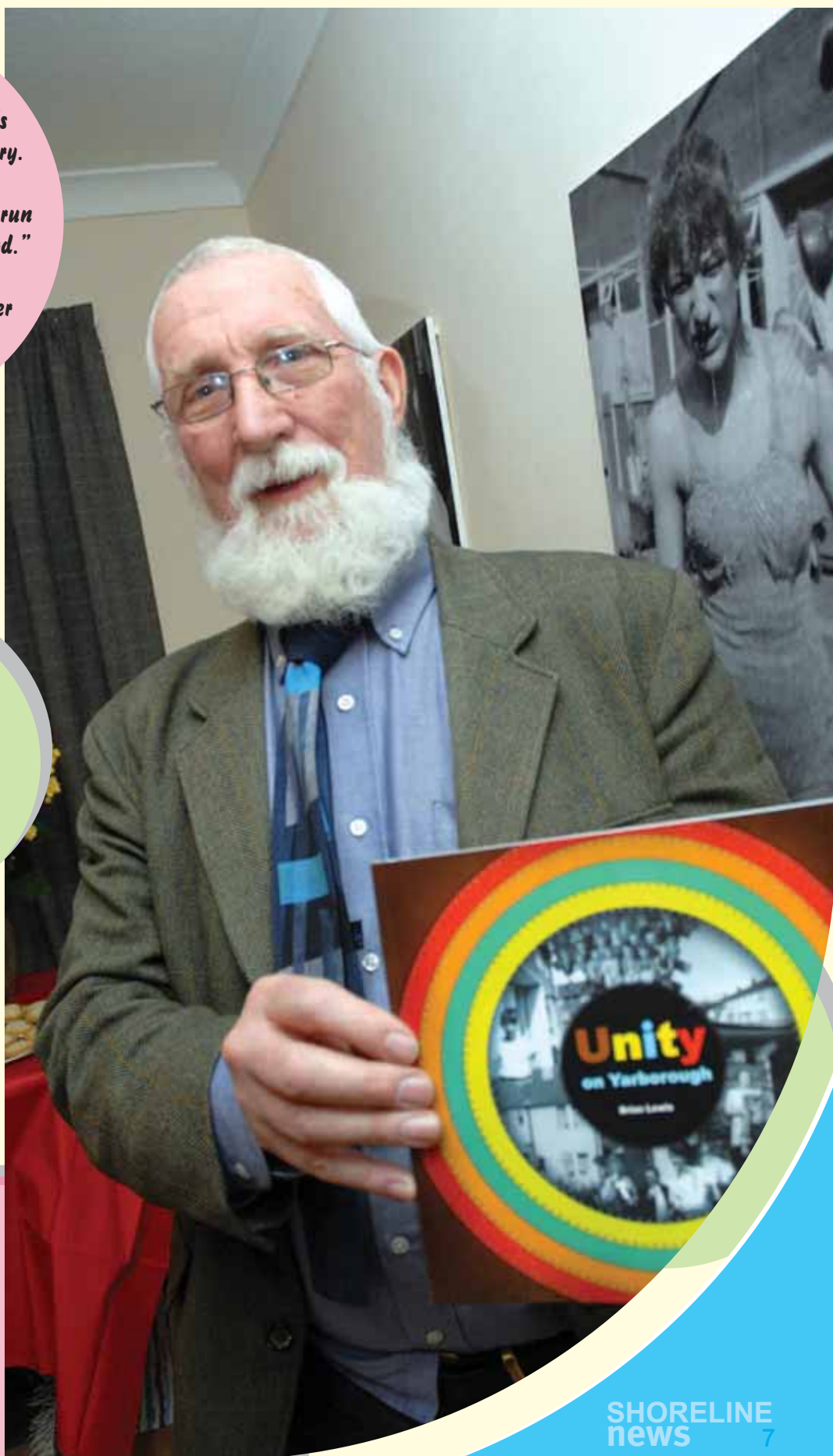
*"It is the residents' voices that run right through the neighbourhood."*

*Shoreline Regeneration Officer  
Christina Letter*

*"There is as much value in the stories of a housing estate as there is in telling the story of the life of Margaret Thatcher."*

*Unity on Yarborough author  
Brian Lewis*

*Author Brian Lewis with the community memoir*



# looking to the future

Improvement plans are already in place after our housing management services were given a 'fair' one star rating with 'uncertain' prospects for improvement in an independent report by the Audit Commission.

