



**whg**  
**Round**  
**Way**  
YOUR

Platinum Jubilee Special

Summer 2022

# ROCCs Awards

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# Welcome to the **summer** edition of Round Your Way

In this edition we launch this year's Recognising our Customers and Communities (ROCCs) Awards and share how you can nominate your local hero. See page 12.

We love to hear your thoughts, suggestions and tips. You can contact the Round Your Way team at [RYW.Magazine@whgrp.co.uk](mailto:RYW.Magazine@whgrp.co.uk)



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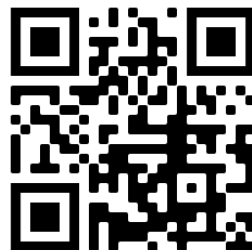
Help us create wildflower meadows across Walsall



You may notice square barcodes, called QR codes, dotted around this magazine.

These take you to more info, forms or even videos. Here's how they work:

- Open the camera app on your phone or tablet
- Point the camera at the QR code
- A notification or banner will appear on your screen. Tap that to open the link



# Your Jubilee photos



A carnival through the streets of Palfrey and Caldmore



If you would like us to share what you are up to in your community send your snaps to [RYW.Magazine@whgrp.co.uk](mailto:RYW.Magazine@whgrp.co.uk)



Your photos



Your photos

Enjoying a cuppa at Keelson Pointe



Fun in Cannock



Yarn bombing in Wolverhampton



# Get your garden ready for summer

## Top tips from our Mick!



### Green fingers at the ready...

- 1. Make your own free plant food**  
 Simply pop some nettles into a bucket of water and put the lid on for two weeks to make a great nutritional soup for your plants.
- 2. Worried you've killed a plant?**  
 All you need is a penny to find out! Use the coin to scrape away a small patch of the bark on a branch. If it's brown, it's dead and if it's green or white (depending on the branches) it's still alive and well.
- 3. If greenfly start attacking your flowers**  
 Don't waste money on expensive pesticides which kill bees and poison aphid-eating birds.  
 For a kinder and cheaper alternative, fill a squirty trigger-spray bottle with water, add four drops of washing up liquid, shake it up, then spray the plants in late evening (after the sun has gone in, to avoid burning the leaves).
- 4. Tackle slugs and snails**  
 Don't use blue pellets which are highly poisonous to all animals.  
 Instead, put copper tape round the rims of your plant pots or sprinkle crushed seashells or eggshells round your plants.

## No garden? No problem!

If you don't have a garden, why not think about what plants you can grow indoors? Surrounding yourself with greenery is great for making you feel calmer and more relaxed, plus caring for plants can boost your mood and reduce stress levels.

### North facing rooms

These rooms don't get the sun so you need plants that like shade and a cooler environment. Try an aspidistra, English ivy or orchid.



Aspidistra



English ivy



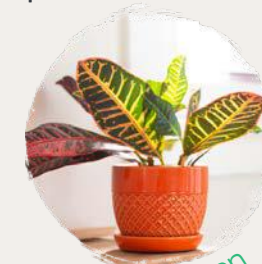
Orchid

### West facing rooms

These rooms get the sun in the late afternoon and evening. Plants that bloom do well in west facing rooms. Others to consider are those that like some sun and warmth such as coleus, croton, jasmine or try a hanging plant like string of pearls.



Coleus



Croton



Jasmine



String of pearls

### South facing rooms

These rooms get sun all day and can get very warm. You could experiment with cacti or aloe vera.



Cacti



Aloe vera

### East facing rooms

These rooms are a great spot for a range of plants as they get sun first thing. You could try an echeveria or jade.



Echeveria



Jade

Scan the QR code for more ideas





# Our annual fire safety visits

Every year, we visit all of our high and low rise blocks to do a full fire safety check.

We will soon be visiting our blocks to meet with you, give general fire prevention advice and offer free home safety checks.

This is your chance to discuss any concerns you may have with senior directors from whg and members of the fire service.



