

SPRING 2024

gateway news



Hello & Welcome

Welcome to the Spring edition of Gateway News.

This is the first issue since I was appointed Chair of Community Gateway Board late last year, so it's my opportunity to say hello, introduce myself and outline my priorities.

I live in Preston in a Gateway home. I've been involved with Gateway since 2017, when I saw an opportunity to help voice tenants' views, initially through action groups and then on to the tenants' committee,

Gateway Central. I chaired Gateway Central for about a year before being appointed to the Board in 2019.

I'm delighted that members have trusted in me to remain on the Board and am looking forward to meeting lots of you during my time. I am committed to ensuring the tenant voice is heard at the highest level in the organisation.

Enjoy reading this packed edition of Gateway News, and I wish you all well.

Phil Parramore
Chair of the Board



Get to
know Phil
on pages
4-5





Welcome to another jam-packed issue of Gateway News.

I'd like to start off by officially welcoming CGA's new Chair, Phil Parramore. Phil took over from our previous Chair, David, towards the end of last year and is settling into his new role well. While Phil is new to the role of Chair, he isn't new to Gateway, having been an involved tenant for many years. Phil is passionate about making sure that the tenant voice

continues to be heard in the boardroom and I look forward to working closely with him, and the wider Board, to make sure that CGA continues to be a great landlord.

This month, I'm delighted to launch our new Corporate Plan, outlining our priorities and what we're looking to achieve over the next few years. Alongside this new Corporate Plan, we've also launched our new Vision, a Vision that continues to put our tenants, the homes they live in, and the services they receive, at the centre of everything we do. You can read more about this on pages 8 and 9.

Before signing off I'd like to draw your attention to the article on page 18 that provides information on our Gateway2You programme. Over the coming months, colleagues from CGA will be out and about in all our communities so please do make a note of the date when we're nearby and pop along to see us. Hopefully, I'll see you there.

Rob Wakefield
Chief Executive

If you have any comments or views about Gateway News please forward them to communications@communitygateway.co.uk

Q&A with Phil Parramore



Tell us a little bit about your background and life outside CGA

I live with my partner and her son on the Brookfield Estate in Preston. We have five adult children between us and one grandson. Workwise, I'm a Business Coach supporting businesses with future planning and effectiveness. I have a keen interest in strategies and solutions for how society will reduce carbon, be kinder to the environment and ultimately help save the planet.

I volunteer for The Swallows Head and Neck Cancer charity, particularly around

income generation, helping provide essential support to patients, carers and their families.

I enjoy walking in our beautiful countryside and the occasional weekend break. I exercise a little – perhaps not as much as I should! – I'll try and do better this year.

What are the main functions of CGA's Board?

The Board exists to hold the Executive Team to account, considering proposals, policies and performance across a wide range of service areas. We review, support and challenge proposals to make sure they

align with Gateway's Corporate Plan and provide the excellent value for money and strong governance that tenants, The Regulator of Social Housing and other parties demand. As a Gateway organisation, it's vital that the Board is always assured that tenants' voices are heard on a wide range of matters.





What would you like to achieve as Chair? What are your priorities?

Tenant involvement activities have been a great opportunity to test out my skills in a social housing environment. While I've been on the Board, we've provided support and challenge to the Executive Team in their response to recent challenges, such as Brexit, Covid 19, the ever-present impact of inflation, and damp, mould and condensation, especially in light of recent stories in the media. We mustn't believe that all the challenges related to these events have been and gone and I speak regularly with the Executive Team to make sure that input from tenants is gathered and listened to.

I also have a key responsibility to make sure that the Board is made up of people from diverse backgrounds and skills, to ensure that it remains effective. I've also been and continue to be involved in helping to shape the new long-term Corporate Plan which becomes operational from April.

What are you looking forward to in your time as Chair?

