

Livviving

The magazine for Livv Housing Group customers Spring 2023



Cost of living

Pages 6 & 7

We know times are tough. We're here to help you.



What's on in Knowsley

Page 12

Recycling myth busters

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George's Community Kitchen

Pages 4 & 5

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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.



Hello and welcome

to the spring edition of Living magazine...



Hello and welcome to your latest edition of Living magazine.

The winter is over, the warmer months are here, and we've got lots to share with you.

This edition is full of news and information for you. There's an interview with one of our customers, George, who after taking part in last year's 'Men vs Food' programme has brought together his passion for cooking and his love of his community and opened his own community kitchen. You can read our full interview with him on pages 4 and 5.

We know it's been a challenging time recently with the cost-of-living crisis and we've put together a guide on how our advisory services team can help you. It includes

everything from employment support to making sure you're on the right benefits. There's also some handy tips on how to save money on your energy bills. For more information head over to page 6.

There's lots of great things coming up in the borough over the spring and summer months including the Knowsley flower show - we hope to see you there! Page 12 has a 'What's on' guide of activity for you and your family. Knowsley Safari Park has an 'Intrepid Explorers' which is full of crafts, games and great for the kids. If you're wanting to relax, then Kirkby Gallery has some great exhibitions coming up including a display of 2D work by artists who live, work, volunteer, or study in Knowsley.

We've been working hard on reducing our impact on the environment and have put together some myth busting questions that frequently get asked and ways you can help by recycling and.... You can find out more on page 16.

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

Léann Hearne
CEO, Livv Housing Group

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:

- ▶ 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

 @LivvHousing  @LivvHousing





An interview with
**GEORGE
FROM
HALEWOOD**



George's
**COMMUNITY
KITCHEN**



After taking part in our 'Men vs Food' cookery course last year, George from Halewood has brought together his passion for cooking and love for his community by starting up a community lunch club. We caught up with him to find out more.

Hi George. Can you tell us a little bit about your project?

I've started up Community Kitchen at Fairview Park Community Centre in Halewood, where people can pop in and grab a hot meal to eat in or take away. The menu changes each week but I've been making items like scouse, curry, apple pie, soup and fresh bread. With the cost-of-living crisis, I want people to have access to a hot meal each week if they need it.

Have you always loved to cook?

As my late father was a confectionery chef on a cruise ship, I grew up cooking. But over time, it became something that I had to do, rather than something I actually enjoyed. I've lived with a rare bone condition in my jaw for the past 25 years so I'm on a soft diet, but I looked after my mum for a while and I was always cooking for her.

Why did you sign up to our Men vs Food programme?

I came across a taster workshop outside the community centre where I live. Alchemic Kitchen and Adam Franklin (owner of the Alba restaurant in Melling) were doing cooking demonstrations, giving out free bags of fruit and veg and signing people up to the course. I asked them "what's the catch?" but there wasn't one. They'd partnered with Livv to help people learn to cook while improving wellbeing, which I thought was a great idea.

How did you find the course?

I really enjoyed it, it kept me busy and it was nice to get together with others. I completed both the beginner and advanced course,

picking up an Introduction to Slow Cooking qualification on the way. We made curry,

soup, vegetable tagine, scouse and even a roast dinner in the slow cooker. I took home new skills, budgeting tips and more importantly, I fell in love with cooking again.

What gave you the idea to set up Community Kitchen?

I've always been an active member of our Halewood community and I miss how the community centre was always packed pre-pandemic. We'd all make and bake and get together regularly to socialise. But the impact of lockdown and social isolation really took its toll and it's not been the same since.

I also saw for myself how the food parcels that Livv organised [back in 2020] really made a difference to those who needed it. And I think now with the price of food and bills rocketing, we need to make sure that those who can't afford to eat are getting a hot meal each week. As we already have the kitchen in the community centre, and with the course under my belt, I wanted to start up a food club that could help others.

How were you supported?

I spoke to Livv about the idea, and with the backing of Keenan at Alchemic Kitchen as well as Adam and Tom at Alba, they agreed to help me get started. Livv arranged for me to complete my Food Hygiene Certificate and provided funding to help cover my food shops, while Keenan, Adam and Tom have been a great help with practical support when I've needed it.