## Diary of fire safety visits:

Date	Time	Block
8 August	9am to 1pm	St Annes Court and St Giles Court
8 August	2pm to 4pm	Low rise – Rosehill Gardens
9 August	9am to 1pm	Smith House and Thomas House
9 August	2pm to 4pm	Millfield Avenue
10 August	9am to 1pm	Hamilton House and Woodall House
11 August	9am to 1pm	Austin House and Jones House
11 August	2pm to 4pm	The Butts area
12 August	9am to 12pm	Little London House and Wood House

# Join us in your local area

Our Neighbourhood Services Team is working with you to keep your area safe and clean.

Why not join us on an estate walk where you live.

### Tuesday 28 June

Bridgwater Close and Wyre Close, Walsall Wood – meet at 89 to 111 Wyre Close at 12pm

### Tuesday 12 July

Austin House, Walsall – meet at the car park at 12pm

### Thursday 28 July

Farmhouse Road, Harvesters Way and Threshers Way, Willenhall - meet outside 2-24 Threshers Way at 2pm

### Tuesday 9 August

Sneyd Hall Close, Bloxwich – meet at the car park at 2pm

### Friday 12 August

Severn House, Humphries House, Ellum Pointe and Anchor Court, Brownhills – meet at rear of Humphries House at 10am

If you would like our Neighbourhood Services Team to come out to your area, you can get in touch with us on **0300 555 6666**

## Our “Totally Rubbish” event

We had a great day out in Ryecroft recently at our Totally Rubbish fun day. More than 80 customers dropped in to find out about recycling and upcycling.

Scan the QR code to find out about future events





## In your neighbourhood

### Coffee mornings

Come and join us for a hot beverage and friendly chat every week and meet people from your community. Did we mention the refreshments are free? All are welcome!

#### Every Monday

From 9.30am at **Rough Hay Community Room, WS10 8PL**

From 9.30am at **Sons of Rest, Talbot House, WS2 8SP**

#### Every Tuesday

From 9.30am at **Central Drive Community Room, WS3 2QH**

#### Every Wednesday

From 1pm at **St Giles Court Community Room, Willenhall WV13 2LX**

#### Every Friday

From 9.30am at **The Cottage Community Room, Ryecroft Place, WS3 1SL**

#### Every Saturday

From 10am at **Sons of Rest, Talbot House, WS2 8SP**



## School's out **for summer**

Walsall Council is providing free kids meals and fun activities for children who would have a free school meal during term-time. There are also lots of FREE activities to get involved with, including sports, music, arts and crafts.

For information on how you and your family can get involved in 2022 call the team on **01922 653899** or email **WR4C@walsall.gov.uk**

### Summer events

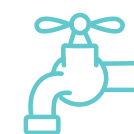
Keep an eye out for our customer fun days happening this summer – details to be announced!



## Investing

# Investing in our homes and communities

### Last year we...



Installed **105** new bathrooms



Replaced **130** new kitchens



Replaced **501** fire doors



Improved the heating system in **1,060** homes



Upgraded the roofing at **662** homes

### Did you know?

- Last year we worked on 15 development sites to build **418 homes**. 336 of these were for rent and 82 were for shared ownership.
- Last year we built homes in **10 local authorities**.
- We are currently working on **14 sites, where we will build 968 new homes**.

But we are not just about building new homes. We also want to make sure our current homes are safe and well-maintained, and that we are doing all we can to make sure they are energy efficient.



Nominate your local hero

# Congrats!

Well done to the winner of our wordsearch competition, which appeared in our last edition

Faith Osayande pictured with her family correctly guessed the answer as Dasher and won an iPad.



Cut here

# Nominate stars of your community for a ROCCs Award

Do you know of a hidden hero in your area who really deserves recognition? Why not enter them in our annual Recognising our Customers and Communities (ROCCs) Awards!

The ROCCs Awards 2022 will celebrate the our customers and members of the wider community that go the extra mile. We are on the lookout for the heroes who make a real difference in their neighbourhood.