Gateway doesn't always get everything right, so I'm proud to support the new customer service training that all staff have recently received. Additionally, I'm looking forward to supporting the introduction of the new Corporate Plan, tracking how it's implemented and supporting Gateway to

continue with its strong record of achievement.

In December last year we achieved the highest possible grading for governance and financial viability from The Regulator of Social Housing, and it's our aim to retain that.

Local, national, and global challenges continue to test us all. I hope that in my time as Chair we continue to ensure that Gateway teams consistently deliver value for money, great service and support for all tenants and residents... because 'Every Customer Matters'.

Tenant Voice

At Community Gateway, we encourage all tenants to have their say about the way we deliver our services. By listening to your views and acting on them we can continually improve our services.

In Autumn last year over 1,200 of you shared your views through our Tenant Satisfaction survey. Our results were good, but we saw a slight decrease from previous surveys, so we are looking at the reasons for this. We're using your feedback to develop and improve our services to increase satisfaction and have already made changes to help us do this.

80.0% of tenants were satisfied with our repairs services in the last 12 months.

We are working with a group of tenant volunteers to undertake a full review of our repairs process.

79.1% of tenants feel safe and secure in their community.

We have delivered several community-based Days of Action so we can understand local issues and work in partnership to resolve problems. For example, in the City Centre tenants told us that disused benches were a focus for criminal activity, so we removed the benches, and as a result this reduced reports of anti-social behaviour in the area.

80.2% of tenants were satisfied that we treat tenants fairly and with respect.

All colleagues have undertaken customer service training to improve our standards of service and ensure we treat people well. We've also provided additional training for our call handlers to improve your experience when you ring us to report a repair.

74.5% of tenants were satisfied that CGA keeps you informed about things that matter.

We have worked with tenants to review our communications, including our website and information leaflets. Our Tenant Talk group help us decide what information goes in Gateway News, as well as how it looks, making sure we keep you informed about the right things and our information is clear and accessible.

66.0% of tenants were satisfied that CGA makes a positive contribution to the neighbourhood.

As a result of this feedback, we have made a clear commitment in our new Corporate Plan to make a difference in our communities. We have launched our Gateway2You sessions and increased the amount of time our teams are working in the heart of our communities to help us better understand local issues that matter to you.

78.7% of tenants were satisfied that CGA provides a safe home.

We are confident your homes are safe and well-maintained, as we carry out regular checks on your gas, electric and property condition to ensure they are in good working order. We have contacted all tenants who reported they were dissatisfied in response to this question to understand why they feel that way and identify any learning.

Find out about all the ways you can have your say by visiting the Tenant Hub.



Introducing our Corporate Plan 2024-2030

We're delighted to launch our new Corporate Plan, which outlines our ambitions and priorities and takes us to 2030.

The plan has been developed based on listening to the views of our tenants, which we've gathered through engagement activities such as The Big Conversation and roadshows, and via the feedback you give us through surveys, your comments, complaints and compliments. We also value and take on board the things you tell us face-to-face when we're in your homes and communities.

The new plan has been approved by our Board and Gateway Central (our tenant committee) and truly reflects the views of our tenants and their communities.

Our Corporate Plan is encapsulated by CGA's new Vision:

**Working together
to provide homes
and communities
our tenants can
be proud of with
services they value
and trust.**



The plan focuses on seven key priorities:

- We will provide great customer service.
- We will provide safe, well-maintained homes.
- We will provide more affordable homes.
- We will make a difference in our communities.
- We will be a great place to work.
- We will manage our business to the highest standards.
- We will create a sustainable future.

To continue to be successful we need to drive change and look for innovative ways of continuing to deliver high-quality services.

Our commitment to working closely with our members, tenants, communities and partners remains at the heart of everything we do - this is what the 'Gateway Model' means in practice and will make sure we deliver our objectives.





Development Update

The Atrium, Ribbleton

Exciting news - our second Extra Care scheme for the over 60s is opening in the Spring. The Atrium, on Miller Road, is surrounded by beautiful gardens and comprises 61 deluxe accessible apartments which have been designed with your independence in mind.

