

# HOME

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2018**

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**Out and  
about with  
an Income  
Management  
Officer**

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some online tips





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## Competition page

Your chance to win some vouchers by entering our Spring wordsearch.







# Everyday first aid



Some of our sheltered accommodation residents have been trained by experts in 'everyday first aid'.

We teamed up with the British Red Cross to deliver the workshops in three of our sheltered accommodation properties, with people learning about what to do in situations including someone collapsing, choking, if someone stops breathing, burns and broken bones.



Visit [www.redcross.org.uk](http://www.redcross.org.uk) for more information.

Customers satisfied with their  
neighbourhood as a place to live

82%



Target: 82%  
at 31 Dec 2017



REMEMBER  
IT HELPS TO  
BE ONLINE

YOU'LL FIND USEFUL  
INFORMATION AND VIDEOS  
IN THE INFOHUB ON  
OUR WEBSITE

# LET'S GET DIGITAL

Are you one of the 11.5 million people in the UK who don't have digital skills? Many of them either rarely use the internet or don't use it at all.



**There are lots of different reasons for people being offline but almost one in five say that they simply don't have the know-how to get connected - but it really couldn't be easier.**

We've teamed up with Sheffield-based Good Things Foundation to help you embrace the digital world.

## HOW CAN I GET ONLINE?

If you don't have a computer or a laptop, it doesn't mean you have to be excluded. Most smartphones have the capability to connect to the internet. If you haven't got Wifi at home, some local coffee shops have free Wifi for their customers as standard, so you can grab a cake and a brew and start browsing.

If you don't have the skills to jump straight in, your local Good Things Foundation Online Centre can help. There is a free-to-use network of organisations across the UK who teach people how to use computers and the internet. They're all really friendly and no question is too big or too small. Find your nearest one by calling **0800 77 1234**.

## WHY SHOULD I GET ONLINE?

The benefits to being online are endless. Not only does it help

you keep in touch with friends and family anywhere in the world, it also allows you to do your shopping, keep track of your finances and even report a problem to your landlord or local council.

According to research, people who are online save on average £744 in a year (£516 for low income individuals). People who use discount websites save on average £444 per year.

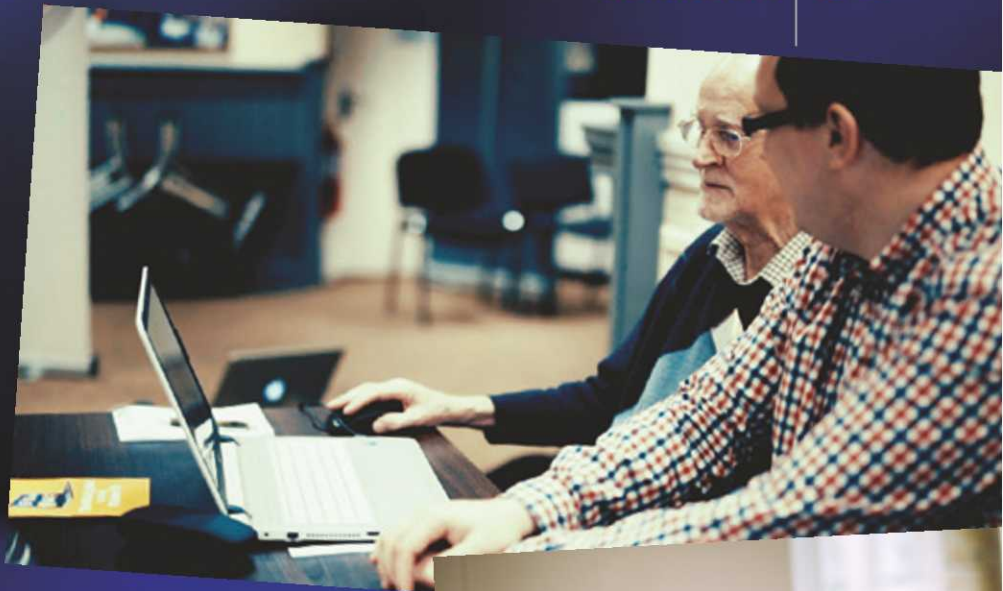
The proof really is in the pudding because from being online, 51% of people say they feel less isolated, 52% feel more confident managing their money and 66% feel happier due to more social contact.