After a week long visit in November 2007, the inspection team gave us a 'fair' rating.

The inspection report highlighted our strengths in:

- Improving properties to a high standard
- Delivering transfer promises
- Tackling anti-social behaviour
- Providing good customer access
- Contributing to wider housing issues

- Impressively delivering a high-quality Decent Homes programme.

Susan Cox is just one of our tenants who has praised the work we have carried out as part of our multi-million pound Decent Homes programme.

“ We now have plenty of room with the new kitchen and bathroom... it all looks lovely and makes the house nice and clean. ”

A strong emphasis on resident involvement and shaping services around our customers was reflected in rising levels of tenant satisfaction.

However, inherited weaknesses including the large number of empty properties, the disabled adaptations service and the overall

condition of estates leaves room for improvement.

The inspection team noted that we had a clear vision with a good understanding of our strengths and weaknesses and that we already had a series of improvement plans in place.

To help the service improve, the inspectors made a series of recommendations to be implemented over the next 12 months including;

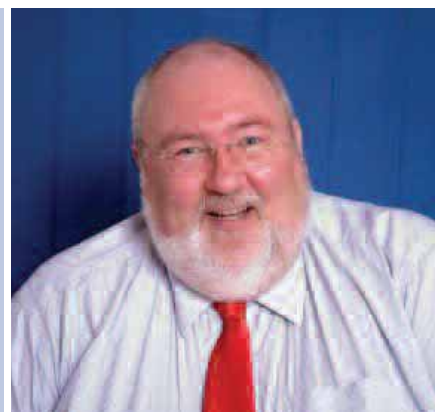
- Development of a comprehensive customer focus
- Improving value for money and the efficiency of service
- Development of the adaptations service
- Improving the appearance of estates
- Reducing voids and empty properties

## good starting point

“We welcome the Audit Commission’s recognition that we have made significant improvements since 2005. The one star rating represents a good basis from which to move forward and improve service quality.

“However, we are disappointed that the inspectors felt we had uncertain prospects for improvement as we do have a significant number of plans in place which we do not feel have been properly recognised, however we will respond positively to the report’s recommendations, address our weaknesses and continue to progress.”

**Shoreline chair Andrew Almond-Bell**



“The Council shares the view of the Audit Commission of the progress Shoreline has made, but believes it is harsh in its judgement of uncertain prospects.

“The Council has strong confidence (based on the evidence) that Shoreline will deliver on its commitments and believes that working with its partners the housing under its remit will continue to improve”.

**North East Lincolnshire Council  
Chief Executive George Krawiec**

## see for yourself

Copies of the report are available on our website at [www.shorelinehp.com](http://www.shorelinehp.com) or on the Audit Commission website at [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)

Reduction in empty houses, changing the appearance of entire streets, improving estates and reducing waiting lists...we're already moving forward.

We are still continuing to progress and we are already well on the way to helping our service improve, building on the inspectors' recommendations including;

- Development of the adaptations service
- Improving the appearance of estates
- Reducing voids and empty properties

## lots less empties

Empty houses and abandoned streets are continuing to decrease. The number of Shoreline void properties across North East Lincolnshire currently stands at 455 (March, 2008) **down** from 577 in October 2007.

Over the last six months, nearly **a third** of available empty properties have been successfully re-let (379 in September 2007 to 249 in March 2008).