Gateway staff and an on-site care team are on hand to provide the extra support you may need to live in your own home. The Atrium will also have a stylish bistro, hairdressers and a beauty room – everything you need for a comfortable and enjoyable way of life. Check our website for more information or call **0800 953 0213 (option 2)**.

The Weavers, Avondale Drive, Lostock Hall

We're looking forward to being able to offer 50 new family homes in Lostock Hall, the first 12 of which became available in March for shared ownership. The development will also offer 24 homes for affordable rent, due for completion later this year. Every home will benefit from off-road parking and private gardens, as well as landscaped communal areas for everyone to enjoy.





Lambert Road, Ribbleton

We are pleased to announce that we have started work on eight bungalows just off Lambert Road in Ribbleton. The four one-bedroom and four two-bedroom homes are much-needed, offering accessible, one-level accommodation. These energy-efficient, gas-free homes will help reduce fuel bills for tenants and form a key part of our plan to make all our homes more energy efficient by 2030. All homes will feature air-source heat pumps instead of boilers, plus under-floor heating and wet-rooms.

Want to move home?

We currently have a waiting list of people who wish to live in a Gateway property. Whilst we are building new homes, there are simply not enough to meet the demand. This means that sometimes there are long waiting periods before a new home becomes available.

Mutual exchanges can be a way of moving home without the long wait. Two tenants who wish to exchange their homes can be supported to do so. If you would like further information, please call us on **0800 9530213 (option 2)**.

Stories from tenants who've made successful moves

Mr and Mrs W moved into The Watermills in November. Mr W told us:

"It's marvellous. The walk-in shower and wet-room mean my wife can have the bathroom to herself for the first time in a long time. We were all settled in in time for Christmas, and enjoy living close to our son."

The Watermills is our beautiful independent living development for the over 60s in Broughton.

Josh, who had been homeless and sofa-surfing for a while, was moved to tears when he got the keys to his new home, supported by our Allocations Team. He's now settled in and managing to maintain his tenancy.

Couple Sophie and Pete were long-term tenants of CGA who needed to downsize for health reasons. Our teams were able to support their move to an accessible bungalow where they're much happier.

Keeping you **safe**

The feedback you gave us during the Big Conversation told us that you recognise there are only certain actions we can take as a landlord to resolve anti-social behaviour in our communities, and that other organisations have responsibilities too.

One of your priorities was that we continue to work in partnership with other organisations to support the things that matter to you most. We have worked hard this year to get the right support from other agencies to help our tenants, which in turn impacts positively on the surrounding community.

Working in partnership this year we have:

- Arranged joint training for the CGA team and local Police - this helped the police to better understand the legal actions we can take as a landlord. Importantly, it emphasised where we need their support

to help make your communities safer.

- Joined the Police on a night of action that focused on visiting CGA properties where criminal activity was believed to be happening.
- Met with Preston City Council and worked with the Environmental Health Team to agree actions for areas of land that do not belong to CGA but impact on our tenants.
- Attended weekly meetings with Social Workers, Adult Social Care, Domestic Violence agencies and the Police to review how together we can provide ongoing support to those who need it.
- Advocated on behalf of tenants who need specialised support from Mental Health services.

- Completed joint visits to properties with Lancashire Fire and Rescue to give advice on how to keep their homes safe.
- Worked closely with Neighbourhood Policing teams to address anti-social behaviour.

Anti-social behaviour takes many different forms, so it's important that we work hard to understand the individual circumstances to help us make well informed decisions. That might mean providing support, signposting to other agencies or by taking enforcement action. It may sometimes seem that things are taking a long time, but behind the scenes we are working with a host of other agencies towards a successful outcome.

We will continue to make resolving anti-social behaviour and keeping you safe a priority.

Important information about **your rent**

Every year we have to set our rent levels within government guidelines, which set out that rents can be increased by inflation (as measured by September CPI) plus 1%.