## IS IT SAFE?

If you have online safety skills, the internet can be a fun and safe environment, but despite

that, 8% of people don't go online because they're worried about security. Why not take a look at the Online Safety course on the internet-for-beginners website, Learn My Way? Even the most tech-savvy among us can still learn more about online safety though, so if you're already using computers and the internet, why not check out the Staying safe in your digital world course in particular?

For more information about the Good Things Foundation and our work with the Online Centres Network and Learn My Way, pop over to **[www.goodthingsfoundation.org](http://www.goodthingsfoundation.org)** or to find your nearest Online Centre, call **0800 77 1234**.



Customers satisfied with the  
quality of their home

**79%**



Target: 75%  
at 31 Dec 2017



## More than bricks

We launched a new research report in March, looking at support services and how they're delivered.

The report, called 'More than bricks', found that the majority of social housing providers like Acis were providing support services but there were greater levels of demand to provide even more.

From a sample size of 250 people, a third of you said you didn't know where to access our services. To find out more, visit our website's 'At home' section and we'll make sure we tell you more about our support services over the coming weeks and months.

## Community work recognised

Our work in the community has been recognised after being shortlisted for four prestigious awards.

We were shortlisted at the TPAS (Tenant Participation Advisory Service) North Awards in the Annual Report and Employment and Skills categories.

These nominations came hot on the heels of being shortlisted twice in the Efficiency East Midlands Building Community Awards for our support services.

Overall customer satisfaction  
with Acis and its services

**78%**



Target: 85%  
at 31 Dec 2017







# Dozens join in this year's

# FIRECRACKER

More than 60 young people attended our annual Firecracker events this year.

Activity nights were held at the Gainsborough Uphill Community Centre on Friday evenings in January and February, and a mini Firecracker was held for younger children on one afternoon.

Sessions included activities involving sport, nail art, music, crafts and food preparation.

Thanks to all our partner agencies that helped make the event a success, including Positive Futures, Lincolnshire Police, Lincolnshire Fire and Rescue, St John's Ambulance, Prison Me No Way, Positive Health Lincolnshire and Lincolnshire Road Safety Partnership.

Thank you to Thonock Trust for the funding.





# Out & about

with Carol Gordon

We sat down with Income Management Officer Carol Gordon to chat through how she helps customers.

## How long have you worked at Acis?

I started in April 2017.

## What do you do in your job role?

My role is to provide advice and assistance to customers about their rent accounts.

## How do you help our customers in your job role?

I can help with completing housing benefit forms, undertaking financial assessments, putting agreements in place to avoid court actions, and referrals to other agencies that may be able to give extra specialist help and advice.

## What's the best thing about working at Acis?

That's definitely the opportunities for professional development. It's a great organisation to work for, with an excellent benefits package.



**“ We’re committed to improving tenancy sustainment, helping customers to reduce the amounts they owe and increasing positive customer engagement**

### How do you think we provide good customer service?

It's all about getting through to the right person, recording our notes accurately and getting back to our customers as soon as possible.

### What are your team's priorities at the moment?

We're committed to improving tenancy sustainment (helping customers stay in their homes), helping customers to reduce the amounts they owe particularly with the introduction of universal credit and increasing positive

customer engagement. It's also important to get customers online so they can access their information and services whenever and wherever they need it.

### Are you introducing new ways for people to pay their rent?

**Yes**

Customers can take advantage of our new allpay **automated payment line and phone app** (see your rent statement for more details).



## Money advice at your fingertips

The InfoHub section on our website has some handy tips and advice on a whole range of subjects, including home maintenance, health and wellbeing - and now money advice.

We're working with the Money Advice Service to bring you all the latest news about budgeting, and benefits, especially about getting to grips with Universal Credit.

The pages are updated as soon as any new advice goes live so keep checking back to see if you're getting the money you're entitled to.

Please go to our website **[www.acisgroup.co.uk/InfoHub](http://www.acisgroup.co.uk/InfoHub)** for more details.



Customers satisfied with the value for money of services provided

**83%**



Target: 82%  
at 31 Dec 2017



# I we love your street

## TAMER ROAD

Sally Hughes  
and her  
children

Our residents in Tamer Road in Sleaford were the first to be given the 'Love Your Street' treatment in February.

Love Your Street is our new initiative to show we care for and cherish the communities where we work.

Residents joined forces with our own volunteers and grounds maintenance team Continental Landscapes to clean Tamer Road of any rubbish and litter. In total 15 huge bags of rubbish were collected from the street and communal bins.