What's next for Community Kitchen?

I'm only offering a few items each week at the moment, but I'm hoping to get feedback from people to find out what they'd like to see on the menu in the future.



It makes me really happy seeing people come down to get some food.

How has taking part in one of our programmes helped you?

Going on the course and starting up the Community Kitchen has put a spring back in my step. Other people have noticed a difference in me too.

Adam and Keenan have been running more cooking courses (now called 'Fed Up!') for Livv customers after the success of the first one and I've been going down every week to help out. I've developed really strong relationships with Adam and Keenan, and they know they can rely on me. I've also been volunteering in the allotments project where we're growing our own produce. I love getting involved with everything – it keeps me busy and out of trouble!



Cost of Living



We know times are tough. We're here to help you.

Our Advisory team are here to help and support you in any way we can. We're all going through a very uncertain time and the increasing cost of living can feel unmanageable. Our Livv Advisory team offer a range of services:

▶ Benefit Maximisation

We can provide advice on the correct benefits for you, help you with your benefit applications, including Universal Credit or maybe you just want to talk to us about how you can better manage your money during these worrying times.

▶ Support with Bills

We currently work in partnership with Pocket Power, who provide a free phone service to our customers, helping you switch to cheaper deals as well as helping you apply for discounts, funding, and grants for your household bills. Alongside this support, you can find out everything you need to know about the recently announced government schemes

for energy bill support and check your eligibility by visiting our website or simply call us and speak to one of our Advisory team today.

▶ Affordable Food

We don't want our customers to have to choose between heating and eating so have put together a database of food clubs, social supermarkets, and foodbanks local to you. We also have a set route for the Queen of Green's fruit and veg bus, which offers a range of affordable, fresh food within each of our neighbourhoods in Knowsley.

▶ Health and Wellbeing

The cost-of-living crisis has pushed money worries to the forefront of everyone's minds and this can become a very daunting and worrying time. Here at Livv, we have a dedicated Health and Wellbeing team, who are here to help you. We can listen to your concerns and put you in touch with the right service for you. We have also funded a range of projects, which specialise in supporting our

customers who may be struggling with their mental health.

▶ Employment and Skills

You may have recently had a change in circumstances or have decided now is the right time to look for work. We can help you with job search, job applications and we can access the relevant training to give you the skills needed for the job you want. We not only deliver a range of sector-based route ways into local jobs, but if you find the job for you, we can provide financial support for things like travel costs, work clothes, specialist equipment needed for the job and much more.

Annette

Annette has severe medical conditions which she is currently undergoing surgery for. Pocket Power applied for the trust fund application with united utilities to erase her water debt and helped her cancel her Sky broadband package and move over to Freeview saving her £30.00 monthly.

She benefitted from a total savings of £1,111.



Energy Saving Tips

▶ **Understand your bills** – Hefty energy bills with a range of different numbers and measurements can be daunting to say the least but it's important to understand what it all means. Visit <https://www.epplus.org.uk/> for advice on how to read bills correctly.

▶ **Switch off standby** – You can save around £65 a year just by remembering to turn your appliances off standby mode. Make sure you are unplugging appliances when not in use.

▶ **Draught-proof windows and doors** – Unless your home is very new, you will lose some heat through draughts around doors and windows, gaps around the floor, or through the chimney. To draught-proof your home, you should block up unwanted gaps that let cold air in and warm air out. Saving warm air means you'll use less energy to heat your home, so you'll save money as well as making your home snug and warm.

▶ **Turn off lights** – Turn your lights off when you're not using them or when you leave a room. This will save you around £25 a year on your annual energy bills. Replacing all the lights in your home with LED bulbs could help you save even more.

▶ **Careful with your washing** – You can save around £34 a year from your energy bill

just by using your washing machine more carefully: Use your washing machine on a 30-degree cycle instead of higher temperatures. Reduce your washing machine use by one run per week for a year.

▶ **Swap your bath for a shower** – Some of us might enjoy a long soak in the bath but swapping just one bath a week with a 4-minute shower could save you £20 a year on your energy bills.

▶ **Don't overboil the kettle** – Kettles are one of the most used appliances in the kitchen. But many of us will admit that we at least occasionally boil the kettle with more water than we're going to use. Avoid overfilling the kettle and save yourself £13 a year on your electricity bill.