And...**five** of our neighbourhoods now have less than 1% of voids.

Our total number of voids includes those properties that have been earmarked for future regeneration programmes including;

- Guildford Street regeneration
- Oxford Street flats (East Marsh)
- Berrett House (Willows)

or those that are part of multi-million pound redevelopment schemes including;

- Freshney Green (former Yarborough estate)
- Burns Grove, Shelley Avenue (Nunsthorpe)
- £14 million pound modernisation of sheltered accommodation.

## doing up the street

The redevelopment of Burns Grove and Shelley Avenue is reducing the number of empty properties while improving the appearance of entire streets. Major investment in partnership with North East Lincolnshire Council has funded;

- The installation of extra security and CCTV
- Nearly £20,000 worth of landscaping, garden

improvements and fencing to both private and Shoreline properties

- The refurbishment of 21 void properties
- The conversion of one and two bedroom properties into larger family homes to meet letting demand
- The installation of door canopies, metal gates and railings to transform the external appearance of properties and entire streets.

## cutting down on waiting time

Since the start of the financial year (2007), we have doubled the budget for disabled adaptations.

We have also massively reduced waiting list numbers;

Date	Adaptations on waiting list
June 07	288
Nov' 07	177
March 08	35





## brighter horizons

Pioneering **Project Horizon** - a unique regeneration project – has reduced the number of empty properties by enrolling new tenants in a refurbishment training programme as well as offering them a home.

Over the last year the successful project – the first of its kind in the country – has seen:

- the refurbishment of 26 previously empty properties
- 19 unoccupied properties let
- the recruitment of 19 new tenants
- 17 tenants successfully complete their training placements
- 6 tenants finding permanent employment
- 11 previously homeless people settled in accommodation

## meeting expectations

We are concentrating on creating a more efficient service to ensure that there is a quicker turnaround of the lettings process.

Following consultation with tenants and the wider community we have recently launched a reviewed Lettings Standard which enables us to re-let properties quicker and make sure that new properties meet the expectations of prospective tenants.



**We may be blowing our own trumpet and patting ourselves on the back but we know we have already made significant improvements to your communities.**

**We know there is a long way to go but we will continue to address our weaknesses, build on recommendations and move forward.**

# laying the foundations for the future



**The highly visible structure for our new headquarters has certainly been springing up over the last few months.**

The state of the art property on the former site of the derelict Bennett's Timber Mill and RE Hill scrap yard will form part of the gateway into Grimsby and contribute to the regeneration of the West Marsh area.

The new building - one of the biggest local office developments in recent

years - will bring office, repairs and maintenance employees onto one site for the first time.

The building has been specifically designed to create a high-impact first impression to visitors entering the town and make best use of an area which has been derelict for some time.

We are not buying the land or the building but we will be leasing the new offices on a 15 year contract so you can rest assured that we are not

spending millions of pounds on acquiring new accommodation. In fact, we are hoping to save money in the longer term.

We will be moving to the new office in the summer but we will keep you informed about contact arrangements as the move approaches.

Our customer offices will not be affected by this move and you will still be able to contact us by telephone and email, in writing, through our website or in person.



# staying on track



Go-kart crazy youngsters Connor and Kieran Benson prepare for the race.

Young people of Immingham were kept on the right track during half term when a Shoreline funded Motor Project took off in Immingham.

The indoor inflatable go-kart arena based at the Immingham Leisure Centre provided young people with free access to electric go-karts.

The popular scheme proved a big hit with over 50 go-kart crazy youngsters visiting the project on the first day!

It is the first of a series of Motor Project events to be carried out over the next three years at different locations across North East Lincolnshire.

The initiative is part of North East Lincolnshire Play 4 All – a wide programme of free activities for children and young people that will provide access to safe play right across the borough.

Play 4 All is part funded by BIG LOTTERY after a Play Strategy for the area had been developed by Shoreline regeneration officers and North East Lincolnshire Council's Early Years directorate.

