

# THE INFORMED

Autumn 2020



Sapphire  
Independent  
Housing

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If you'd like to be featured in the next issue, please write to us at [theinformed@sih.org](mailto:theinformed@sih.org)



### Your Wellbeing is Our Priority

We are approaching the end of 2020; it's been a challenging year and we will continue to face these challenges going into next year. The pandemic has caused isolation, suffering, loss and uncertainty.

Sapphire Independent Housing have adapted our ways of working, adjusted our services and availability, and continue to look for new ways of providing a good, support service to our residents.

Your wellbeing remains a priority and we continue to **put the needs of our residents first**. Your views and opinions are important to us, and we want to find out how we can best support you during this difficult time. We welcome your feedback and insight into the service we are providing.

Soon, we will be sending out a Wellbeing Questionnaire to all residents to help us understand what is most important to you. We encourage all residents to take a few minutes to complete the questionnaire. If you need support to do this, your keyworker or housing officer can help. If for any reason you think you will struggle to fill in the questionnaire i.e. English is not your first language, or you have a disability, please speak to your keyworker or housing officer and we will look at ways to make the questionnaire more accessible.

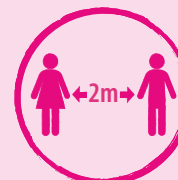
### Three simple actions we must all do to protect each other



Wash your hands regularly for 20 seconds



Wear a face covering in enclosed spaces



Stay at least 2m apart, or 1m with a face covering or other precautions i.e. in a well ventilated room

# COVID-19 Update for Sapphire Residents

Latest guidance as of 13 October 2020

## The Furlough Scheme is ending. The Job Support Scheme is beginning



The Government backed furlough scheme is due to end on 31st October 2020. The furlough scheme was introduced to support businesses to pay their employees when they were unable to work due to the pandemic. The Government will pay 60% of wages for employees who are on furlough and the employers are required to pay the national insurance contributions, pension contributions and 20% of employee wages to bring the employees wage to 80% until the furlough scheme ends on 31st October 2020.

While furlough covered the wages of employees who couldn't work at all, the expanded Job Support Scheme is designed to help employees who are working, but under reduced hours; and employees who cannot work because the company they works for is legally required to shut for some period over winter as part of local or national lockdown restrictions (tier three areas). The expanded Job Support Scheme will run for six months from 1st November 2020 with a review expected in January 2021.

To be eligible, employees must work for at least one-third of their normal hours. The government and employer will each pay one-third of the hours not worked and the employee would get at least 77% of their pay. For employees in tier three areas who are unable to work due to lockdown restrictions, employees must be off work for a minimum of seven consecutive days, and the government will pay two thirds of each employees' salary (or 67%) while the restrictions are in place.

Information about the furlough scheme and the job support scheme is available on the [Gov.uk](https://www.gov.uk) website. This is the most up to date information on 13 October 2020.

If you will be impacted financially by the furlough scheme ending, please speak to your keyworker or housing officer for support and advice.

## Seeing family and friends



If you plan to see family or friends you do not live with, or who are not in your support bubble you should follow these guidelines:

1. Meet in groups of 6 people (including you) or less.
2. Follow social distance guidance, staying 2 meters apart, or a minimum of 1 meter with face coverings, in outdoor spaces, or in well ventilated spaces.
3. Limit the number of different people you see in a short period of time.
4. Meet people outdoors wherever possible.

From 14 September, Government guidance states it is against the law to meet in groups of more than 6 people outside your household or support bubble. There are exceptions where groups can be larger than 6 people. Please visit the [Gov.uk](https://www.gov.uk) website for a full list of the exceptions to the Rule of 6.

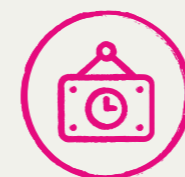
## Support Bubbles



A 'Support Bubble' is a close support network between a household with only one adult in the home (known as a single-adult household) and one other household of any size.

You and the people you live with form one household.

If you are a single adult and you live alone, you can form a support bubble with one other household of any size; you can then interact and have close contact with that household as if they were members of your own household.



## Head Office opening times

The Government advises any 'office workers who can work effectively from home should do so over the winter' to help contain the virus. Our Head Office building will remain closed and staff will continue to work remotely. Limited staff will be in the building on Friday's to attend office administrative tasks and urgent pre-booked meetings where these meetings cannot be carried out over the phone or via video call. All visitors to our buildings must wear a face covering unless they are exempt.

