



Newsletter Date : Nov 21



## Sandwell Community Information & Participation Service

### Inside this issue:

Christmas  
Message

P1

New member  
of staff

P2

Tenant  
Satisfaction  
Measures  
&  
Digi-Comm  
Pilot

P3

Friends &  
Neighbour's

P4



# Our Number

# 0121 544 1230

# Merry Christmas & Happy New Year

2021, has again, been one of appreciating our friends & family, and the importance of respecting each other. Christmas gives us time to reflect on the important things around us as we continue to re-engage with each other and the wider community.

The Board and staff of SCIPS would like to wish our members, partners, and stakeholders a Merry Christmas and a peaceful New Year.



## New Member of Staff



# Jackie Moore

Community  
Engagement  
&  
Development  
Worker

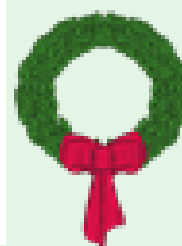
I have recently joined SCIPS as the new Community Engagement and Development Worker. I have worked in Community Development and the voluntary sector for many years, and have engaged with and supported people from a wide range of backgrounds.

I worked in Homeless Services for a long time, and have experience of facilitating groups, delivering employability and IT training and organizing consultations with some of the most marginalized citizens of Birmingham. I also managed a Community Centre where I learned the importance of community buildings in bringing people together and how local areas need to celebrate their successes.

I look forward to meeting and working with you all.

# WELCOME!

## TO THE TEAM!





## Tenant Satisfaction Measurers Consultation

### Tenant Satisfaction Measurers Consultation

The Social Housing White paper - The Charter for Social Housing Residents, also referred to as The Charter, was published in November 2020. The white paper is the governments response to the Grenfell tragedy and the outcomes of subsequent public inquiries. Within the Charter, there is a focus on resident safety within their homes, empowering residents and holding social landlords to account.

As part of holding Landlords to account, there are proposals to introduce Tenants Satisfaction Measurers (TSM's). The objective of the TSM's is to enable tenants and residents to know how their landlord is performing. Social housing landlords will be expected to publish yearly reports as to how they are performing in relation to the following areas,

- **Keeping properties in good repair**
- **Maintaining building safety**
- **Effective handling of complaints**
- **Respectful and helpful engagement**
- **Responsible neighbourhood management**

The contents of the topics are yet to be confirmed, as is the how each area will be reported on. In early December there will be a government consultation on the TSM's, which we will be shared on both our website and Facebook as to how you can be part of the consultation.



## Digi-Comm Pilot Schemes



£325,000 was secured by SCIPS and St Albans Community Association in May 2020 to deliver a digital resilience project (5 May 2020 – 5 May 2023), In July 2021 the project commenced pilots at community centres within Sandwell. We began with Cradley Heath Community Centre and Wednesbury 2000, SCIPS staff developed and delivered a 10 week training programme from 'How to use a tablet' to 'downloading and using Whatsapp'. All participants have been recognised with a certificate, acknowledging their learning. The two pilots are now complete and a report is being compiled which will inform what centre we deliver in during the New Year.

**Watch this space for more training sessions**





## DROP-IN SESSION – Friday 10th December 2021





### Have you



- ➔ **Been affected by the current gas bill increases?**
- ➔ **Wanted to know the cost differences between fixed term and variable tariffs?**
- ➔ **Been one of the unlucky ones where your gas supplier has ceased trading and want to know what happens next?**
- ➔ **Wondered why the price of wholesale gas affects you?**
- ➔ **Wanted the latest up to date information regarding Ofgem and the price Cap?**

From the success of our first session on this pressing issue affecting every household back in October Friends & Neighbours have arranged to have a follow-up Q & A session with the communities' unit of Utilita an independent gas and electricity supplier. Where they will try to answer your questions along with giving practical advice on ways of reducing your energy bills with the Energy High Five tips. This will be replacing our usual drop-in session.

**When : Friday 10th December 2021, 12 noon - 3pm**

**Where : Smethwick Baptist Church, Regent Street, B66 3BQ**

**Refreshments provided**

**For further information Tel. 0121 532 2011**

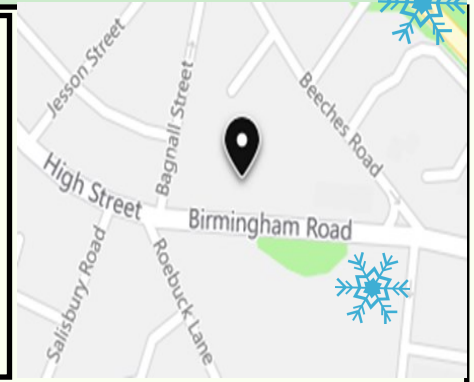




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