The Motor Project – who are based at King Edward Street, Grimsby - provide alternative activities, helping young people, regardless of their ability, to benefit themselves and the community, by learning new skills and disciplines.

“ There is a lack of free quality play provision in North East Lincolnshire – this project provides young people with somewhere to go and something to do. ”

“ We are working with Humberside Police to see how these activities affect rates of anti-social behaviour. ”



# give respect, get respect

After a successful year of supporting neighbourhood renewal projects throughout the borough the Shoreline hosted Neighbourhood Engagement Worker Team are moving on to other things leaving the area a better place.

Here Neighbourhood Renewal manager Charlotte Drinkell recovers from her visit to just one of the successful projects.

"I am sat at my desk recovering from a visit to the Respect Funhouse. If you haven't heard, St Martin's Community Action Group went on ITV1's "million pound giveaway" the Dragon's Den type show for things other than businesses and after an emotional appeal came away with £45,000 to convert St Martin's Church Hall (on the corner of Sutcliffe Avenue and Scartho Road, Grimsby). More money was needed though, and a board called "Nunsthorpe Together" made up of the church, police and Communities Together applied for Neighbourhood Renewal funding from North East Lincolnshire Council.

Building manager Steve Hill has overseen the transformation of the large church into a playtowers style

play area three storeys high with bright coloured slides, tubes and musical pads to jump on, a chill out area with TV-wall and jukebox for older children and teenagers, pool tables, pinball and arcade games to keep young people occupied. Walk in and you'll be greeted at a professional reception by a manager and numerous volunteers dressed in bright red Respect T-shirts. There's even a home work room. You can't help but notice the massive **GIVE RESPECT - GET RESPECT** logo from the Government's Respect agenda, which promotes rewarding good behaviour. That is the philosophy of the Respect funhouse and a clear message is sent to any young people attending - whatever their background, those behaving themselves once inside can enjoy the facilities. The churchgoers still have a church too, as the end part has been sectioned off for them.

But the best bit is upstairs - and this is why I'm recovering an hour after my visit... A volunteer announces to the children playing that a Lazerquest game is to commence and asks for players. Girls and boys of all ages, rush forward but only those of a similar size can play together (for safety reasons).

Luckily, I'm the same size as some of the 13 year olds and am allowed up to the area which looks like a set from a Star Trek film. The volunteer instructs us on how to put our space age looking jackets on and how to hold the lazer guns. There are flashing lights everywhere, black walls with luminous symbols and pictures, slits to shoot through, corners and corridors, mirrors and models of monsters. It's dark but there are lights, lazars, smoke machines and music. Just as I am thinking it's really great and atmospheric, the guns are activated and the children shoot at me non stop as I run around screaming and I realise how unfit I am! Surely all that running around will keep them fit if not quiet!

There is still lots to be done to build up relationships with schools and other partner agencies but it has come so far over the last year. It's obvious everyone is really proud of what has been achieved. Only three weeks after opening they've had some of the well known trouble causing youngsters who it was thought would never be able to engage in there behaving well, having fun and taking part."

## Opening times (sessions):

Mon-Friday	10am-3pm	4pm-6pm	7pm-9pm
Saturday	12pm-3pm	4pm-6pm	7pm-9pm
Sunday		3pm-5pm	7pm-9pm

**Cost:** £2 a session for now but there will be discounts soon once a new membership swipe card system is introduced.

**Tel:** 01472 587001

**Facilities:** full disabled facilities are being installed or are in place - please ring for more details. There is a cafe on site with low cost food.