▶ **Lights out** – Ensuring lights are switched off when leaving the room can save £20 a year.



Karen

Karen is struggling with on-going disabilities and is claiming PIP. After going through her bills, Pocket Power helped her cancel her talk broadband, which she was not using and did not need it. They also helped her with an ongoing dispute with her energy company. **In total she saved £300!**

Additional help with managing energy costs including support with energy efficiency measures and applications to trust funds is available from Energy Projects Plus. Residents can call for free on **0800 043 0151** Monday to Friday, 9-5, or email advice@epplus.org. Full details are available on the Better Together Hardship Fund webpage.



Knowsley Feelgood Festival and Flower Show returns to Knowsley!

The Knowsley Feelgood Festival kicks off a weekend of free family entertainment at Court Hey Park on Saturday 5 August from 11am until 5pm.

It's a day to celebrate health, happiness and wellbeing. There's a range of free health and wellbeing activities on offer including physical activities to get your heart pumping and calmer activities designed to relax and destress you.

Knowsley Flower Show, now in its 25th year, returns on Sunday 6 August from 11am until 5pm and it's expected to be bigger and better than ever!

The show is a great day out for all of the family. You can expect the usual attractions including live music and theatre, a food makers market, main arena attractions including West Lancs dog display team, a community zone, circus skills, face painting, fair rides and much more. The Crafts Marquee will also feature at the event and is sponsored by Livv Housing Group.

The giant floral marquee will showcase over 400 beautiful exhibits full of colour and creativity plus there will be lots of gardening stalls selling plants, flowers, shrubs and garden furniture.

There's also free shuttle buses operating from Huyton, Halewood, Knowsley Village via Stockbridge Village, Kirkby, Whiston and Prescot. You can find more details on www.knowsleyflowershow.com

Calling all budding gardeners!

Start planting your seeds now as there are over 100 classes you can enter including general cut flowers, roses, pot plants, vegetables and herbs. There are also classes for novices and young people. No matter what your experience or ability, there is help at hand as our Show secretary can provide guidance and support. Contact Chris Yates on 0151 480 8666 or email her for advice at chrisyates49@gmail.com

For further information about the Feelgood Festival or Knowsley Flower Show, please contact Carla Simkin on 0151 443 5353 or email Carla.simkin@knowsley.gov.uk



Knowsley Council

ROAST

Watchfactory,
Prescot, L34 2SD

opening HOURS

Tuesday – Friday

10am – 3pm

Sunday

12pm – 3pm

**BISTRO
OPENING
SOON AT
CRAWFORD
GARDENS**

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.



CHIPS & CHAT

As part of our cost-of-living support programme, we recently invited customers in Prescot down for 'chips and chat'. Our teams were joined by Citizens Advice Knowsley to provide customers with energy advice and support around energy efficiency.

Our team were on hand to discuss the support and services we can offer and also gave out warm bags containing blankets, hot water bottles, hats, gloves and thermal mugs.

Citizens Advice Knowsley offered advice, guidance and support around energy efficiency, household bills and available grants.

With the cold weather, the dilemma of trying to keep warm, coupled with the rising cost of energy bills, is a challenge that many households are facing.



Over the winter, our teams have been out in the community providing customers across the borough with the same support.

Over 600 warm bags have been given out so far with many customers booked in with Citizens Advice Knowsley to support them with further energy saving measures such as LED bulbs, draught excluders and radiator panels.

The project is part of the energy efficiency element of our cost-of-living support programme for customers. We're currently carrying out a carbon reduction retrofit programme and aiming for all our properties to have an EPC rating of C or above by 2025.

Access support

If you require energy advice or support around energy efficiency, you can call Citizens Advice Knowsley for telephone advice or arrange a home visit.

Email advice@citizensadviceknowsley.org.uk opens in a new window for a call back or call 0808 278 7839

Other elements of our cost-of-living support programme includes:

- supporting customers with household bills
- access to healthy and affordable food
- access to better banking and low-cost regulated credit

We're working with Pocket Power to help customers make long-term savings by switching to better, cheaper deals on a range of bills and securing discounts, grants, and addressing utility debt. We're also using recommendations from Pocket Power to supply customers with food and fuel vouchers to support with everyday living.

