

Living magazine

The magazine for Livv Housing Group customers **Spring 2022**



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Contact us

Mondays are usually our busiest day so if your call isn't urgent, it's best to call us later in the week.

Phone us on 0151 290 7000 or 0800 561 007. The contact centre is open 8am – 8pm Monday to Friday and 9:30am to 1pm Saturdays. Please note, we are not open on Sundays.

There are other ways to get in touch too!

Visit our website at www.livvhousinggroup.com where you can use our instant live chat service.

If you sign up for Livv Online you can access dedicated services where you can:

- ▶ Pay your rent
- ▶ View your account
- ▶ View information about your repairs
- ▶ Report a repair
- ▶ Give us feedback
- ▶ Contact us

You'll need your tenancy number to register.

If you prefer, you can drop us a line at contactcentre@livvhousinggroup.com

Be sure to check us out on Facebook and Twitter



@LivvHousing



@LivvHousing

Welcome!

to the spring edition of Living magazine...

Hello and welcome to your latest edition of Living magazine.

It's an exciting time across Knowsley as we celebrate being the Liverpool City Region Borough of Culture! The title rotates around the six areas that make up the Liverpool City Region, showcasing the unique cultural attraction and identities in each part of our region. 2022 is Knowsley's year! There's lots of events and activities planned – you can find out more on page 16.

Coinciding with our year of culture is the grand opening of the eagerly anticipated Shakespeare North Playhouse. Our lead story is an interview

with Chief Executive Officer, Melanie Lewis. We take a sneaky peek behind the scenes and find out what we can expect when the doors open later in the year.

There's some important fire safety advice on page 8, including some safety tips and information about contents insurance. On page 11 we introduce you to our new Director of Customer Relationship Management, Natalie Rose – she tells us about some recent changes that have been made and plans coming up over the next 12 months.

Your Customer Panel member, Andrea Roberts gives us her views on the regeneration of



Kirkby and what else she'd like to see in the future on page 7.

We hope you enjoy this edition. If you have any feedback around what you'd like to see in future issues please do get in touch by phone or email (contact details can be found on the opposite page).

Léann Hearne
CEO, Livv Housing Group

Investing in your homes



Over the next 3 years we're investing over **£70 million** in our homes – including new kitchens, bathrooms, and heating



We invested **£13 million** on repairs and maintenance in our homes

We're here for you, to improve lives and help communities flourish

4,935 people supported to improve their wellbeing

4,700 residents supported to become financially better off



We helped secure **£1.7 million** of additional income for customers

£72,110 financial investment in community projects and initiatives

An interview with...

Melanie Lewis, CEO of Shakespeare North Playhouse



Tell us a little bit about Shakespeare North Playhouse

Shakespeare North Playhouse is a theatre, arts and culture hub for the community that will be open early in the morning to late at night, and there will always be something to do or get involved in. We'll have bars, a café and shops so the building has all the amenities for people to come and spend their time; whether that's tea and toast with friends or watching a play in our 470-seater theatre. Shakespeare North Playhouse is for all of us.

The playhouse is 15 years in the making, starting out as an initial concept and now here we are just weeks away from opening. This is an exciting time for the team and we can't wait to move in!

What are your plans for the launch?

We'll be holding a variety of events such as, As You Write It (9 & 10 September) which is our collaboration with BBC's The One Show. This was a national writing competition for 7-16 year olds, which found three young winners whose short stories will be brought to life on the Shakespeare North Playhouse stage. This will be followed by A Midsummer Night's Dream – a co-production with Northern Stage and Not Too Tame – at the end of September.

Tickets will go on sale at the end of April on our website. The best way to keep up to date with what's going on and what we've got coming up is by visiting our website (www.shakespearenorthplayhouse.co.uk).

When we open our doors in the summer, we'd like to welcome everybody from Prescott and the Knowsley areas to come along. Our doors will be open for people to drop in and explore the building, and we'd love to chat to you to hear what you think.

What is the connection between Prescott and Shakespeare?

The Fifth Earl of Derby was a friend and colleague of Shakespeare's. He was interested in theatre, drama and acting and started Lord Strange's Men, an Elizabethan playing company, which Shakespeare was involved in. Historians suggest that he came up to Knowsley Hall and spent time in Prescott with the Earl of Derby writing and taking part in plays, which is where the link is and sets the scene for the Shakespeare North Playhouse here in Prescott.