**Parties and hire:** the facilities can be hired for parties and functions for all ages.

# tackling hate crime



We will not tolerate any form of hate crime being carried out by or against our tenants. Hate crime is where harassment is directed at specific individuals or groups and is motivated by the offender's dislike of someone because of their:

- Race, colour or ethnic origin
- Age
- Disability
- Sexual orientation
- Nationality or national origin
- Religion or belief
- Gender or gender identity
- HIV status

The above list is not exclusive, and there could be other reasons why somebody will suffer from hate crime. Our definition of

a hate crime is adapted from the Home Office as:

**‘any incident, which is perceived by the victim or any other person as being motivated by prejudice or hate’**

As part of our commitment to tackling hate crime we have produced a new leaflet, which gives you important information and guidance on how we will tackle hate crime. The leaflet includes advice on;

- How to report incidents to us
- How we will respond to these incidents
- The action we can take against alleged perpetrators
- Our commitment to working with partner agencies like the police to tackle hate crime.

Your tenancy agreement states that we will not tolerate any form of harassment. This does not only cover the tenant's behaviour, but also the behaviour of those people living with them (including

children) and of any visitors to their home. The extract from the tenancy states;

You (or anyone living with you or visiting your home or locality, including children) must not:

**Commit or incite or allow others to commit any form of harassment on the grounds of race, religion, age, gender (including reassigned gender), sexual orientation, disability or other status which may interfere with the peace and comfort of, or cause offence to, a person residing, visiting or otherwise engaging in a lawful activity in your or their home or in the locality.**

If you are suffering from harassment please contact your neighbourhood officer who will give you the support you deserve and will advise you on what we can do to help.

For a copy of our tackling hate crime leaflet please visit one of our offices or our website at

[www.shorelinehp.com](http://www.shorelinehp.com)

# true vision



As part of our commitment to working with other agencies, our Customer Service Centre in Osborne Street is one of 11 True Vision reporting centres in the county where racial harassment and hate crime incidents can be reported to Humberside Police.

The True Vision initiative is currently being used by 37 police forces across the country and is a self reporting system which allows victims, witnesses or third parties the opportunity to report incidents by giving as much or as little information as they wish. This can be done by;

- Using the self-reporting packs which contain

information, advice, a reporting form and prepaid envelope which allows victims to confidentially report any incidents.

- Being interviewed in one of our confidential interview rooms by a Shoreline officer trained in True Vision report taking.

Reports can be made anonymously, in which case they will form part of a statistical database on where incidents are occurring. If personal details are given it will be investigated further by the police in accordance with the person making the reports wishes.

**Have you fallen out with someone in your community? Are you having problems with your neighbour?**

If you have, the Community Mediation Service is here to help. The service supports those who are in dispute with others in their community to help solve their own differences in a mutually acceptable way.

They listen.  
They don't judge or give advice.  
They don't take sides.

Neighbours fall out about many things, noise, children, loud music, and the list goes on. It is very easy for these fall-outs to get out of your control, but if you can talk to a mediator and possibly then go on to discuss things with your neighbour, think how much better it will be from then on!

If you have any queries about mediation, please call Sue on **01472 251054** at anytime.

## an exciting opportunity has arisen at shoreline



**We are looking for an enthusiastic, dedicated and committed person to join the Shoreline Board**

### Tenant Representative

Are you interested in the community? Are you passionate about providing high quality services that reflect the needs of our customers?

If so, we will provide you with all the relevant training to help you manage your new role, as well as expenses.

This position is on a voluntary basis (although expenses are paid) but as a Board member you will receive satisfaction that comes from playing a major role in the creation of a better future for our tenants and the communities of North East Lincolnshire.

If you are interested or you would like more information please contact Shoreline corporate support officer

Claire Brumfield on 0845 849 2000 option 5 or email [boardrecruitment@shorelinehp.com](mailto:boardrecruitment@shorelinehp.com)

**We welcome applications from people with disabilities and from ethnic minorities who are presently under-represented in the organisation.**

# be safe

You may have recently heard in the national press, about the tragic death of a young baby who was scalded with hot water from a water tank within the loft of her home.

The Government has estimated that there are more than three million homes with heating systems where there is the potential for this incident to reoccur if the warning signs are ignored.