The CGA Board has approved a rent increase of 7.7%, which will take effect from 1st April 2024. You will have received a letter in late February/early March with details of your new rent.

We recognise that this will be challenging for

some of you, but we were pleased to hear that almost three quarters of our tenants who responded to a recent survey believe our rents provide value for money.

We are committed to keeping our rents as low as we can, and they remain some of the lowest in the area. Based on the latest information we have, they are on average 9% lower than those of other social housing providers operating locally.

How is your money spent?

The rent rise will help us to continue to deliver important services, including repairs, maintenance and improvements to your home. It also means we can support our teams to tackle anti-social behaviour, help with benefit claims and money worries, keep our communities clean and green as well as building vital new homes.

Help and support

Our Tenancy Support Team is here to help if you need any advice on benefits, budgeting or any other financial concerns. Give them a call on **0800 953 0213 (options 4)** or email tenancysupport@communitygateway.co.uk

We're here to **help**

Our dedicated Tenancy Support Team is here to help you with any benefit queries and can assist you to claim welfare benefit and grants you are eligible for.

The benefits system can sometimes feel complicated, so read on to find out how our team helped one tenant claim back what she was entitled to:

One of our pension-age tenants contacted the Tenancy Support Team asking for help to complete a Housing Benefit Review form. When the Welfare Benefit Advisor visited the customer, the money she was getting paid

didn't add up. Over the course of the next few weeks, the Advisor spoke numerous times with the Department for Work and Pensions. After hours of investigation it was discovered that a technical error had occurred, resulting in the tenant not receiving her correct weekly benefit entitlement. This error had been ongoing for 12 years and the tenant was entitled to backpay of over £55,000, plus payment of the correct benefit amount moving forward.

"It's the biggest ever back date we've had," says the Advisor. She and her family were over the moon."

The Tenancy Support Team offer a tailored benefits service to our tenants and household members. Support and guidance can also be provided relating to other matters you may be struggling with.

If you need help or advice, please contact our Tenancy Support Team on **0800 953 0213 (option 4)** or **tenancysupport@communitygateway.co.uk**





Gateway in the Community

Delivering the events and activities that you tell us you want is at the heart of what we do. We have been out and about in your communities, talking to you and letting you know about the wide range of involvement opportunities we have on offer.

You told us that you were concerned about the increasing costs associated with keeping warm over winter. As a result, we held our Winter Warmer sessions, offering energy and money advice, a free winter warmer pack and air-fryer cookery demos, partnering with Beanstalk Food and

Cookery, and National Energy Action.

Our Community Fund helped Beanstalk to deliver a series of air-fryer cookery classes for families and solo cooks, who received a free air-fryer at the end of the course. A tenant who took part told us

"It did wonders for my mental health. Events like this really help with loneliness. It's been so nice to interact with others socially in a relaxed atmosphere."

We also delivered a project aimed at single male tenants, who've been identified as

isolated and disengaged. Sessions included energy and money advice, cooking classes and mental health and wellbeing support. Tenants have really benefitted from the initiative, making new friends and engaging with our services. Mike told us:

"It's been nice to meet new people and get out. I've really enjoyed the sessions and the extra support has helped a lot. I already have my name down for future courses."

Interested in **getting involved?**

We have a range of different opportunities for you to get involved - there's something for everyone what ever your interests or how much time you have. Here's Paul's story...

Paul is in his late 50s and lives alone - he doesn't use the internet and wasn't aware of the opportunities through Community Gateway to get involved.

We met Paul at one of our pop-up events and told him about a Winter Warmer session that was taking place at Preston Community Hub and he came along. At the session Paul took part in the air-fryer demonstration by Beanstalk and signed up to their solo air-fryer course. He really enjoyed the course and has said that it will encourage him to eat and cook better and he's learnt how to save energy.