How will the local community be able to get involved?

The idea behind a 'playhouse' is that it feels like home and it's somewhere you can have fun – and



that's what we want to achieve. It's important to point out that it's not just a theatre either. We'll have lots of activities and events going on that everybody of all ages in the community can get involved in depending on their interests, whether that's comedy, drama, or arts and crafts. There will be plenty of varied opportunities to engage, learn, work and be entertained.

What will the playhouse do for the local community and the local area as a whole?

Shakespeare North Playhouse will be part of the community. Firstly, we will create more job opportunities. There are lots of jobs; from technicians and ushers to people in finance, housekeeping, kitchen and retail. We encourage people from the community to come and join the team if they are interested and we'd also love to hear from anybody who'd like to volunteer with us. For Prescot as a whole, it will bring in more tourism and business for the town's restaurants and bars in particular. It means the town will become more prosperous and we'll all benefit from that.

We want to work with community groups and clubs too. We want to support people as much as possible, so if anyone wants to use the space or get involved in any way, please reach out.

What are you most looking forward to when the playhouse is open?

Sitting in the café with a cuppa and seeing people of all ages using the space and feeling that Shakespeare North Playhouse belongs to them. People know it's somewhere they can come with their family and friends, somewhere they can come to learn and explore. When people are using it almost as a community hub to get together, socialise and enjoy the arts and entertainment in front of

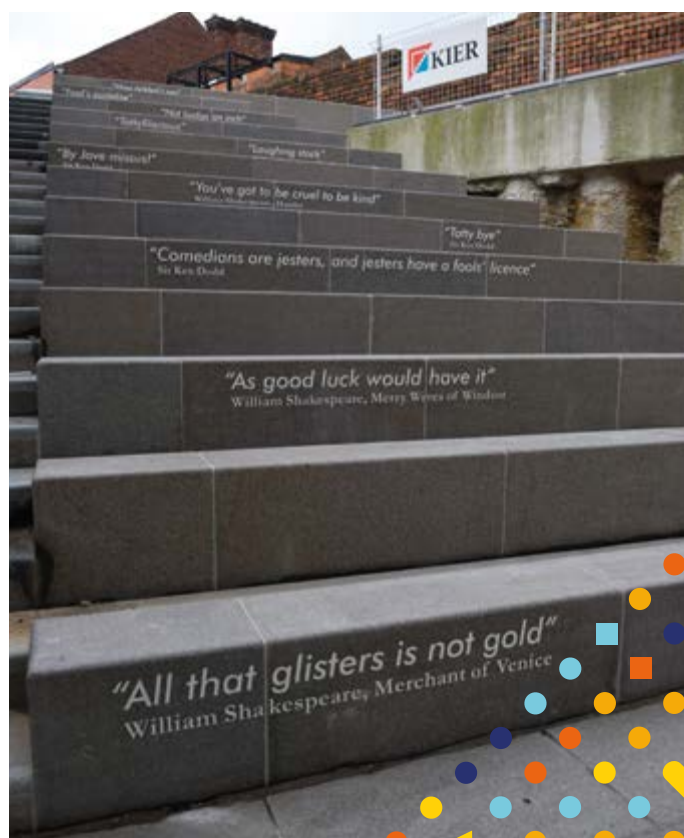
them but more importantly, enjoying each other's company, that's when I'll know it's a success and that's what I'm most looking forward to – being able to make that happen!

What's your favourite Shakespeare play?

I would say his history plays are my favourite because I love history, particularly about the Kings and Queens. Shakespeare's plays have almost crafted what we believe about history and blurred the line between the creative and the reality. That's exactly what a lot of TV and new plays are doing today, and we're blessed in society to have people who can tell stories in a similar way that Shakespeare did.

And what's your favourite Shakespeare quote?

It's fascinating how we all use language and how it makes us all unique. We say phrases today because Shakespeare wrote them in his plays hundreds of years ago, and we don't even realise it. My favourite quotes are the ones that come through in everyday conversations, things like "all that glistens is not gold". I love that it lives on. When you come to the theatre, quotes are etched throughout the building as a reminder of how we all use language in different ways to be creative and to communicate.



Understanding our customers

It's important that we keep your personal information up to date. Over the coming weeks our team may be contacting you to confirm that the information we hold is correct and up to date. You can also do this through our customer portal by logging on to www.livvhousinggroup.com

Why are we collecting this information?