## DAY TRIP TO THE BRITISH MUSEUM

Bekim, one of our residents, recently visited the British Museum and had a wonderful day. Here's what he said:

"I want to thank the British Museum for providing us with tickets to experience something extraordinary today. It felt super great to be there – my sense of creativity was escalating, and it was immensely inspiring. To be honest, I was overwhelmed by the surroundings. Unfortunately, I couldn't see all the sectors in the museum, but it was more than enough. I particularly liked the Egyptian sarcophagus. We took our time to navigate around, it was like a maze, but finally we did with big grins on our faces. Thank you very much. Bekim"



We love hearing about your day trips, and seeing your art-work! If you'd like to feature in the next newsletter, please get in touch with Megan at [residentinvolvement@sih.org](mailto:residentinvolvement@sih.org)

## SHANNAN'S SKETCHES



My name is Shannan and I love to draw. I like to draw cartoon style drawings mostly Disney and Marvel. I got into drawing at a young age as a way of coping with my anxiety. I found it helped me calm myself down and to forget about things playing on my mind for a while.

During lockdown I struggled quite a bit, so I started drawing again if not more, I created a lockdown sketch book where I documented my images and uploaded them to TikTok to show them off.



# HOW ARE WE DOING?



## SAPPHIRE'S RESIDENT SATISFACTION LEVELS

for 1st July 2020 – 30th September 2020

### SATISFACTION



Overall satisfaction with Sapphire's services

**Target 93%**  
**Actual 100%**

### COMPLAINTS



Complaints responded to on time

**Target 98%**  
**Actual 100%**

### REPAIRS



Responsive repairs completed on time

**Target 97%**  
**Actual 92%**

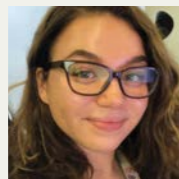
Due to COVID-19 we had to adapt our repairs and maintenance service to keep staff, residents and external contractors safe, this led to some short delays to carrying out repairs.

Fourteen complaints were received, and all were responded to on time and within the temporary complaint's response timescales.

## Patrick Earl Francis, Conway House Resident interviewing Esie Jordan, Trainee Project Worker



Patrick Earl Francis



Esie Jordan

- P** What motivated you to become a Keyworker, and did such motivation come from personal experience or observation?
- E** First and foremost, I observed the women in my family making a difference working with people in supportive and advocating roles. This was my underlying motivation. I realised I wouldn't enjoy having a career where I wasn't trying to make a difference. My motivation stems from wanting to support people make a difference in their own lives.
- P** I like how you mention making a difference.
- P** What is the most rewarding aspect of what you do? Is it a sense of pride or accomplishment, knowing that the help that you facilitate with vulnerable people will help them transition into society?
- E** I don't think I do it for 'self-pride' – what motivates me is being in a position to support someone to help themselves. It's massively rewarding when people have set goals and meet them, however big or small the goal is.

- P** When you see a person's journey from starting at Conway House to the end of their journey, how does that make you feel?
- E** Hmm...let me visualise this! When a resident and I have worked together, it's a mutual accomplishment. We've worked together to achieve this. But mostly it makes me proud and happy for them.
- P** So, it's fair to say you truly enjoy working with a person to advance in a positive way?
- E** Yes. It's breaking down those barriers that everyone faces and accomplishing the full potential that we can all reach.
- P** What advice would you give to someone who wants to enter the field of being a caseworker, advice or guidance counsellor.
- E** I would say, utilise personal experience that we have. Many of us have experienced things that we can take and learn from and use that experience in a positive way. Be an expert from your own experience. Also, I'd say put yourself out there. Volunteering, making connections and talking to new people. It's been very helpful for me.
- P** In 10 years where do you see yourself?
- E** In 10 years, I'd like to facilitate projects that support people from all walks of life. I'm particularly interested in refugee and migrant support. Something to do with housing, rehabilitation

## REPAIRS SERVICE AND, HEALTH AND SAFETY WORKS

You may know from the latest Government and news updates that coronavirus cases in England have increased, and new guidance has been introduced. With this latest guidance in mind, our Repairs and Compliance team will continue to prioritise essential emergency and urgent repairs, and health and safety works. Each routine repair will be individually considered and some may be postponed for a short while.