We are committed to making sure that all of our heating systems are well maintained

and safe. Please remember that incidents like this are extremely rare but it is always best to be safe.

The National Health and Safety Executive recommend that you look out for the following warning signs:

- Excessive hot water coming out of hot water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Steam/ moisture in the roof space.

If you notice any of these warning signs then please switch off the heater system and report this to our heating engineers, **Mears** by telephoning **0845 849 2000 option 1, option 1.**

Your call will be treated as an emergency.

This guidance is for homes that have hot water cylinders. Homes with combination boilers are not affected.

## watch out... mystery shoppers about

All of you that expressed an interest in becoming mystery shoppers have experienced two taster sessions and we now have a small group of people who will soon be attending training to carry out this important role.

Mystery Shoppers are local residents who have volunteered to pose as customers either in person, on the telephone, by

email or letter requesting a service and checking how it is delivered. It is a very effective way of checking our service standards and making sure that we are delivering the service we should be.

In each issue of the newsletter we'll let you know what we are doing right and what we are doing wrong and what together we are doing to improve the service.

Remember, if you want to get involved with your local community, join a tenant or resident group, become a mystery shopper or join a service review panel simply complete a Community Voice form available at Shoreline offices, online at [www.shorelinehp.com](http://www.shorelinehp.com) or request a copy by telephoning 0845 849 2000 option 5.

Your involvement really can make a difference.

# mass panic over TV remote control failures



**Mass panic has broken out in North East Lincolnshire as it appears that all TV remotes have failed!**

...can you imagine the panic if that actually happened?

I bet you would 'pull your finger out' and do something about it straight away. While they are working, we are quite happy but what happens when they die on us?  
Panic!

The remote's not working – we may even have to stand up to change the TV channel, whatever next?

But what about your smoke alarm?

Do you **ever** check your batteries and – what happens if that dies on you? Answer? You could die too!

Smoke alarms should and can be an essential part of every home's safety and every family's protection – as long as they work.

Sadly, fire statistics still highlight a lack of functioning smoke alarms in many accidental home fires, with the increased risk of death and injury which this brings. That's why the next national fire safety campaign returns to the core theme of detection and the basic need for regular smoke alarm checking and maintenance.

The Smoke Alarm Maintenance campaign was originally launched in September 2003 because research showed that although smoke alarm ownership had increased rapidly in the last decade, the number of household fires in which smoke alarms were fitted but failed to operate was rising - largely due to flat or missing batteries.

**'Pull your finger out' reminds us what an important action testing your smoke alarm is in comparison with other activities – for example watching television. It shows the ease of testing your alarm – something that can be done in the time it takes you to make a cup of tea.**

**“ A working smoke alarm gives you the best possible chance of surviving a fire in your home. It will give you and your family enough warning to escape safely. Of course this will not happen if your smoke alarm isn't functioning – your smoke alarm will be dead and so might you! ”**

**Geoff Allen**

**Humberside Fire and Rescue Service community safety officer**

**Pull your finger out!**

## recent arson concerns

**We would like to reassure residents that we are doing everything we can to make sure the demolition of empty properties on the former Yarborough estate is completed as quickly as possible.**

However, we can only carry out demolition once entire blocks of accommodation are empty, we have carried out planning surveys and the services have been safely disconnected by the utility companies.

While preparing the neighbourhood for the major

redevelopment, we have directly addressed resident concerns about safety by appointing 24 hour security and carrying out regular patrols.

We will continue working with Humberside Fire and Rescue, Humberside Police and our development partners Stamford Homes to ensure the safety and security of both residents and properties in the neighbourhood.

We do rely upon the local community and we urge anyone with information to

come forward. If you see anyone entering empty properties, carrying tools likely to be used in entering properties or vandalising buildings please contact Humberside Police on **0845 60 60 222** or the Shoreline anti-social behaviour confidential 24 hour message line on **01472 572174**.