To make sure that when you call us we can be sure we're speaking to the right person and also to help us to shape our services in the future.

Your Customer Panel

Getting the views of our customers is really important to us. One way we do this is through our customer group, the Quality Improvement Panel (or QulP for short) who are a group of 'customer champions.' They're responsible for scrutinising our services and helping us to prioritise improvements we need to make.

The panel have recently completed a review of our communication with customers. Members noted that they were pleased that employees were receiving training on how to write easy to understand letters. They also complimented this magazine!

To help improve services they suggested we increase our social media posts (which we've done), make rent statements easy to understand (we'll be changing the design of the statement later in the year) and to ensure customers always receive correspondence in their preferred format (we're currently carrying out a review to make this happen).

Being a member of the panel is a great way to help improve our services. We're currently looking for people in the Halewood area to get involved; if you're interested, please contact us at customervoice@livvhousinggroup.com



Kirkby regeneration

The regeneration of Kirkby is one of a number of projects in Knowsley that look to breathe life into our local towns. £5 million is being spent from the public realm to regenerate the town and in particular the town centre. In addition to this, there has been increased investments in housing, leisure and retail. To find out more we spoke to Andrea Roberts, a Kirkby resident who is also on our Quality and Improvement Customer Panel (QulP). She gave us her opinions on the town, her role as an active Customer Panel member and Livv's engagement in the community.

Kirkby has really benefited from increased investment in retail in the past couple of years with the main boost coming from supermarket giant Morrisons, who have brought a new store to the area. Andrea in fact was voted 'local hero' and was invited to cut the ribbon at the store's official opening.

Do you think that the introduction of retail improvements is a positive move for the Kirkby community?

Yes of course, this is the first supermarket to come to Kirkby for a long time. It makes the town more accessible and has brought an awful lot of jobs to the community. It also means that we've seen a lot more people from outside Kirkby visiting. The petrol station has also helped – it means that people can get everything they want in the town rather than going outside.

What would you like to see in the future for Kirkby?

We need more schools, I'm not sure where all these kids are going to go! Doctors and dentists are also important, I know of

people having to go to Liverpool to pay privately, unfortunately many people can't afford to go private. If we have more of those services, it will make life that bit easier for people.

Tell us a bit more about your role as a member of our QulP?

I wanted to join the QulP because I want to help shape positive customer and community outcomes. I believe Livv can make a difference in our community with the right input.

How can our increased focus on customer engagement help our Kirkby communities and customers?

Increased focus on Kirkby will build positive relationships with partners, schools, customers and the community. This may also cut call times to the contact centre due to improved engagement. Finding out what issues there are, problem areas and what is working well is key to Kirkby growing. We need to make Kirkby a better place for our next generation, making more opportunities available to our young people.



Get involved...

Our customer feedback and engagement is so important and helps us to shape our services and create better communities and opportunities for our customers.

If you're interested in getting involved take a look at the 'Get involved' section of our website – there are opportunities to join our QulP or our Customer voice, an online group that regularly feedback through surveys and polls.

Help us to help you – your opinion matters!

Fire safety advice

Did you know that 11% of fires started in the home are caused by not extinguishing cigarettes correctly? 18% were from pan fires. There are some basic things you can do to try and stop the chances of the worst happening.

Check, test & change your smoke detectors

- Check your smoke detector. Fire and smoke detectors are your first line of defence against danger.



- Test your smoke alarm by pressing the button on the face. Wait for a bleep, and make sure it can be heard across the property.



- Change your batteries if they're low. Smoke alarms often alert you to when they need changing. **DON'T** ignore this.



Watch your appliances

- Be sure your oven, stove, and any hot plates are far away from flammable items like curtains, dish cloths or chemicals. Don't leave the room unattended if you



can help it and avoid cooking late at night if you're feeling sleepy, particularly if you are the only person at home.

Around the house

- Make sure sockets are not overloaded.
- Extinguish cigarettes & candles correctly.



Outside the house

- Fully extinguish BBQs, bonfires and fireworks.
- Make sure litter is in the appropriate bins provided.



11%

of fires started in the home were caused by smoking



27%

of home fires were caused by arson



18%

of home fires were caused by faulty appliances



23%

of home fires were the fault of the tenant

*National Statistics.