"The courses have been a great way to save money," he told us. "Everyone has been so friendly, there's a warm atmosphere and I'd definitely encourage others to join in."



The team continue to gather tenants' views and deliver the activities they want. Here's a taster of what's coming up:

- Upcycling and recycling furniture sessions – helping with the cost of living and learning new skills
- Groundworks Green Doctor support – helping you stay warm and save money by assessing your home's energy efficiency
- More cookery courses from Beanstalk
- Sessions at our Moor Nook Community Allotments
- Hey Girls – female support sessions providing access to free sanitary products and wellbeing advice.
- Our School Uniform Store

There's something for everyone – so come along and #GetInvolved!



We're bringing Gateway2You!

We're excited to let you know that 2024 has seen the launch of Gateway2You – bringing CGA services into the heart of your communities. This initiative is a direct response to tenants telling us they'd like us to be more visible and accessible in our neighbourhoods.

Colleagues from a range of teams will be available to you at regular times in convenient, easily accessed venues right across Preston, Blackpool and South Ribble. They'll be happy to give you advice and support and answer any questions or concerns you may have.

This is your chance to meet our teams in person, so why not check the list below and on our Tenant Hub and come along for a chat at a time and place to suit you? Whether you have a question about a repair, concerns about anti-social behaviour, would like to find out more about getting involved or anything else we can help with, we'd love to see you there!



AREA	LOCATION
Brookfield	Ascension Com
North/South Ribbleton	St Mary Magdal
Moor Nook	Ribbleton Family
Fishwick	Preston Commu
St Matthews	St Matthews Mis
City Centre/Deepdale	City Church Pre
Ashton	Preston West C
Ingol	Ingol Methodist
South Ribble	Alternating venu
Blackpool	Alternating venu



	OCCURENCE	TIME
Community Church	1st Tuesday of each month	10am-12pm
St. Anne Parish Hall	Last Wednesday of each month	1-3pm
Tenant Hub	Last Tuesday of each month	2-4pm
Community Hub	Last Thursday of each month	11am-1pm
Session	3rd Monday of each month	1-3pm
Ston	2nd/3rd Thursday of each month	2-4pm
Childrens Centre	2nd Wednesday of each month	9-11am
Church	1st Friday of each month	11am-1pm
ues	Every other month	-
ues	Every other month	11am-1pm

All sessions are subject to change. Please check dates, times and venues on the Tenant Hub before coming along or give us a call on 0800 953 0213.

INVOLVING YOU

Our Annual General Meeting 2024 will be held on Saturday 14th September at 11am taking place at our main offices Harbour House, Portway (Preston Docks).



This will be a fantastic event for the whole family to enjoy, where Members will look back on at the last year at CGA and look forward to the year ahead which sees the launch of our new Corporate Plan.

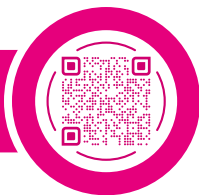
It'll be a great day, and everyone who comes along will be entered into a raffle to win lots of prizes. All tenants are welcome, and you can sign up to become a Member on the day. To register your interest or to find out more information about membership call us on **0800 953 0213** or email get.involved@community.gateway.co.uk. We'd love to see you there!

Become a CGA Member



As the first housing association established using the Gateway Model, we put our tenants at the heart of everything we do.

We offer all tenants the opportunity to become a Member of Community Gateway. As a Member you become a non-financial shareholder which means you can vote on key decisions at our Annual General Meeting and make sure your voice is heard. This opportunity is what sets us apart from nearly all other housing associations and it's a difference we are proud of.



Having a say means not only can you help improve your own home and community, but also those of other tenants.

It's free to join and take part, but membership isn't automatic when you become a tenant – it's up to you to join.

You can become a Member if you are aged 18 or over and you are:

- A tenant or leaseholder of CGA i.e. named as a tenant on the tenancy agreement.
- A spouse/partner/family member living with a CGA tenant as part of their household.