What's on in Knowsley



2023 at Shakespeare North Playhouse

Booking for the 2023 season at Shakespeare North Playhouse is now open. There will be shows and events with some local legends, comedy, creative productions, theatre tours and much more.

There is now a 'Pay what you decide' option, which allows you to pay what you feel the ticket is worth. Tickets start at £3, then the decision is yours!

See what's on at Shakespeare North Playhouse
www.shakespearenorthplayhouse.co.uk/whats-on/



Knowsley Feelgood Festival and Flower Show

Saturday 5 and Sunday 6 August 2023

11am – 5pm
Court Hey Park, Roby Road, L16 3NA

At the Feelgood Festival (Saturday 5 August) there will be live music performances, endless food and drink, and lots of fun activities for all the family to enjoy including circus skills and fairground rides. Enjoy this all again at the Flower Show (Sunday 6 August) along with some stunning floral displays by some of the region's top gardeners and growers.

Knowsley Open Art Exhibition and Art Auction

Monday 14 April – Saturday 22 July

Kirkby Gallery, The Kirkby Centre,
Norwich Way, L32 8XY

Kirkby Gallery's Open Art Exhibition returns for its 20th display!

Celebrating local talent, the exhibition will display 2D work by artists who live, work, volunteer, or study in Knowsley.

In honour of the exhibition's 20th display, there will be a fundraising Open Art Auction on Wednesday 26 July where artists can sell their work to the public. All money raised will go to the community group Friends of Kirkby Gallery and Prescot Museum.



Knowsley Safari Park Intrepid Explorers

One for the kids!

Knowsley Safari Park's Intrepid Explorers is a fun, exciting programme for 8-10 year olds with a passion for animals and wildlife.

Explore nature and how to look after it, through a range of different games, crafts and messy activities.

For children ages 8-10 years

Each day runs from 9:00am – 3:30pm

10 places per session

DATES:

Monday 24th July - Friday 28th July 2023
Monday 31st July - Friday 4th August 2023
Monday 7th August - Friday 11th August 2023
Monday 14th August - Friday 18th August 2023
Monday 21st August - Friday 25th August 2023



FIRE SAFETY

Here are some helpful fire safety tips to help you through the spring and summer months.

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.



Your feedback matters

As a Livv customer, you will know what it is like to live in our homes and have first-hand experience of the services we provide.

Customer engagement is about you telling us how we are doing and helping us to get it right.

We value, listen to and act on the views of our customers. By providing feedback, and getting involved to share your thoughts and ideas you can:

- ▶ Help us to understand what our customers need
- ▶ Influence decisions that affect you and your home
- ▶ Make your area a better place to live
- ▶ Develop your own skills, experience, and knowledge
- ▶ Help us provide better quality homes and services

It's simple really, if you want to be involved in helping us improve, then you can!

There are loads of ways to get involved and make a difference – regardless of the time you have or the commitment you can give.

You can:

- ▶ Reply to the texts you'll get after receiving a service, such as a repair
- ▶ Join our Customer Voice Panel – to receive and complete quick surveys by email
- ▶ Join our Quality Improvement Panel (the QulP)
- ▶ Chat to us at customer events and discussions groups

To join the Customer Voice Panel or QulP call us, or email customervoice@livvhousinggroup.com

Customer Engagement – Making the Difference

Recently customers provided feedback, completed surveys, and chatted to us about their experiences of anti-social behaviour. We found out so much and this has helped us to:

- ▶ Improve our communication with customers
- ▶ Make sure a specialist adviser helps customers when they report anti-social behaviour
- ▶ Change our processes so that we catch up weekly with customers with open anti-social behaviour cases
- ▶ Check fully with customers before a case is closed
- ▶ Complete satisfaction surveys with customers on the closure of individual cases

Thanks to all our customers who helped us. Your feedback, and involvement has made a real difference to how we deliver our services!




KEEPING YOUR COMMUNITY TIDY

Our customer panel have been out and about with us over the last few months looking at our communal areas and speaking to customers about how to reduce litter in the areas they live in.