Examples of the emergency repairs and health and safety works we will be responding to include repairs needed to ensure resident safety, security and health; hygiene issues, e.g. burst pipes/tank; gas leaks and gas safety inspections; complete failure of electricity supply; and loss of heating.

If you report an emergency repair you will be asked if you or anyone in your household is displaying any symptoms of coronavirus and have you been asked to self-isolate. Symptoms include high temperature, a new, continuous cough, or a loss, or change to your sense of smell or taste.

## LOOK OUT FOR EVENTS HAPPENING THIS AUTUMN



**ADHD Awareness Month**  
**1st – 31st October 2020**

Attention deficit hyperactivity disorder is a condition that affects behaviour and is commonly diagnosed in children aged 6 – 12 years old. Many adults continue to experience problems including anxiety and sleep disorders. As with many conditions, there are many myths about ADHD.

### Do you know if these are myths or facts?

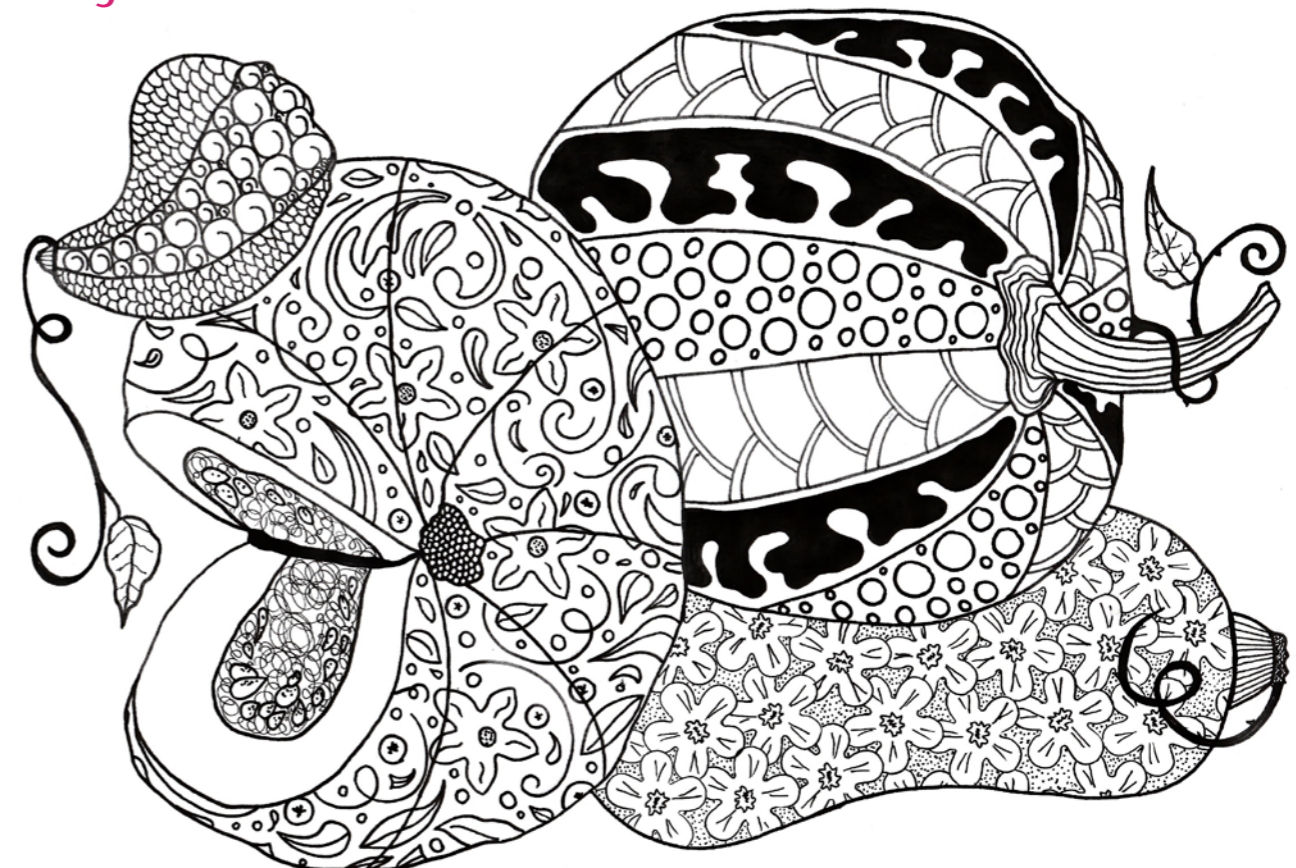
- People with ADHD just can't concentrate – *myth or fact?*
- Only boys have ADHD – *myth or fact?*
- All children grow out of ADHD – *myth or fact?*
- ADHD meds are addictive – *myth or fact?*