Clean and green neighbourhoods

Spring has sprung and our GreenCare team are out and about in your communities carrying out grass cutting, seeding and general maintenance to make sure your neighbourhoods look clean, green, safe and welcoming for everyone.

Don't forget that if you have your own garden, it's your responsibility to maintain it, keeping the grass cut and any outdoor space free from rubbish.

Garden Scheme

The Gateway Garden Scheme is a subsidised service specifically available for tenants who need a bit of help to keep on top of their gardens because of age or health/mobility issues. The cost for this service is a fixed price – for more information, call the **GreenCare Team on 0800 953 0213** (option 1) or email greenicare@communitygateway.co.uk.

Here are a few tips to keep your garden looking its best this Spring:

1

Give your shrubs, hedges and the grass a good trim, best done before any new buds start blooming.

2

If you're shopping for new plants, try and go for those that are bee and butterfly-friendly, for example delphiniums, asters, marigolds and poppies.

3

Fancy growing your own veg? Once the soil is warm enough you can start planting potatoes and onions and sowing hardy vegetables, including broad beans, cabbages, carrots, radishes, lettuce, rocket and spinach. Most veg can be grown in pots or even window boxes!

4

Spring is an important time for getting on top of weeds. You can mulch your borders in early Spring, provided the soil is moist, and there is still space to get in between the plants.

Keeping you safe in your home

When it comes to keeping your home safe and well maintained, we are committed to making sure you are happy with the service we provide. We provide a regular maintenance service to keep everything in good order and a repairs service for when things need fixing. This helps us to ensure that your home continues to meet the Decent Homes Standard.

To keep your home safe, we carry out regular gas and electrical safety checks. It's a legal requirement that you allow us into your home to carry out these checks, as they are there to keep you, your family and your community safe.

We recognise that it's not always easy to get through to our Repairs Team when you call us, so we've put some measures in place to improve things, including extra training for our call handlers. Our busiest times are:

- **All day Monday**
- **Tuesday, Wednesday, and Thursday between 8am and 1pm**

We recommend that for all non-urgent repairs you call outside of these times or use one of our alternative reporting tools such as email us at repairs@communitygateway.co.uk, or use the online form on our website.

How we are performing

- 100% of homes meet the Decent Homes Standard.
- 99% of emergency repairs completed on time
- 87% of non-emergency repairs completed on time
- Over 99% of properties have a Landlord Gas Safety check completed – ensuring the gas supply in your home is in safe working order.
- Over 99% of properties have an Electrical Installation Condition Report – providing assurance that the electrical supply and wiring in your home is in safe working order.

If you are not going to be at home for a pre-arranged appointment, it is important that you contact us on 0800 953 0213 (option 1).



Allowing us access

As your landlord, we are required by law to carry out safety checks to make sure your home is as safe as possible for you, your family and neighbours. As part of your tenancy agreement you must let us into your home to carry out these checks – did you know that from 1st April to 31st December 2023 the cost to CGA of missed appointments was over £48,000? This was for gas and electrical servicing as well as responsive repairs, ie where tenants have called us with a problem.

We offer a range of appointment times to make giving us access easier for you, from 8am-6pm, Monday to Saturday:

- **8am -12 noon**
- **12 noon – 6pm**
- **9.30am - 2.30pm**

Legionnaires' disease is a respiratory disease which can sometimes be fatal. Infection is caused by breathing in tiny airborne droplets of contaminated water which contains legionella bacteria. These can come from a shower or a spray tap, for example.

Here are some tips to reduce the risk of Legionnaires in your home:

- Clean your shower heads regularly.
- If you've been away for a few days, run hot and cold taps for a minute or two when you get back to make sure the system is flushed through.
- Make sure any water outlets you don't use frequently are flushed regularly, eg a garden tap.
- Empty garden hoses after use, especially if they have a sprinkler attachment, and keep water butts clean inside.