Together, we've had lots of ideas about what improvements can be made, but we really need your help to keep our communities clean. We've come up with some top tips to reduce litter in your area:

- ▶ Please don't dump any unwanted items in public areas, take them to the local tip.
- ▶ Clear up after your pets and please keep them on a lead.
- ▶ If you live in a flat or apartment, please store personal items such as bikes, prams and mobility scooters in your home, and not in communal areas.
- ▶ Put your cigarette butts out and then place them in the bin.



We want to make your communities nice places to live so do your bit to keep them clean.





The truth ABOUT RECYCLING

There are so many myths about how recycling works, it's tricky to figure out what you should and shouldn't do. To help we've busted 5 of the biggest myths going round. How many of these answers surprised you?

1 There's no point in recycling, it just goes to landfill.

Not true. A lot of rubbish sent for recycling is sorted here in the UK. Some is then sent abroad to help make new products like your drinks bottles. By recycling, you're not only helping the environment, you're also helping cut costs. It's cheaper to process recyclables than other rubbish. This saves money which can be spent on other council services people need.

2 Recycling uses more energy than it saves.

Not true. If you make items from scratch, it will use much more energy. 95% less energy is needed to make a drinks can when you use recycled aluminium!

3 Washing out your recyclables is a waste of water.

Not true. Washing things before you put them in the bin stops all your recycling becoming contaminated. To help save water, use your old washing up water or, if there's space, pop them in your dishwasher.

4 The triangle icon means something is recyclable.

Not true. We've all looked at the packaging to see if something is recyclable and come across a small green circle icon with interlocking arrows. It turns out this doesn't mean you can recycle it, it just means the company who makes the product has made a donation to help with recycling. If something is recyclable it will say it on there.

5 Supermarkets aren't doing much to reduce packaging.

Not true. Most of the big supermarkets are doing something with their packaging to make it more recyclable and to reduce their impact on the environment. It's also helping to increase the shelf life of some food too.





Buy fruit and veg from the Queen of Greens

The Queen of Greens bus brings affordable fresh fruit and vegetables to communities across Liverpool and Knowsley. We've arranged for the bus to stop off at several of our schemes along the way to make it easier for customers to access the service.

Bus schedule

The Queen of Greens bus will be stopping at the following locations each week:

Tuesday	Wednesday	Thursday
Crawford Gardens 10:45am – 11:15am	Woolton Views 12:45pm – 1:30pm	Quarry Green 11:45am – 12:30pm

You can pay with cash or card, and Healthy Start cards and Alexandra Rose vouchers are also accepted at all stops.

Visit our website to find the full bus schedule.



The **KNOWSLEY OFFER**

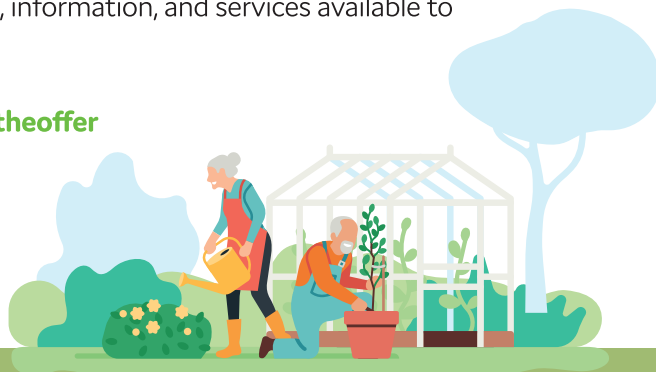


Last year, Knowsley Council were out and about across the Borough, speaking to thousands of residents to find out their views on a range of issues from housing to employment, town centres to green spaces, and more.

Many people commented on how much they like living here in Knowsley, how good local facilities are and how much people feel part of supportive local communities. Importantly, people were also given an opportunity to provide feedback on the help, support and advice that they would find helpful.

Using the feedback from this consultation, the Council and the Knowsley Better Together partners including Livv Housing Group, have developed "The Knowsley Offer" – this sets out the package of support, information, and services available to residents, not in the future but "right now".

Visit www.knowsleybettertogether.co.uk/theoffer to find out more.



If you want to vote in May, you will need photo ID

The
Electoral
Commission

This year, the Government has introduced a new legal requirement that anyone wanting to vote in person at a Polling Station on 4 May MUST show photographic identification (ID).