Fire safety information

Come and join us at our Fire Safety Road Show and get to know your Building Safety Manager, Joe, who'll be able to provide all the top tips on how you can prevent fire within your property. He'll be on hand to answer any questions you might have.

We'll be attending the following blocks:

Ashton Park, The Fairways, Woolton Views, Quarry Green, Knowsley Heights, Crawford Gardens, Milner Court, Watch Factory and Gaywood Green.

Make sure you keep an eye out on your buildings noticeboard for more information and dates we'll be attending.

Are your possessions protected?

Did you know that it's your responsibility to make sure your furniture, belongings, and decorations are insured against fire, theft, vandalism, or water damage such as burst pipes?

Your landlord is only responsible for insuring the building you live in, the walls, the roof, and the windows.

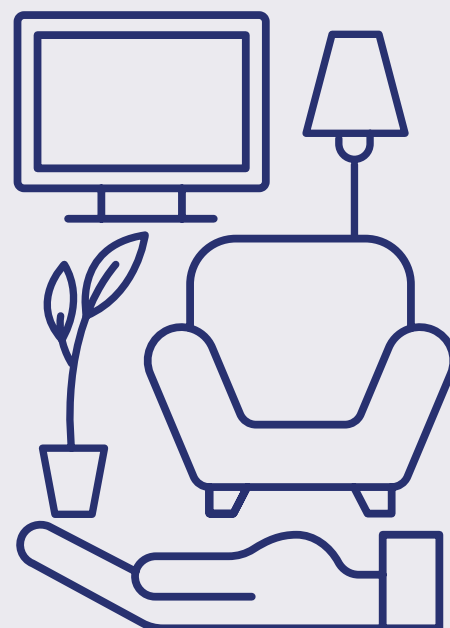
Would you be able to afford to replace everything if you had a fire in your home, or if your prized possessions were stolen in a burglary? Tenants insurance will cover your personal property, anything from clothes and bedding, to furniture and appliances.

Many policies also give you the option of protecting items away

from home, like wheelchairs and bikes. You can also opt to protect your contents from accidental damage if you have a mishap and ruin your carpet or smash a mirror. Items left in sheds and garages can often be covered too.

It's easy to get tenants insurance and if you go online you can shop around for the best deal.

Don't leave it until it's too late.



Utility and food price increase

As the cost of living increases for households across the UK, rising utility bills and food prices are a growing factor for concern on household budgets, with 66% of adults reporting their cost of living has increased dramatically.

As a result of Covid-19 more people are now working from home at least once a week, meaning more than four in five adults are now spending more money on utility bills.

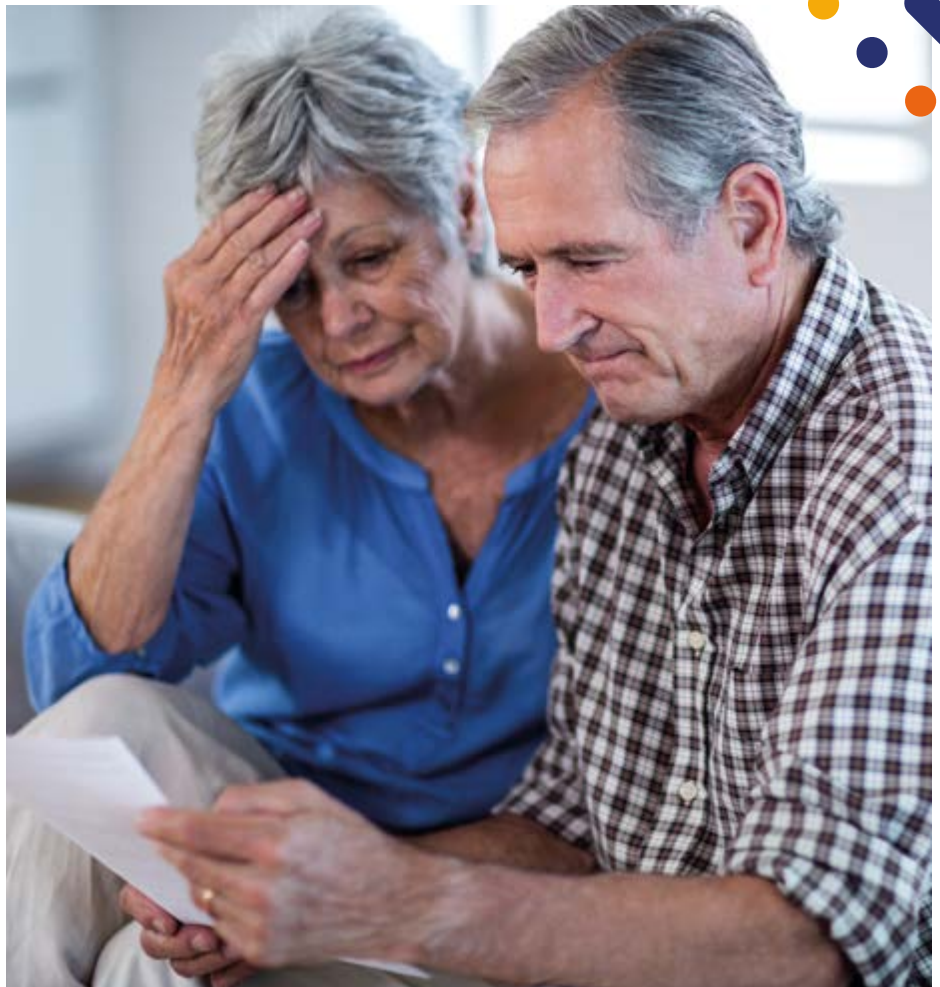
According to the CPI the price of food and drink has gone up 3.9% year-on-year and 4.4% against January 2022.