CGA does not automatically insure your furniture, belongings and home decorations against fire, theft, vandalism or water damage. If you had a leak in your home, it would be your responsibility to pay for any damage caused to your belongings, which can be expensive. We have partnered with Royal Sun Alliance to offer low-cost home insurance for all our tenants. To find out more, please visit our website or call them direct on 0345 6718172.

Changes to telephone lines that may affect your Lifeline Alarm

All telephone lines in the UK are being upgraded from analogue to digital by 2025. This may mean some Lifeline alarms are affected, so we want to make sure your alarm and pendant continue to work effectively and keep you safe.

If your telephone service has already been upgraded for digital use and your Lifeline unit is fully functional, then no further action is required. If/when you are contacted by your telephone line provider, please follow these instructions:

- *Inform them immediately that you have a Lifeline alarm service.*
- *If your telephone provider gives you a date for an engineer to come and upgrade the system, please contact us on **01772 268 065**, so we can be ready to assist should you encounter any issues.*

SHAPE Lancashire

Having identified areas where older tenants need a bit more to do, we've teamed up with SHAPE Lancashire to offer a range of activities, including bingo, games afternoons, trips out, mobile cinema sessions and more. **"It's the best thing that's happened to me since I've been on my own,"** one tenant told us. To find out more give us a call on **0800 953 0213** and ask for the Independent Living Team.

Independent Living Activities

One of our main aims is to reduce social isolation and loneliness amongst older people in our local communities. In October last year, we partnered with Age Concern Lancashire to deliver activities in four of our sheltered schemes for people aged 55+. These weekly sessions include activities such as chair-based exercises, music, and arts and crafts and are running until November 2024. The venues and times of the weekly sessions are below. Everyone is welcome - there's no need to book, just come along!

Tuesdays 1-3pm

Brookhaven, Leyburn Close
PR2 6SD

Thursdays 10am-12pm

Windsor Court, Poole Road,
PR2 8EZ

Thursdays 1pm-3pm

Ingolcroft, Hornsea Close,
PR2 3ZH

Fridays 10am-12pm

Bay Tree, Sutton Drive,
PR2 1PG



“A life worth living” - AJ's story



I'm proud to be one of your tenants. Community Gateway has been a guiding light in the darkest time of my life.

You told us that helping to tackle homelessness should be a priority for CGA - we listened and made it a key area of focus in our Corporate Plan.

Our Housing Pathways team works in partnership with Preston City Council to support those who are homeless or at risk of homelessness, by providing supported accommodation in our communities or at our 26-apartment scheme, The Spires. Read here how the team supported tenant AJ.

AJ had not had anywhere to call home for many years, moving

from place to place, he faced substance addiction issues and was being financially exploited. With support from our Pathways Team, AJ has progressed to living in and managing his own home.

He's set up payment plans to sort out his debts and pay his bills, accessed support from a local drug and alcohol service and above all he's developed a strong relationship with his Support Worker, who's helping him to build bridges with his estranged family and look into voluntary work.

“Without your help I know I'd end up another statistic on the street. Your professionalism is second to none. It's an honour and a privilege having Steph help me, and your team of employees have been at my side.

It's been hard at times adjusting to living normally but I now have a life worth living.”

AJ's story is one of how, with support, a person can make great strides, enhance their quality of life, feel valued and start to make connections in the community.

Your **Spring** Recipe



Prep: 20 mins



Cook: 40 mins



Serves 4-6

Spring Minestrone **Soup**

Ingredients

- 200g mixed green vegetables (spring onions, peas, asparagus, broad beans etc)
- 700 ml hot vegetable or chicken stock
- 140g cooked pasta (spaghetti works well, snipped into small pieces)
- 215g can of butter beans, drained and rinsed
- 3 tablespoons green pesto sauce

Method

Put the veg into a saucepan and pour over the stock. Bring to the boil, then reduce the heat and simmer till the vegetables are cooked through (about 5 minutes). Stir in the cooked pasta, beans and 1 tablespoon of pesto. Warm through, ladle into bowls and top each bowl with a drizzle of pesto.