Turn to page 15 for the categories and page 14 for the entry form



Second fold



Freepost RUCU-GZUG-ZUJE  
Round Your Way  
whg  
100 Hatherton Street  
Walsall  
WS1 1AB



Third fold & tuck in

First fold



# ROCCs Awards 2022 entry form

Please return this form for **free** by cutting this page out, following the instructions on the back and popping it in the postbox.

Your name: .....

Your email address: .....

Nominee name: .....

Nominee telephone number: .....

Nominee address: .....

Is the nominee a whg customer?: .....

Category you are entering: .....

Why should this person be nominated?:

.....  
.....  
.....  
.....  
.....  
.....

Have you got consent from the person you are nominating to share their details with us?

How would the person you are nominating like to be contacted?

by letter       by phone

If you would like to find out about how we process your data please see the Privacy Notice on our website.

# The categories are:

## Good neighbour

This award will recognise a customer who has made a positive impact in their neighbourhood.

## Young hero

This award will recognise a young person under the age of 25 who contributes positively to their community.

## Living your best life

This award will recognise a customer who is making positive changes in their lifestyle to improve their health and wellbeing or someone who has made it through tough times and turned things around for the better.

## Outstanding community group

This award will recognise a community group that has made a positive impact in the neighbourhood.

## Digital champion

This award will recognise a customer who has been digitally challenged and has embraced and inspired others to improve their digital skills through whg initiatives such as Click Start.

## Environment champion

Recognising a customer that goes above and beyond to protect the environment.

## Diversity champion

To recognise an individual or community organisation who is making a real impact in promoting diversity and inclusion.



# Are you looking for work? Let's do it together

If you're trying to find your first job or have been out of work, finding employment can be tricky on your own.

Our team of expert recruiters can help with:

- Job fast-tracking service
- Preparing for interviews
- Quality CV writing
- Skills training
- Volunteering opportunities

Scan the QR to find out more about our jobs and training support



## Join the NHS

We are working with the NHS to offer some great job opportunities to our customers. More than 70 people are now employed as healthcare support workers at Walsall Manor Hospital as a result!

There are a range of part-time and full-time positions available, from healthcare assistants to housekeeping assistants and kitchen porters.

We have teamed up with Walsall College to offer a free course, that will provide you with all the skills and knowledge you need to apply, with a guaranteed interview on completion of the course.

For more information, email our friendly team of recruiters:  
[jobsandtraining@whgrp.co.uk](mailto:jobsandtraining@whgrp.co.uk)

Scan the QR to find out more about our NHS training course



## Meet Rebecca

Rebecca couldn't believe it when she landed her first ever job after completing the free course offered by whg and Walsall College. The mum of four is now a Clinical Support Worker for the NHS.

Rebecca said:

*When my children started school I decided it was time to start my career. I did a college course which was run in partnership with whg that helped me with the interview process and taught me what the job involved.*

*"I didn't know what to expect but I had a mock interview and that prepared me for the real one.*

*"It's brilliant that whg does things like this. I'd encourage anyone looking for work to contact them and get as much support as they can."*





# Helping you get back on your feet

If you're feeling lonely or isolated, or are struggling with your mental health, you might need some extra support.

That's where our social prescribing team comes in. Our team works with customers on a one-to-one basis, encouraging them to think about their goals and what help they will need to get there.

Scan the QR code to reach out to our social prescribing team



## Meet Tina

*It all started when one of whg's social prescribers Michelle knocked the door. She told me about an activity programme that the kids could join during the summer holidays and asked me if there was anything else she might be able to help me with. I jokingly said "can you get me a job?" Little did I know she could!*

*"Before I had children, I used to volunteer at a hospital and I loved it, so when Michelle told me about the NHS training programme I was excited."*

*Tina was interviewed for a clinical support worker role and was told the next day she had been successful.*

*"I nearly fell off the bed when they told me! When you're a single parent you don't get out much so for me this is a great way to meet new people and get back some of my independence too."*



# Fight diabetes with our new health champions

If you live in **Pleck, St Matthews, Caldmore or Birchills** one of our new Community Health Champions may soon be knocking your door. Our Health Champions are local residents just like you and will be out and about, supporting customers to stay happy and healthy.