We want to reassure all our customers that our team we're on hand to provide help and support to all.

Are you aware of the support out there? Our Housing Advisors are available to offer their assistance in a number of areas such as debt advice, maximising benefits, support to reduce household bills and much more.

The current increase in utility and food prices has had a dramatic effect on many families causing lots of financial burden. It is our job to do what we can to minimise these struggles and find the best solutions for our customers.

As a way of support, our housing advisors have directed our customers to Power Point who have provided additional support to 215 Livv customers with an average saving of £122 per customer being made. Power Point offer support with many things such as swapping your supplier, energy and water grants,



warm home discount applications and debt write off for fuel and water bills.

Livv have supplied £42,023 worth of food and fuel vouchers to 414 eligible customers.

Here is some feedback from a customer who received some help and support after going through some tough times:

"I am really thankful, I was giving up with so much that has gone on. The kindness of strangers has given me hope, thank you so much".

Improving our customer journey

Let us introduce you to Natalie Rose. Natalie is our new Director of Customer Relationship Management and she'll play a crucial role in helping us to improve the customer journey for you.

Can you tell us about what your role at Livv involves?

I'm responsible for the Customer Relationship team, which includes our Housing Advisors as well as our brand new Advisory Services team, who provide a variety of support and advice for customers including welfare benefits, antisocial behaviour, mental health and wellbeing and life skills. You may have met the team at our 'Meet the Advisory team' events we've been holding.

My teams are out and about in our communities and work closely with customers, supporting them on all different kinds of challenges. The empathy and dedication that they show towards our customers is really lovely to see.

I hear about so many fantastic examples of how the team have supported customers in challenging circumstances, whether that be confidence building through employability

skills training, help with accessing support from other agencies, or improving financial health through benefit and household bill reviews.

I feel incredibly proud of the team when customers share their positive feedback with me and it's been great to hear first-hand the positive impacts that are being delivered.

There have been lots of changes and improvements to the way that we deliver services and support our customers – could you tell us more about that and how things will feel different for our customers?

Over the past few months, we've completely changed the way that we operate, to the benefit of our customers and communities. We've doubled the amount of Housing Advisors and reduced the size of the areas that they

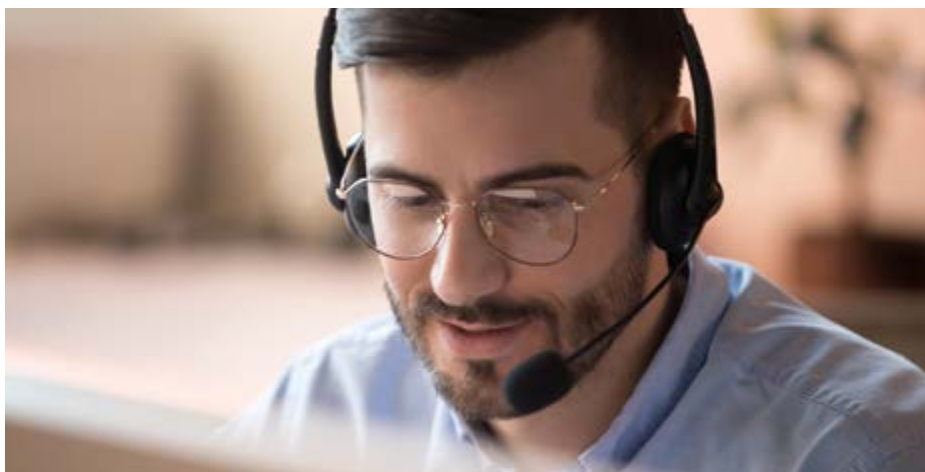
cover. This is to make sure that customers are supported in a way that suits them and makes our services more accessible.