This could include a passport or photocard driver's licence. Some (but not all) concessionary travel passes such as an older person's bus pass will also be allowed but you will need to check in advance to ensure you have an acceptable form of ID.

Anyone who does not have one of the accepted forms of photographic ID can apply for a free Voter Identification Document before 5pm on Tuesday 25 April 2023. You can request this by visiting www.electoralcommission.org.uk/voterID.

If you need any help or support, please contact the Knowsley Elections Team on **0151 443 2222**.



Where to find help and support

There is a huge amount of information and advice for residents available online. When looking for information about your local area there are lots of trusted and reliable sources for you to use. Everything from the latest news in Knowsley to where to go for help and support.

Here are some suggestions:

For help and support around the cost of living crisis, visit www.knowsleynews.co.uk/cost-of-living-support or call the cost of living helpline on **0151 443 3300**.

To report a repair needed to your property, find additional support or pay your rent, visit www.livvhousinggroup.com

To find out about Council services and support, pay a bill or access benefit advice, visit www.knowsley.gov.uk

To view the Knowsley Offer and see the package of support and information available to residents in Knowsley right now, visit www.knowsleybettertogether.co.uk/theoffer

For latest news and updates from across Knowsley, visit www.knowsleynews.co.uk

For information about events and cultural activities in Knowsley, visit www.cultureknowsley.co.uk

If you, a family member or friend, want to get online or improve your digital skills, there is help and support available in Knowsley. All Knowsley's libraries provide FREE access to PCs and WiFi and have 'Digital Buddies' on hand to help you get online. Call **0151 443 3734** to check the opening times of your local library.

In addition, Knowsley FACE (Family And Community Education) offer free digital drop in sessions at a range of locations across the Borough. If you would like to find out more, ring **0151 443 5389**.

Crime prevention advice, including how to report a crime, can be found at www.merseyside.police.uk or you can report a crime (non-urgent) by calling **101** or call Crimestoppers anonymously on **0800 555 111**. Dial **999** in an emergency.



Knowsley Council



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

Call 07935 572224
to book an appointment

**BOTH
ARE NOW
OPEN
TO THE
PUBLIC!**

Out in the community...

Customers at Eaton Street had an egg-celent time at their Easter party. Tucking into fish and chips before an afternoon of fun – there was a raffle, bingo and of course, an Easter bonnet competition!



The Fairhaven Residents Association ran regular warm hubs over the winter months to ensure everyone living there had access to hot meals. A brilliant initiative whilst giving them the opportunity to get together.



The NHS Living Well bus recently visited customers in Kirkby, Huyton and Halewood who jumped on board for a free health check.

Every Wednesday is 'Walkabout Wednesday', where we work together with Merseyside Police to keep you safe in your homes. This time we were joined by Merseyside Fire and Rescue Service too.



Want to be featured?

Living magazine is for you and we want to showcase all the lovely things that you're doing. Whether it's a personal achievement, a group activity or a community event that you're running – we want to hear all about it.

Simply drop us an email and tell us what you're up to. We might even be able to come along to get some photos!

Email us marketing@livhousinggroup.com



Livv Housing Group's pathway to employment

We have a full package of support to help our customers progress towards employment, regardless of where you are up to in your job seeking journey. Whether you're recently unemployed and looking to get straight back into work or maybe you have been out of work for a long time and don't know where to begin; we're here to help.

We have a range of different support services & employment related projects that you can access for free as a customer.

Future Skills Project



Our Future Skills project offers you short, sector specific courses, where you will gain industry knowledge and qualifications to help you enter into employment, or to help you progress into a more stable career. This project is ideal for those customers who need upskilling in their chosen career or need help identifying local employment opportunities. We currently have two pathways open to customers: Construction & Health & Social Care.

The Future Skills project combines:

- ▶ employability skills training
- ▶ sector specific accredited qualifications including CSCS cards, Mental Health First Aid & Physical First Aid
- ▶ employer interactions, including work experience and site visits
- ▶ guaranteed progression interviews for successful completers of the programme

The project works with a pipeline of employers who have live vacancies that you can apply for in construction, health and social care and the NHS.