# clearing up the grove



From left to right – Probation Service’s Steve Bingham, Shoreline Neighbourhood Investment Support Officer Janet Codd, Neighbourhood Investment Officer Mel Beacock, Probation Service’s Ben Taylor and Lynette Blythin, Environworks manager Bill Faulding and Community Warden’s David Thomas and Frank Davis-Lamb

**Nuisance, crime and arson will be a thing of the past now a fly-tipping hotspot for anti-social behaviour on Grimsby’s Nunsthorpe estate is being cleared.**

The land-locked area to the rear of Kingsley Grove has been the scene of repeated incidents of anti-social behaviour, arson, nuisance and fly-tipping.

Now young people deployed by the probation service’s Community Pay Back scheme are working with us to clear the land.

The area has been a magnet for anti-social behaviour with

young people setting fire to rubbish and firing air rifles at both residents’ homes and visitors to the nearby hospital.

Since March 2007, Humberside Fire and Rescue have extinguished four deliberately started rubbish fires. And, Humberside Police have logged nearly 40 calls relating to anti-social behaviour, nuisance and annoyance in Kingsley Grove.

Now we are removing the area by top soiling and grass seeding it while providing new fences to extend the back gardens of all affected properties which back on to the land.

“ We want residents to be able to live peacefully and feel safe in their own homes. Once this area is cleared and it becomes part of people’s gardens it will prevent it being used as an area of anti-social behaviour.

“It’s great that the young people involved will be putting something back into the community by working with us to help make this happen.

”



# new service

A newly improved disabled adaptations service was launched on April 1, 2008.

The new agreement between ourselves and North East Lincolnshire Council will mean that from now on all enquiries for disabled adaptations will be considered by the Council through the Disabled Facilities Grant (DFG) process.

Tenants will be supported through the whole process of adaptation including completing your application

forms, designing the adaptations and organising the work by the North East Lincolnshire Council Home Improvement Agency.

## So, why are the changes necessary?

The demand for disabled adaptations is far greater than the funding we have available. In creating this new service, tenants and owner occupiers will both benefit from the larger combined budget and the single level of service

regardless of whether they own their home or not.

## Who can qualify for a Disabled Facilities Grant?

The tenant (or family member) must be registered, or capable of being registered, as a disabled person.

Unless your application is for the benefit of children aged under 19, your application will be subject to a means test. Shoreline will need to approve the work before it is carried out.

# medical assessment

It is the role of the Social Services to find out the type of adaptation that is “**necessary and appropriate**” to meet your specific needs taking into account your views and those of your family and carers.

They will then need to consider what adaptations are “**reasonable and practicable**”. We need to make sure that we make the best use of resources especially as the cost of the work is likely to be over £15,000.

Some of the adaptations that we may consider include:

- making it easier to get in and out of your home by widening doors, providing steps or installing a ramp
- providing or improving access to the bedroom, kitchen, toilet, washbasin

and bath (and/or shower) facilities by installing a stair lift or providing a downstairs bedroom or bath/shower room;

- improving or providing a heating system in your home which is suitable to the needs of the disabled person
- adapting heating or lighting controls to make them easier to use
- improving access and movement around the home to allow the disabled person to care for another person who lives in the property, such as a partner, child or another person for whom the disabled person cares.

An extension to your home will only be considered where more suitable and appropriate housing cannot be found.

**Don't worry...** if you are on the Shoreline waiting list for an adaptation you do not need to apply again. All outstanding cases have been placed on the existing Disabled Facilities Grant waiting list.

## How do I apply for a Disabled Facilities Grant or get more information?

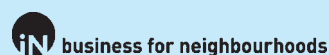
You can contact North East Lincolnshire Council Home Improvement Agency by telephoning **01472 324777** or email: [home.imp.agency@nelincs.gov.uk](mailto:home.imp.agency@nelincs.gov.uk)



**0845 849 2000**

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