We've also introduced a whole new range of systems and processes to support our new ways of working and we're really starting to see the benefits now.

I'm really excited for the months ahead as we continue to get to know our customers better to find out what they want from our services and how we can support them in the communities where they live. As we start to build stronger customer relationships, I'll be making sure that we are listening to – and acting on – the feedback we receive so that we are doing more of what you need us to do and less of what you don't!

What are your top 3 priorities over the next 12 months for the services that we deliver?

- Ensuring that we are getting out and about more in our communities
- Finding new ways to make customer interactions as seamless as possible
- Making it easier for customers to find out about the many ways we can support them. No matter what challenges people are facing and no matter how bad things might seem, we can always help.



It all starts with a chat

Something bothering you? Don't know where to turn for advice? We've teamed up with Wellbeing Enterprises to offer you free, personalised wellbeing support.

Completely confidential and informal, your 1-2-1 with your Community Wellbeing Officer will give you the chance to talk about absolutely anything that is bothering you. Whether you're worried about debt, have lost a loved one or are feeling low, the team are on-hand to help.

Together, you'll create a plan and work out where you need support. Wellbeing Enterprises will then connect you to the right people and services, putting that plan into action.

Take your first step towards a happier and healthier you:

0151 237 2670

info@wellbeingenterprises.org.uk



Watchfactory Bistro

Opening Hours

Tuesday – Friday

10am – 3pm

Sunday

12pm – 3pm



Watchfactory Salon (All About Hair)



Opening Hours

Tuesday, Thursday,

Friday and Saturday

9am – 3pm

**Watchfactory, Prescot,
Liverpool L34 2AD**

Crawford Gardens (All About Hair)

Opening Hours

Wednesdays

9am – 3pm

**Crawford Gardens,
Alamein Road, Huyton L36 7YN**



**BOTH
ARE NOW
OPEN!**

Livv will be attending the Knowsley Flower Show on Sunday 7th August 11am-5pm

Come and find us at table 25
at the Craft Marquee for some
fantastic giveaways and to
meet the team.