Flexible Fund



Our Flexible Fund has been set up to help remove some of the financial barriers you may face when starting a new job. We know that making the change from benefits into a paid job can be scary for some of you, who may not be able to afford the costs of starting a new job, such as the travel to get to and from work, or even to buy and new work clothing.

This fund is available to our customers who have been through one of our projects or are working with our Advisory Services and have just been offered a new job. We can provide vouchers to customers to purchase new clothing for work or we can provide a month-long travel pass to help get you to and from work until your first pay day.

Give Get Go Project



Our Give Get Go project is another employment focussed project which is aimed at supporting customers who have been unemployed for a long time, who may be lacking any recent work experience or may have low levels of confidence & self-esteem, which is getting in the way of you thinking about moving into employment.

The project is delivered one day per week over ten weeks and will take place in local community centres in the heart of our neighbourhoods. During the 10 weeks training, you'll cover a range of different topics which should leave you in a better place to be able to think about progressing into employment by the end of the project. Examples of some of the topics covered include the following:

- ▶ **HAPPIER YOU** (Mindset) Developing a more positive mindset, optimism, motivation
- ▶ **CALMER YOU** (Self-regulation) Understanding stress, mindfulness, meditation, breath work
- ▶ **STRESS AND ANXIETY MANAGEMENT** looking at the impact of stress, triggers, and techniques to better self-regulate
- ▶ **HIDDEN JOBS MARKET** how to improve your job search success rate

Alongside this training, people taking part in the project will also be given their own mentor who can meet with you one to one each week to set personal goals and discuss any personal issues or barriers that you may have. There will also be the option to take part in some volunteering at different places across the city region including Knowsley Safari Park, Bowring Park, Speke Hall and the University of Liverpool.

If you would like to find out more about any of the projects above, would like to book a place on one of these projects, or are just looking for some general help & support around getting a job, then get in touch with our Employment & Life Skills Advisory Service today by emailing advisory@livvhousinggroup.com or give us a call on 0151 290 7000



Let's talk.

Doing an annual survey of customers used to be a regulatory requirement. That went away some years ago but doing something because someone tells us it's important is the wrong reason to do it. We're doing this because we want to talk to our customers and hear how we're doing. We can celebrate what we're doing well and focus on improvement where it's needed. Over the past few weeks, we've been asking everyone who lives in a Livv home what they think about us.

Getting an impartial view is really important, so we've commissioned a research agency called TLF Research to design and carry out the survey. We want to know what customers are happy and unhappy about so that we can take action to be the best we can be.

The people who enforce the rules have new powers which will include a focus on measuring how all landlords are doing against a set of 22 measures. These are called the 'Tenant Satisfaction Measures', which all landlords will have to report annually from April 2024. We're taking this opportunity to get an idea of where we are so that we're ahead of the game and on with making improvements that our customers need.

TLF Research have been contacting customers throughout March via email, telephone and post to ensure that everyone has the opportunity to take part if they want to. We'll have the first set of results by the end of April. Once we've had chance to digest what we get back we'll be sharing with our customers and colleagues as you'll need to be part of what we do going forward.



RIGHT TO BUY

Did you know you may have the right to buy your property?

Were you a tenant with Knowsley council when the transfer happened to Livv in 2002?

If so, you may have the right to buy.

For more information go to:

