



What's on at Phoenix

From our Community Engagement team to you

July 2021

We're getting back out into our community

While The Green Man has been closed during lockdown, our Community Engagement Team has been working hard behind the scenes to create new ways of engaging with you and deliver activities within Government guidelines.

As Covid restrictions ease, we're looking forward to getting back out into our community and have a jam-

packed programme of activities for you to enjoy this summer.

In this newsletter, you'll find out more about what's going on at Phoenix this summer, opportunities to get involved in our community and how we can help.





Get involved

As a resident-led housing association, our residents play a key role in helping us to deliver and improve our services. Every Phoenix resident can have their say and influence our decision-making. Tenants and leaseholders make up the majority of our Board and our Chair and Vice-Chair will always be residents.

We value your involvement and contributions, which is why we make sure there are opportunities to get involved at every level of how Phoenix is run.

One of the easiest ways for you to get involved is by becoming a shareholder of Phoenix. It's free and any tenant or leaseholder over the age of 16 can sign up. As a shareholder, you can elect resident Board Members, attend and vote at our Annual General Meeting and share in the decision making of Phoenix.

Shareholders also become members of the Phoenix Gold Club, which offers rewards in the form of vouchers to say thank you to residents who do things like keeping to appointments or paying by direct debit. This saves us money which helps us to offer good, quality services.

If you are interested in becoming a shareholder, please contact us for further information.

We're here to help

Wellbeing service for Phoenix residents

We've teamed up with Health Assured, the UK's trusted independent health and wellbeing provider, to offer a new wellbeing service for residents. Residents can access a FREE 24-hour confidential helpline with expert advisors, online support and resources.

If you want to talk to someone confidentially about any issue including budgeting, debt, civil disputes, returning to work, coping with structural changes, physical and emotional health, managing sleeplessness or anxiety, Health Assured can help.

You can also get support through a range of self-help tools and resources, including videos, fact sheets, mini health checks and support with lifestyle changes such as stopping smoking and alcohol consumption.

To access the wellbeing service, get in touch today.



Financial Inclusion

Last year our Financial Inclusion Team assisted over 860 residents with income and welfare benefits. This resulted in increasing residents income by over £437,000 in unclaimed benefits and challenging decisions.

We can help you access additional benefits and grants, complete or request forms and make referrals to other organisations for specialist services, such as debt and budgeting advice.

We offer various appointments throughout the week and can help with:

- completing a benefit entitlement check
- understanding what benefits you can claim
- making a benefit application
- challenging benefit decisions
- referring you for specialist money advice.

If you need support or would like further information, get in contact today.

Making the most of local green spaces

Sometimes one of the best things you can do for your mental health is to get out into one of the many local parks and green spaces. We are currently working with residents to look at setting up a healthy walk group. There will be short walks for people who do not want to go far and we want to make sure the routes are accessible to everybody. **If you have an idea for a walk or are interested in joining an existing walking group, get in contact.**

Connected Together

Do you struggle to study, work or keep in touch because you don't have the right equipment? We can help by giving you a laptop, tablet or mobile phone through our Connected Together Programme.

If you're eligible to get a new device, you'll also get 1:1 support from our Digital Champions who will help you with basic digital skills.

Phoenix resident Amel recently received a new laptop for her family to use, she said: "If you're isolated or in need of a new device, but can't afford to buy one, I'd really recommend getting in touch with the Connected Together Programme. It was a really quick and easy process to get the device, and it's been such a big help having the new laptop!"

Contact us today to find out more about our Connected Together Programme and to see if you're eligible.



Reviewing our Community Empowerment and Engagement Strategy

The Community Engagement and Empowerment Strategy was developed in 2019, following consultation with residents. It considers local community needs, future regulatory requirements and is adaptable to respond to challenges and opportunities that emerging political and economic changes may bring. The strategy is due for a review, and we would like your opinion so we can assess what changes, if any, need to be made to the strategy, and therefore our delivery of community and engagement provision and services.

Enclosed with this newsletter is a short consultation form to get your feedback. All forms that are returned will be entered into a prize draw for a Love To Shop Voucher: 1st prize - £50, 2nd prize - £30, and 3rd Prize - £25.

Please take a few minutes to fill out the form included with this newsletter, give your views and return the form by Saturday 31 July.