A free lunch was provided at Sleaford Methodist Church with craft and decorating workshops taking place as well.

Penny Shaw, Acis' Safer Communities Officer, said: "We want to celebrate the customers that live in our homes and we want to encourage our customers to connect with one another. It's a chance for customers to take care of their community, speak to us and take pride in where they live."

"We hope to continue this project on other streets across all our areas with the next Love Your Street day happening in Grimsby in the next few months."

### Sally Hughes

#### What do you love about your street?

I love the park out in the front. It's great for the kids and keeps them out of trouble.

#### What's the best thing about Sleaford?

It's a small community, I've grown up here and everyone knows each other. It's great to have your kids grow up here.

#### What's the best thing about being an Acis customer?

It's been good, we've had no problems and never had anything bad to say.

#### Why do you think it's good that people take care of their communities?

It's nice to get a good community spirit going.

Susan  
Bolton







## Susan Bolton

### What do you love about your street?

I love that I feel safe here and it's friendly.

### What's the best thing about Sleaford?

Just to have walks around the place. There's plenty of nice scenic walks and trails around here.

### What's the best thing about being an Acis customer?

As a shared ownership customer the rent is good and affordable. I feel welcomed and looked after.

### Why do you think it's good that people take care of their communities?

You have a sense of pride in where you live and I think it's important young people understand the importance of keeping communities clean.



## Carol Leonard

### What do you love about your street?

It's friendly and we all get together as a community. Like today it's great to see everyone come out and help.

### What's the best thing about Sleaford?

It's a close community and everyone is friendly.

### What's the best thing about being an Acis customer?

It's nice, I really enjoy it. I've never had any faults and nothing to complain about.

### Why do you think it's good that people take care of their communities?

It's good to keep it tidy and good for other people. It's about working together and helping each other.

Customers satisfied with the overall repairs and maintenance service provided

**63%**



Target: 80%  
at 31 Dec 2017





# OUR HEROES 2018

**Nominate the heroes from your community today.  
We work in great areas, serving fantastic communities with  
brilliant people. And we want to celebrate it. That's why we're  
launching our new awards – our heroes**

Building on the success of our popular Acis In Bloom competition, we've widened the scope of our annual awards to recognise the people who are making a difference to their local area.

We're looking for nominations across all of our areas, and we'll be celebrating them at an awards ceremony in September.

**This year, we'll have  
three awards – and  
prizes – up for grabs  
for our heroes:**

## **Garden Guru Award**

Does someone you know take extra pride in their garden, allotment or open space? Do you know someone who loves the outdoors and has done something amazing?

## **Wonderful Neighbour/ Neighbourhood of the Year Award**

Do you know anyone who has a kind heart and goes the extra mile for people? Or are a group of people rallying round to make a difference in your community?

## **Young Person/ People of the Year Award**

Do you know a young person or a group of young people (aged 24 or under) achieving great things? Are they doing something extraordinary, or deserve recognition for something?







**This is your chance to nominate someone from your community.  
Tell us, in as much detail as possible, about what they're doing and the  
impact they're making.**

### Get involved

Are you interested in getting more involved in your local community?

We have a number of volunteering opportunities available across Lincolnshire.

We're looking for green-fingered people to be involved in the Caistor in Bloom event. This opportunity is perfect for people

who enjoy gardening, are keen to learn more about gardening or enthusiastic to make a difference in their local community. Getting your hands dirty is a must though.

We're also looking to create a 'good neighbour' scheme for customers in the Gainsborough area, building on something similar in Caistor. We need volunteers who have a

sympathetic ear and are willing to get out and about to help people who may be socially isolated.

And we have a number of garden projects coming up over the coming months so if you're interested in this or any other project, we'd love to hear from you.

**Call us on 0800 027 2057  
or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)**



**You can nominate your hero online at: [www.acisgroup.co.uk/ourheroes](http://www.acisgroup.co.uk/ourheroes)**

- or alternatively look out for one of our nomination cards available from your Area Service Manager. **The deadline for nominations is 31 July 2018.**





# view it

Our estate walks are a great opportunity for you to get involved and talk face-to-face with a member of our neighbourhood team.

If there is something in your community you're not happy about, these walks are a perfect opportunity to speak to us about the changes you would like to see.

These 'view it' walks have helped make improvements in the community including fixing fences, picking up litter and cleaning up gardens.