Find the answers, stories, memes and resources by visiting the **ADHD Awareness website:**  
<https://adhdawarenessmonth.org/myths-vs-facts/>

For more info about ADHD, see the **NHS website:**  
<https://www.nhs.uk/conditions/attention-deficit-hyperactivity-disorder-adhd/>

Answers: (1) Myth; (2) Myth; (3) Myth; (4) Myth

## Colouring corner





## Breast Cancer Awareness Month 1st – 31st October 2020

A month to show your support for those affected by breast cancer.

**Q:** Do you know the signs and symptoms of breast cancer, and how to check your breasts?

**A:** It's as simple as **TLC: Touch Look Check**. Check the whole breast area, including your upper chest and armpits. For more information visit: <https://breastcancernow.org/get-involved/breast-cancer-awareness-month>



## International Men's Day 19th November 2020

A day to recognise and raise awareness of some of the issues that affect men and boys, including the challenges faced by those marginalised in society (for instance, homeless men and boys in care); the high male suicide rate; the negative portrayal of men, boys and fathers. This year's themes include:

- Making a positive difference to the wellbeing and lives of men and boys
- Promoting a positive conversation about men, manhood and masculinity

For more information visit: <https://ukmensday.org.uk/>



## Anti-Bullying Week 16th – 20th November 2020

Bullying doesn't just affect children, it affects adults too, and it can have a massive impact on a person's life.

**#ChooseKindness** and stand up to bullying. Choose kindness and you can help others feel happy and confident. Choose kindness because acts of kindness make us feel happier and you never know what someone else is going through. For support and advice visit: <https://www.bullying.co.uk/> If you've been affected by bullying or if you are being bullied you can speak to your keyworker or housing officer, as well as family, friends and your GP.



## 16 Days of Action Against Domestic Violence 25th November – 10th December 2020.

The movement began in 1991 and is aimed at supporting businesses to take action against domestic abuse and violence. Each day of the campaign, businesses will choose a different theme to explore, and promote awareness of domestic violence and its various forms.

Recently, two of our residents witnessed a serious domestic violence incident taking place near their home. With the support of each other, they felt able to report what they witnessed to the Police. Their actions were brave and meant the Police were able to intervene.

Witnessing domestic violence is frightening, you can feel overwhelmed and be unsure how you can help.

There is support available, if you see, hear, or are concerned about someone you can speak to your keyworker, housing officer or the staff available at the time of an incident. Support is also available at:

<https://www.nationaldahelpline.org.uk/>

You can call the **National Domestic Abuse Helpline** 24-hours a day, for free and in confidence on **0808 2000 247**.

## Black History Month – the annual celebration of the history, achievements and contributions of black people in the UK



## Black History Month 1st – 31st October 2020

This is a time to celebrate Black culture, heritage and contribution to the UK and throughout the world; a time to remember prominent Black people, their achievements and historical events. There are lots of free local and virtual events taking place to celebrate, remember, and learn. Here are a few:

### Virtual Event: Voices of Black Opera

Documentary and live performance by Juwon Ogungbe on Thursday 29th Oct, 6pm – 6:45pm. Sign up here: <https://www.regentsplace.com/event/voices-black-opera>

### Exhibition: Windrush: Portrait of a Generation

A photo-story by Jim Grover at Brixton Library. Book your free slot to view the exhibition by calling: 020 7926 1058

### Walking Tour: Black History Month Guided Tour

Walk(s) will take place on Sunday 25th October 2020. Book a slot on Eventbrite (see below)

### Online Event: Black History: Coming Home

Celebrating our Ancestors 25th October 2020. Register for free on Eventbrite.