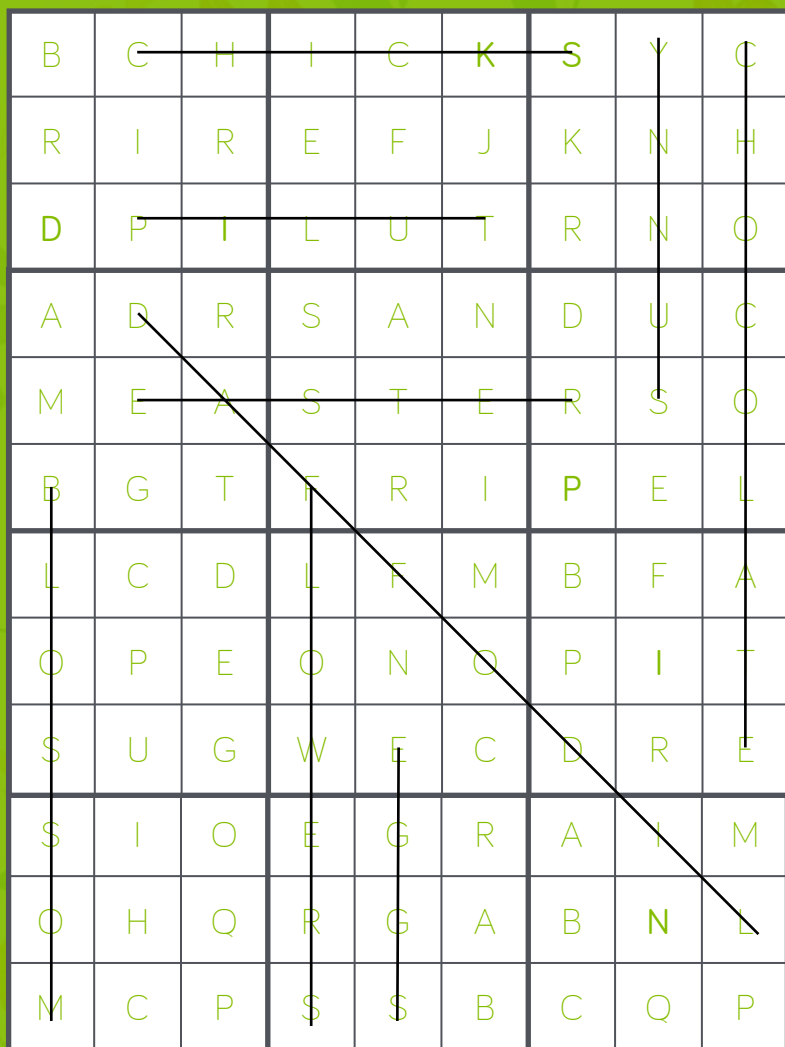


Do you have a favourite recipe you'd like to share in the next issue of Gateway News? Email communications@communitygateway.co.uk to let us know!

WORDSEARCH

- Daffodil
- Sunny
- Tulip
- Easter
- Flowers
- Chicks
- Eggs
- Garden
- Chocolate
- Blossom

Answers can be found at www.communitygateway.co.uk/just-for-fun



This newsletter is
also available at
**communitygateway.co.uk/
gatewaynews** where you
can use 'Recite Me' to
translate it into another
language or read it out loud.

**If you have a story to share and/or events
and activities in the coming year,
let us know all about it...**

Harbour House, Port Way, Preston PR2 2DW
communications@communitygateway.co.uk
www.communitygateway.co.uk
0800 953 0213

**Join us on social media to keep up to date
with what's going on at Gateway.**



@CGAPreston



@CGAPreston

Tenant only Facebook Group
/groups/CGAEngagement

When you've finished reading me,
please recycle me along with the
rest of your cardboard waste.



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