For more information about the 'view it' walks please contact our Customer Contact Centre on **0800 027 2057** or email **info@acisgroup.co.uk** you can also find out about our 'view it' walks on our website at **www.acisgroup.co.uk**

## Rural view its

### Auckley

27 April  
11am start meeting at the car park outside Lancaster court.

### Edenthorpe

27 April  
10am start meeting at layby outside number one and three Hollyfield Crescent.

### Dinnington

18 May  
10am start meeting at St Leger flats car park.

### Thurcroft

18 May  
11am start meeting at the Persimmon office.

### Kilnhurst

25 May  
11am start meeting on Wharf Road flats car park.

### Wath-upon-Dearne

25 May  
10am start meeting at the Aldi car park on Colliery Avenue.

### Harworth

15 June  
Midday start meeting on Mirabelle Way.

### Worksop

15 June  
11am start meeting on Priory Mews.

### Retford

15 June  
9.30am start meeting outside the Persimmon office.

### Grassmoor

22 June  
10am start meeting at Skipper Drive car park.

### Bolsover

22 June  
11am start meeting at Hillcrest Close car park.

### Pleasley

22 June  
Midday start meeting at New Terrace car park.

## Gainsborough and Sheffield view its

### Park Springs

Fourth Thursday of every month 10am start, meet at the Gainsborough Uphill Community Centre.

### Lower Manor

Third Friday of every month 10am start, meet at the Lidl supermarket, Alison Crescent.

### Woodthorpe

Second Friday of every month 10am start, meet at Nodder Road shops.

Customers satisfied that their views are being taken into account

# 61%



Target: 75%  
at 31 Dec 2017



# PUZZLE

## time!

**£20  
VOUCHER  
UP FOR  
GRABS!**

Enter our Spring wordsearch.

Find all 10 words from the list below, then return it along with the completed entry form.

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

**BLOSSOM  
BUNNY  
BUTTERFLY  
CLEAN  
CROCUS  
HATCH  
LAMBS  
MELT  
SEEDS  
SHOWERS**



Name:.....

Address:.....

Telephone:.....

Please complete your details for a chance of winning a £20 voucher.

Send your completed entry form to: Marketing and Communications, Freepost RTSH-THEK-SRRJ, Acis, Acis House, Bridge Street, Gainsborough DN21 1GG. Closing date: Monday 4 June 2018.

## AND THE WINNER IS...

### Winter Home News puzzle winner

Congratulations to **Mr H P Barry from Gainsborough** who correctly found all the words in our winter wordsearch.

Why not have a go at our latest puzzle - you could win £20 in shopping vouchers.

0800 027 2057 info@acisgroup.co.uk www.acisgroup.co.uk

## New lettings system for West Lindsey



West Lindsey District Council is launching a new Choice Based Lettings (CBL) system in the coming weeks for those looking for a home in the West Lindsey area.

If you're looking for a new home, you're now able to use a new system on the Council's website until the new system - called Home Choice - goes live in the summer.

Both Acis and the Council would like to thank you for your patience and understanding while the new system is implemented. If you have any questions, please call the Home Choice team on **01427 676676** or email **cbl@west-lindsey.gov.uk**



Customers satisfied that we get back to them and keep them informed

**59%**



Target: 66%  
at 31 Dec 2017



Do you  
want to be  
part of  
**our team?**

Right now we have  
some exciting  
opportunities across  
Acis to become one  
of the team in our  
brand new  
**Apprenticeship roles.**

These roles are for anyone  
who wants to learn a brand  
new skill - no experience or  
qualifications are needed.

### Fancy learning a trade?

We have vacancies in our Prime repairs and maintenance team:

**2 x Joinery Apprentices**  
**2 x Multi-trade Apprentices**

### Or want to learn all about the ins and outs of office working?

We have a vacancy in our Prime team:

**1 x Business Support Apprentice**

### Perhaps being outdoors is more for you?

We have a vacancy with our Grounds Maintenance contractor,  
Glendale, in Yorkshire:

**1 x Horticulture Apprentice - two year programme**

Check out the full details about all  
these roles, and apply on our website  
**[www.acisgroup.co.uk](http://www.acisgroup.co.uk)**

### What is an Apprenticeship?

A programme where you work  
and study - learning on the job,  
earning money, being  
supported and gaining an  
accredited qualification  
at the end.

Glendale



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Gainsborough DN21 1GG



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