<https://www.ownyourhome.gov.uk/scheme/right-to-buy/>

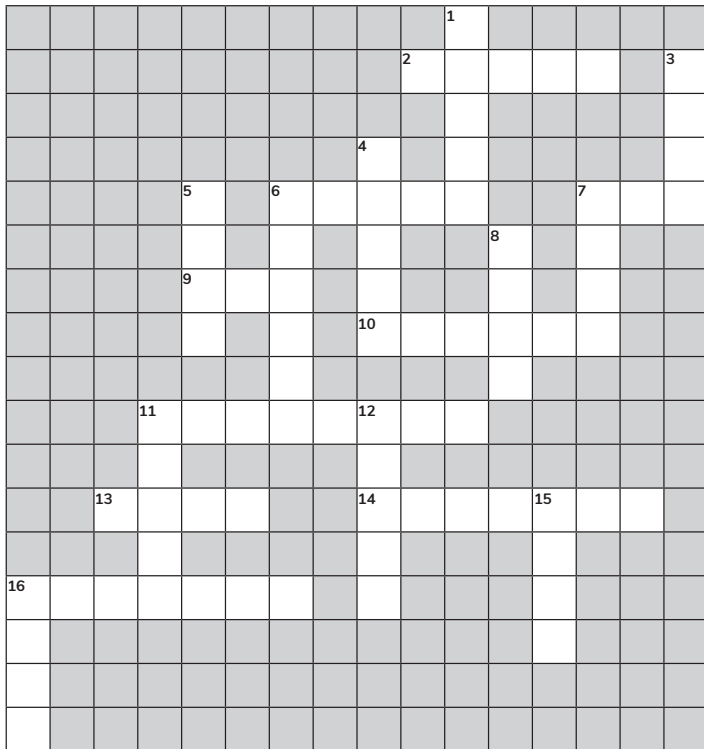
or contact us on:

rtbleasehold@livvhousinggroup.com



Competition time

Crossword puzzle



Instructions: Complete the crossword puzzle by filling in the Spring words that fit the clues.

Across

2. Month spring often begins
6. Process of being born
7. Earth turns soft by wetting
9. Water in a frozen state
10. Grow as a shoot or bud
11. Played with a bat and ball
13. Neither warm nor very cold
14. Coloured arch in sky
16. Emitting moderate heat

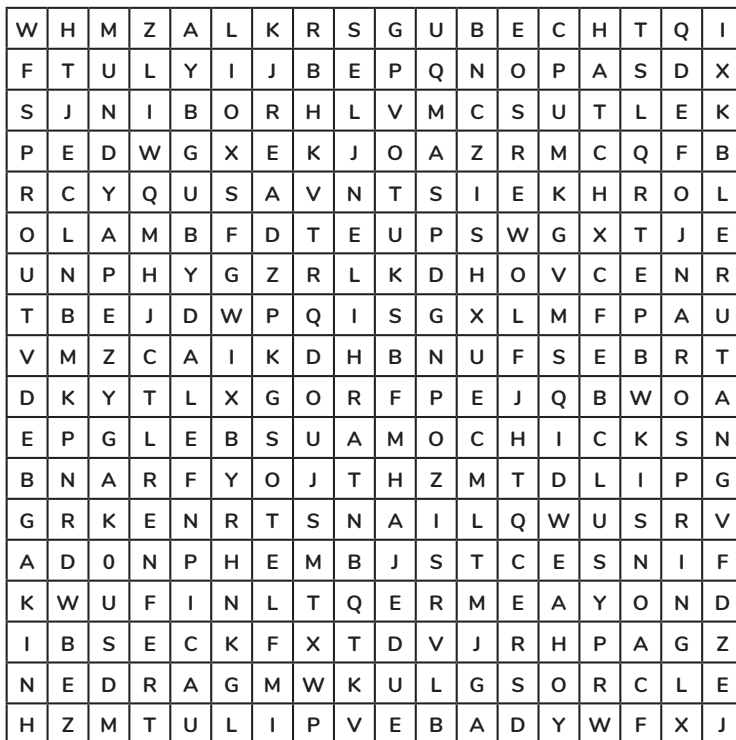
Down

1. Emerge from a egg
3. Put in ground to grow
4. Lawn growth
5. Water from the sky
6. Light or gentle wind
7. Change from a solid to liquid
8. Get larger by development
11. Produce flowers
12. Fourth month of year
15. Grows under ground
16. Movement of air

Win £50 in Amazon vouchers!

To enter the competition simply take a photo of the completed word search and send to marketing@livhousinggroup.com
 One winner will be selected, entries to be received by 5pm on June 30 2023.

Spring word search



Find the words: BIRDS, BLOSSOM, BUGS, BUNNY, BUTTERFLY, CALF, CATERPILLAR, CHICKS, FLOWERS, FROG, GARDEN, GRASS, HATCH, INSECTS, LADYBUG, LAMB, NATURE, NEST, RABBIT, ROBIN, SNAIL, SPRING, SPROUT, TULIP, WORM

Colour me in



What has to be broken before you can use it?

Answer: An egg