

The Informed

The newsletter for the residents of
Irish Centre Housing

Issue 17

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Neighbourhood Reception in Victoria

On Thursday 24th September, St Louise hostel in Victoria held a Neighbourhood Reception in partnership with the Cardinal Hume Centre. The objective of the day was to launch the “Safer Neighbourhood” policy and to give our neighbours in Westminster an opportunity to see St Louise from the inside and meet the residents and staff.

Residents were on hand to show visitors around the hostel and some of their own rooms. A display board provided a background to visitors on residents’ lives before living at St Louise and a map of the world gave a flavour of the different nationalities of the residents.

The guest of honour on the day was the Mayor of Westminster, Duncan Sandys. Accompanied by his wife, the Mayor was welcomed by Head of Operations, Mary Cribbin who introduced him to the management team, staff and residents. The Mayor said that he was impressed by what he saw at St Louise and expressed an interest in returning another day when he had more time. He wrote to Mary after the event to thank her for the invitation and confirmed his intention to visit again.

On the day, residents said that they would have liked the Mayor to have stayed longer and if he comes again to do some traditional cooking for him.

Commenting on the event, Mary said, “This was a unique opportunity to showcase St Louise to the local community. We were delighted that so many of our neighbours attended and it was a pleasure to welcome the first citizen of the borough to our hostel.”



The Mayor of Westminster meets
St Louise Residents

Anti-Social Behaviour Conference

Mary Cribbin (Head of Operations) and Rob Marland (Conway House Manager) spoke at a Communities and Local Government sponsored conference in Central London on Anti-social Behaviour and Locality Management on 6th July.

The conference was attended by the Minister for Housing, John Healey, and other members of local government in London and nationwide.

Conway House’s work with Camden Pathways on Locality Management has been highlighted as an example of best practice and Mary and Rob presented how this has been achieved.

Resident Involvement

ICH aims to involve residents in the management of their homes and keep them informed on issues which affect them. There are a number of different ways we go about this.

Customer Satisfaction Surveys – the surveys provide an opportunity for you to tell us how satisfied you are with the service provided.

Following the Customer Satisfaction Survey held October 2008, meetings were held throughout April, May and June with residents from all of our housing schemes. The meetings reviewed the areas which the survey indicated were the most important to our residents and most in need of improvement. Due to the amount of information collated it has taken us a little while to review the outputs and take the appropriate actions.

The outcomes of these meetings have been prepared for every housing scheme and a letter to each of our residents is in the process of being sent out. If you have not already received a letter you will get yours very soon!

Resident Meetings are held regularly at our supported housing schemes and occasionally for our general needs residents and provide an opportunity for consultation on service delivery.

Residents Committees are elected at Supported Housing schemes to discuss operational issues with scheme managers.

Residents Panel was formed in March 2009 with elected members from our schemes. The panel meets quarterly with the Heads of Operations and annually with the CEO. This forum offers residents the opportunity to discuss and influence service standards, policies and performance. The panel has met twice this year and in September training took place for Resident Representatives on Interview Techniques and Mystery Shopping.

The **Annual Report** is made available to residents which contains information on how the association is performing.

Invitations to our **AGM** were issued to Resident Representatives.

If you are interested in becoming more involved or want to know more, contact a member of ICH staff for more information.

Swine Flu

As winter approaches cases of swine flu are increasing and seasonal flu will soon be with us.

Signs and Symptoms of Flu

- Sudden onset of fever or shortness of breath
- Chills, headache, runny nose, aching muscles, tiredness, loss of appetite, sneezing.

How flu is spread

Flu viruses are made up of tiny particles that can be spread through the droplets that come out of your nose and mouth when you cough or sneeze.

When you cough or sneeze without covering your nose and mouth with a tissue, those droplets can spread and others will be at risk of breathing them in.

If you cough or sneeze into your hand, those droplets are easily spread to surfaces that you touch. If other people touch these surfaces and then touch their faces, the germs can enter their system and they can become infected.

How to protect yourself and others

Follow good hygiene practices:

- Always carry tissues
- Use clean tissues to cover your mouth when you cough and sneeze
- Bin the tissues after use
- Regularly wash your hands with soap and hot water or a sanitiser gel.

The simple way to remember this:

CATCH IT, BIN IT, KILL IT.

Keep up to date with the latest information and follow public health advice.

What to do if you have symptoms

If you are in one of our supported housing schemes inform the staff on duty. **You should also call either your GP or NHS Direct on 0845 4647.**

Do not go to your GP surgery or local Accident and Emergency department unless advised to do so or you are seriously ill, because you might spread the illness to others. Ask a flu friend to go for you.

For more information or to find out where to access antiviral drugs call **The Swine Flu Information Line on 0800 1 513 513.**