Or visit www.phoenixch.org.uk/engagementconsultation to feedback online.

Become a Digital Champion

Are you a good listener?
Are you willing to help others use their mobile, tablet or laptop?
We're looking for residents to join our team of Digital Champions. We offer training and a welcoming team of volunteers to support you. **Get in touch if you'd like to help and can commit to two hours a week.**



Summer Calendar 2021

We've missed you! Not being able to get out into our community for the past year has been tough. We're really looking forward to seeing you face-to-face when it's safe to do. And we've got big plans!



July

7th

Chat and Chips
Southend Lane, SE6 3LP

Wednesday 7 July, 5-7pm

An opportunity for you to find out what's on in our community, give your views and shape and improve the services we deliver to you. In return, you get a free fish and chips dinner. Look out for the leaflet through your door. Visit our website or get in touch to find out more.

21st

Chat and Chips
Dunfield Gardens, SE6 3RN

Wednesday 21 July, 5-7pm

An opportunity for you to find out what's on in our community, give your views and shape and improve the services we deliver to you. In return, you get a free fish and chips dinner. Look out for the leaflet through your door. Visit our website or get in touch to find out more.

Be your own boss - online

Do you dream of being your own boss? We've teamed up with award-winning EnterpriseCUBE to give 40 Phoenix residents the chance to be their own boss! Make your dream of starting your own business a reality on this free 12-week online course. Applications open in August and the course starts in September. Look out on our website for more information.

Everyone can code - online

We're offering a free six-week coding course for residents! Dive into the world of coding in a fun, creative and informative way. Learn Java Script, Bootstrap, HTML5, CSS3 and Database Management with SQL, essential skills for web development. By the end of the course, you will be able to build responsive web pages and mobile apps. Applications open in August and the course starts in September.

Plus, join our taster session where you can find out more about the course and meet the trainers.

Look out on our website, or get in contact for more information.



August

4th

Chat and Chips
Bedivere Road, BR1 5LJ

Wednesday 4 August, 5-7pm

An opportunity for you to find out what's on in our community, give your views and shape and improve the services we deliver to you. In return, you get a free fish and chips dinner. Look out for the leaflet through your door. Visit our website or get in touch to find out more.

5th, 12th, 19th, 26th

Summer Fun

Thursday 5, Thursday 12, Thursday 19 and Monday 26 August, 12-4pm

Summer Fun is back and coming to an outdoor space near you. Lots of interactive activities including, games, art and crafts, petting zoo, climbing wall, face painting and more for children under the age of 11. Look out for more information on our website and in the next Phoenix Flyer.



18th

Chat and Chips
Shroffold Road, BR1 5NH

Wednesday 18 August, 5-7pm

An opportunity for you to find out what's on in our community, give your views and shape and improve the services we deliver to you. In return, you get a free fish and chips dinner. Look out for the leaflet through your door. Visit our website or get in touch to find out more.

September

1st

Chat and Chips
Beckenham Hill Road by Waterer House, SE6 3PN

Wednesday 1 September, 5-7pm

An opportunity for you to find out what's on in our community, give your views and shape and improve the services we deliver to you. In return, you get a free fish and chips dinner. Look out for the leaflet through your door. Visit our website or get in touch to find out more.



Out and about with Phoenix

We're bringing our engagement bus to an area near you! Come and tell us what you think about our plans for future works, services and new ideas. Light refreshments will be available. For dates, check our website, look out for a leaflet through your door or get in touch.



14th

Annual General Meeting

Tuesday 14 September, 6-7.30pm

Join us to hear about Phoenix's performance in 2020-21, future plans and to put questions to senior managers. Shareholders also vote on resolutions at the AGM as part of the formal business of the evening. There are limited spaces at the Green Man due to coronavirus restrictions. Visit our website or get in contact to find out more.



October

30th

Diversity Day

Saturday 30 October, 12-4pm

Join us to celebrate the diversity of our community with a day of family fun, music, games, education and useful information. Look out for more information on our website closer to the time.



Out and about with Phoenix

We're bringing our engagement bus to an area near you! Come and tell us what you think about our plans for future works, services and new ideas. Light refreshments will be available. For dates, check our website, look out for a leaflet through your door or get in touch.