To book or register for Eventbrite events:

<https://www.eventbrite.co.uk/d/united-kingdom-london/black-history-month/>

For more virtual and local events visit:

<https://www.blackhistorymonth.org.uk/listings/>

This poem, written by Sapphire resident Allie Smith celebrates Black History Month. To find out more about Maya Angelou, visit: <https://www.mayaangelou.com/biography/>

## Black History Month Echoes

Poem by Allie Smith

The Black people's history is noted In Britain in every October as an event To promote, educate, and show the achievements, Experiences, confidences, and awareness of The black African and Caribbean people; Originating from 1926 when Carter G Woodson Became as editor of the Journal of Negro History That established African Caribbean celebrations In America, where the Black history month Is also an event that takes place in every February; And so this is now commonly known as The black history month, disseminating Information on positive Black contributions In our cultural heritage herein and making Our civic consort of our community To continue to promote our arts and cultures About since Black people form part of Britain.

Look! Maya Angelou, born April 4 1928, Traumatized by a sexual assault at the age Of eight; she became the first Black cable car Conductor in San Francisco, gaining The job so as to support herself and her son; She met with Martin Luther King and Malcom X; She lived in Egypt and Ghana; and She had special friendship with Oprah. These are the Black history month ingredients, And so Mandela put the great Black history herein.

Please check the notice boards in your scheme for information on events happening this autumn.

## Send in your colouring and tell us what you think of your newsletter!

If you would like your colouring to feature in the next issue of The Informed, please cut out this section and give it to your housing officer or key worker. We'd love to know what you think of The Informed, if there's anything you'd like to see featured, or to have more information on. If you'd like to keep your colouring, you can also send in your answers by email to [theinformed@sih.org](mailto:theinformed@sih.org)

Do you enjoy receiving The Informed newsletter?  Do you read it?

What would you like to see more of in the newsletter?

Are you interested in writing an article for the newsletter?   
If so, please email [theinformed@sih.org](mailto:theinformed@sih.org) or speak to your housing officer or keyworker.

Have you ever visited the Sapphire website, [www.sih.org](http://www.sih.org)?

Do you know how to log onto the residents section of the Sapphire website?

Do you read any of the publications, such as The Informed, on the Sapphire website?

What could we do to make The Informed better?

Thank you!

# CONTACT US

*The Informed* is a quarterly publication.

Our next issue will be out in December 2020. Please send any comments, questions and story ideas to:

[TheInformed@sih.org](mailto:TheInformed@sih.org)

For a PDF version or any previous issues of *The Informed* please visit the Residents' section of our website [www.sih.org](http://www.sih.org) and click on publications.

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[#improvinglives](#) [#valuingpeople](#)

If you would like this publication in large print please contact Megan Smiley on 020 7485 8889



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IN PEOPLE | Gold

## DON'T FORGET

Head Office is closed until further notice due to the Coronavirus pandemic.

If you would like to contact us during working hours (Mon – Fri, 9am – 5pm), please call our head office number **020 7485 8889**.

If you have any emergency repairs please contact the out-of-hours number on **020 7372 6633**. Normal procedures will resume as soon as possible.

### GENERAL ENQUIRES

#### Head office

1 Holmes Road,  
Kentish Town,  
London, NW5 3AA  
Tel: 020 7485 8889  
Email: [info@sih.org](mailto:info@sih.org)  
[www.sih.org](http://www.sih.org)

### SUPPORTED SCHEMES

#### Bethany House

13 Lloyd Square,  
London, WC1X 9AR  
Tel: 020 7837 3420

#### Conway House

18-22 Quex Road,  
Kilburn, NW6 4PL  
Tel: 020 7372 6633

#### Hepburn Court

Brookside,  
Gowar Field,  
South Mimms,  
Hertfordshire,  
EN6 3QE  
Tel: 01707 662 667

#### Townsend House

135 Aycliffe Road,  
Borehamwood,  
Hertfordshire,  
WD6 4HA  
Tel: 020 8207 1562

### GENERAL NEEDS SCHEMES

#### Caulfield Court

Baynes Street,  
London, NW1 0TZ

#### College Yard

9 College Yard,  
London, NW5 1NX

#### Dunne Mews

57 Leighton Road,  
London, NW5 2QH

#### Forde House

129 Queens Crescent,  
London, NW5 4HE

#### Hackett House

12 Kingsgate Road,  
Kilburn, NW6 4TB  
Tel: 020 7692 7285

#### Highgate Road

54/56 Highgate Road,  
London, NW5 1NU

#### St Eugene Court

82 Salusbury Road,  
London, NW6 6PA

#### Tara Lodge

Mutrix Road,  
London, NW6 4BF