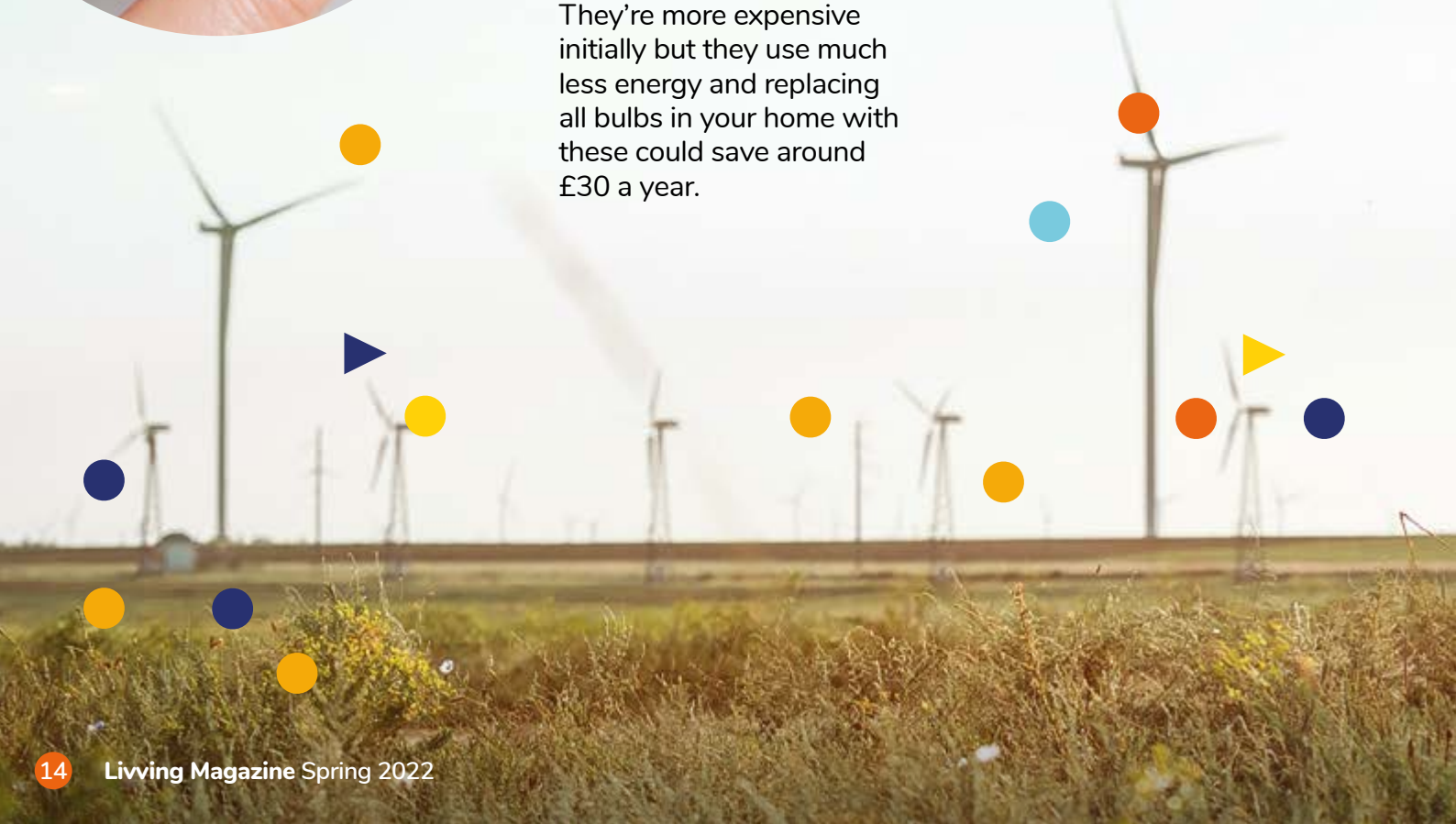


Knowsley Flower
Show will take place
at Court Hey Park,
Roby Road, Huyton,
Knowsley, L16 3NA



Energy Saving Tips



- ▶ **Did you know** by just turning off your appliances instead of leaving them on standby, you could save around £40 a year and you'll be saving energy too!
 - ▶ **Switch off the lights** – Getting everyone in the habit of only lighting rooms that are being used can help save money in the long term.
 - ▶ **Replace your lights** – LED and smart bulbs use low energy tech and are far better for your energy bills. They're more expensive initially but they use much less energy and replacing all bulbs in your home with these could save around £30 a year.
 - ▶ **Unplug your devices** – Your phone, tablet or TV still use energy on standby. Avoid paying for energy you don't use by unplugging them when you can.
 - ▶ **Turn down your thermostat** – Just one degree lower could save you £80 a year. Set a timer on your thermostat for your heating to come on only when you need it.
- 

▶ **Shower for a shorter time**

– A shower timer could save you money by cutting just one minute off every shower. With a power shower, a family of four could save up to £60 on energy bills and £60 on water bills every year.



▶ **Install a smart metre in your home** – It's important now, more than ever, to stay in control of your energy. With a smart meter, you'll easily be able to track your energy usage and see where you can save so that you can lower your bills.

▶ **Check your energy tariff is the best for you** – Reviewing your energy tariff regularly could also save you money.

▶ Load up your washing machine fully, rather than doing half loads. You can also choose economy settings or 30° washes and this could save you £10 a year, with an additional £10 if you do one less wash a week.



Knowsley is the Liverpool City Region Borough of Culture in 2022.



Plans are well underway to launch the Owl & the Pussy-Cat trail which will see 16 pairs of 2-metre-high owls and pussy-cats on display across the borough. Most people are very familiar with

More events and dates will shortly be announced so keep a look-out on www.cultureknowsley.co.uk or follow [@CultureKnowsley](https://www.facebook.com/CultureKnowsley) on Facebook, Twitter and Instagram.



As well as attending the array of events through the year, there's also opportunities to be a Borough of Culture volunteer. Find out more at www.cultureknowsley.co.uk

it will be!'