## Are you worried about diabetes?

We are working closely with Walsall Healthcare Specialist Diabetes Service to support customers who may already have, or could be at risk of, developing diabetes.

They look after both adults and children and offer help for diabetic people who may have problems with foot care. They also provide care for pregnant women who are diabetic or at risk of developing diabetes.

To find out more ring **01922 604 970**





# Stay connected

In 2022, even keeping in touch with family and friends can take digital know-how, and if you don't know where to start then we are here to support you, step-by-step.



Our Click Start programme has already helped more than 3,000 people across the Black Country increase their digital and financial skills – and it can help you too!

Call one of our coaches or email us at [clickstartbc@whgrp.co.uk](mailto:clickstartbc@whgrp.co.uk)

Joanne Pettifor: 07740 759 722

Lisa Cushman: 07595 091 676

You will find out how to make the most of the internet to manage your money and find training, volunteering or employment opportunities.



## Meet Jean

*Before I joined Click Start I would do anything to avoid using technology. Now I'm completely different. Click Start has opened up my world and was the best thing I ever did.*

*“The team were there for me all the time and changed my life. I feel more confident and can apply for jobs and have found different ways of using my computer that I wouldn't have even known about before.”*



# Are you thinking about buying a home?

If you are considering moving or getting onto the property ladder we offer a range of homes available to buy – and it may be more affordable than you think.

## What is shared ownership?

Shared ownership means you purchase a share of a home. You pay a mortgage on the share you own and pay rent on the rest.

## Who is shared ownership for?

Shared ownership is ideal for if you have don't have a large deposit to buy a home outright.

## What percentage of the property can I buy?

You can buy a share between 25% and 75% at first. In the future you can buy more shares in the property until you own it outright.

## Coming this summer!

Our range of two, three and four-bed shared ownership homes at Lockside, a brand-new canalside development in Walsall. Prices start from £68,000 for a 40% share in a two-bed home.

## Want to know more?

Visit [www.whgsharedownership.uk.com](http://www.whgsharedownership.uk.com)



## Meet Tim

Tim was one of the first customers to move into our Cleveland Road development in Wolverhampton after purchasing a two-bedroom shared ownership home.

*I had always planned to buy a home when I turned 40 and was originally looking at older, cheaper properties. Shared ownership enabled me to move into something much more modern that didn't need updating.*





# Customer voice - What have we been doing?

Lots of customers are choosing to get involved and shape what we do. This year customers have been involved in projects like:

1. Shaping the development of online services for customers
2. Reviewing our repairs policy
3. Sharing your views on the new performance measures set by the Regulator of Social Housing
4. Helping us with our communications for the rent review to make sure we focused on the things that matter most to you
5. Deciding categories for our ROCCs Awards
6. Shaping the content of Round Your Way and telling us what you would like it to include



**We need you!**  
Help us improve our services to you

We want to hear from you! Whether you have a few minutes or a few hours spare each month there is a way for you to get involved.

Scan the QR code to register your interest in joining our customer voice programme



## Going wild

We are offering customers the opportunity to take control of a piece of whg land and create a wildflower meadow.

If you have an area you'd like to suggest, whether that's the edge of a car park or a small area of communal green space, let us know.

Protecting our environment is really important for our own wellbeing and it creates habitat for pollinators like bees and other insects. We need native flowers because they provide bees, butterflies and other pollinators with food throughout the year.

In turn, these support our birds and other mammals to thrive. Did you know that over a third of our food relies on insects to pollinate it?

Without our wonderful insects we would not have our favourite fruits and vegetables and would have to consider pollinating crops artificially.

Scan the QR code to nominate an area



## Community grants

If you have an amazing idea for your area we may be able to help you bring it to life with a community grant.

Whether you want to start a community garden, a new group or a lunchtime disco, we want to hear from you!

Scan the QR code to tell us your idea





# Need a repair?

Choose an appointment that works for you using our live booking system

Sign up at [whg.uk.com](https://whg.uk.com)



**Book a repair**  
any time, anywhere.