Angelica Sprocket's Pockets by Quentin Blake © Quentin Blake
Hélène Rouart in her Father's Study by Degas

Gaywood Green plays host to largest multi-service fire exercise

We recently welcomed four of the North West's fire and rescue services to our Gaywood Green tower blocks in Kirkby. The unoccupied high rise blocks gave crews from Merseyside, Cheshire, Lancashire and Greater Manchester the opportunity to undertake live practise scenarios and work together with a coordinated approach.

Twelve fire appliances from across the four North West fire and rescue authorities descended on Gaywood Green on Broad Lane, Kirkby, with around 100 emergency service staff taking part in the four exercises which took place throughout the day.

Each exercise was led by a different service, with the support of the other three, where each one involved the simulation of a fire in Block 3 of Gaywood Green with actors posing as residents in need of evacuation. Crews from Cumbria Fire & Rescue also attended to support the exercise.

As local fire and rescue services often call upon neighbouring authorities for support, the multi pump exercises gave teams from across the region a real opportunity to test operational procedures and national guidance,

evacuation methods and communication during a high rise fire. Fire services could also share learning and best practice.

Gaywood Green is thought to be the only empty high rise building in the country being used by a fire service to undertake live practise scenarios.



Tony Cahill, Executive Director for Property at Livv Housing Group, said:

“We have been working with Merseyside Fire and Rescue Service for a few years now. As their work has grown considerably in terms of reach, where they now undertake joint exercises with surrounding fire and rescue authorities, it's really important that officers from across the region are able to experience training in a live high rise environment. The series of exercises will ensure that all crews are fully prepared in the event of a major high rise incident.”



Livv's Gary McEwen (Manager – Investment), Joe Williams (Building Safety Manager), Jacqui Campbell (Director – Assets) and Tony Cahill (Executive Director of Property) with Merseyside Fire & Rescue Service's Group Manager, Phil Byrne.

Fancy a new surrounding? See what HomeSwapper can do to help

HomeSwapper is the UK's biggest and best direct home swap service. Having a community of 500,000 social housing customers and a leading mutual exchange service, it really is the quickest and easiest way to find the right property for you.

Being a Livv Housing Group customer means you gain free access to create your own account as we'll cover all of your membership fees. So go and create an account, visit the HomeSwapper website page to view all of their handy guides.

You can access this service online and find lots more information at www.homeswapper.me or you can download the app.

Whilst HomeSwapper will help you with your home swap, please contact us here at Livv Housing Group for information on your property or help getting your account approved.



How are we doing?

At Livv we take the quality of our customer service very seriously – it's important that you feel like you're getting a great service when you need us.

Every three months we tell you how we're doing against some really ambitious targets that we agreed with our Customer Panel, who represent the people living in our homes.

77.7%

First time resolution

Overall how satisfied our customers are with the service they receive from our contact centre. We have a target of 90%.

83%

Customer ease

This is how easy customers find us to deal with. We set a target of 90%.

82.1%

Overall satisfaction

Overall how satisfied our customers are with the services we provide. We set a target of 90%.

86.4%

Satisfaction with our repairs service

Overall how satisfied our customers are with our repairs service. We have a target of 90%.

Competition time

It's a cracker!

Jesse James' lesser known brother, Eddie has also decided to take up robbing banks for a living. He has unfortunately forgotten to bring the dynamite to blow up the safe.

Using logic, the following clues and a large amount of patience, can you figure out the **10** digit number to crack the safe?

- All digits from **0** to **9** are used exactly once.
- The sum of the **2nd**, **5th**, **6th** and **8th** digits is a single digit number.
- The **4th** digit is a perfect square.
- The **3rd** digit is **1**.
- The sum of the **4th** and **7th** digits is a perfect square.
- The value of the **10th** digit is twice that of the **2nd**.
- The product of the **4th** and **6th** digits is equal to that of the **10th** and **2nd** digits.
- The **5** is next to the **6** but not the **4**.



Answer: 8319427056

Spring word search

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

Find the words: Dog, Cat, Bird, Elephant, Hippo, Squirrel, Giraffe, Fish, Mouse, Monkey, Alligator, Lion, Tiger

Win £50 in Amazon vouchers!

To enter the competition simply take a photo of the completed word search and send to marketing@livvhousinggroup.com

Colour me in