All information correct at time of printing. All events will be held in line with Coronavirus Government guidelines and are subject to change. For the most up-to-date information, visit our website or get in contact.

Check out page 8 for other future events, courses, and more!

What's on



Whether you're looking to return to work, start a new career or are just starting out, our Roots into Work team are here to help. We can support you with CV writing, interview techniques, training and more.

To book a 1:1 appointment,
email rootsintowork@phoenixch.org.uk
or call 0800 0285 700.

Sign up to our Roots into Work newsletter!

Visit www.phoenixch.org.uk/register to receive the latest job vacancies, apprenticeships, free courses and training, volunteering opportunities and more!

WellBEin 4 Girls

The impact of Covid has created financial strain on a lot of families. If you are aged 12 - 18, and need support with everyday feminine hygiene products, WellBEin 4 Girls can provide free wellbeing packs including sanitary, personal hygiene and dental care products as well as information on support services for you and your family. Contact us today to find out more about #BEin and get a free wellbeing pack.

Kickstart your career with Phoenix

We'll be offering job placements to people aged 16-24 who are claiming Universal Credit as part of the Government's new Kickstart Scheme. The scheme aims to help young people access employment opportunities, fulfil their potential and meet the challenges we now face as we recover from the pandemic. In order to apply for the placements, you must speak to your work coach from The Job Centre.

To find out more email rootsintowork@phoenixch.org.uk.

#Bein

#BEin is our Youth Leadership Panel for 16 - 25 year olds. It empowers the voices of young people in the Phoenix community who come together through fun, weekly, interactive workshops every Wednesday from 6.00 - 7.30pm.



The friendly workshops provide free training and support, feature special guests and creative activities to develop your confidence and communication skills, support you to meet other young people in your community and have a say in what matters to you.

In addition to this we'll help you:

- develop stand out skills and experience for your CV to promote yourself in education and employment. We have supported many young people into employment and education
- access one to one mentoring to develop confidence and next steps
- perks including refreshments and vouchers.

"It's a chance to meet people doing so many fascinating things-from different life stages, cultures and backgrounds"

"I've learnt to think about my journey- not just the destination"

"I feel so confident now to say what I feel and put my hand up at school, which I never did before"

If you'd like to join #BEin, get in contact today. You can also follow #Bein on Instagram: @bein_phoenixch

Make your dream a reality with our Pop-up Projects Programme

We put our residents first when developing our community. This programme empowers Phoenix residents to run and deliver their own community projects, groups and businesses.

Do you have a great idea for a social enterprise? Maybe you want to start up a social group or you're passionate about improving our green spaces? Our Pop-up Projects Programme can help you to realise your dream by giving you advice, guidance and training to help you grow your ideas, deliver your project and make it sustainable.

Build your idea: With support, you'll refine your idea and create a plan of how to bring it to life

Coaching: You'll receive regular 1:1 coaching sessions at a time convenient to you where we will work on developing your knowledge, skills and network. You will be provided free training to support your development as a project leader

The right start: We can provide small amounts of seed funding towards insurance and set up costs. We will also aim to provide free space in our community spaces to run your project or group



Accessing funding: We'll help you to apply for grant funding

Community input: Join the Pop-up Projects steering group made up of other Phoenix residents who can help develop your ideas

Flexibility is key: We know that life is always changing and so will your ideas. The pop-up project coaching programme works around you and your evolving project.

"Get your ideas down and go for it. Discuss it with them and they will help you develop your idea no matter what stage you are at. With this programme the world is your oyster. They can help you create something bigger and better for our community. I feel like I've grown from a seed into a tree. It makes me feel good...it has inspired me to think about what is possible for me and the community." -
A current pop up project leader



If you'd like to find out more, or start your own project, please get in contact.

Get Crafty with Mary's Creative Crochet and Knit Project



Throughout the pandemic, Phoenix resident Mary Brown has been running creative crochet sessions via Zoom. These have been funded by the mental health charity MIND, as they recognise the value of peer support where people who are isolated are able to come together to chat and socialise, during these tough times.

As well as crocheting for themselves, the group made Black Poppies for Remembrance Sunday in Downham, to mark the black ex-servicemen and women who served in the Armed Forces.

They also incorporated a gentle exercise class to help participants stay fit.

Now, with funding from Phoenix's Community Chest, Mary will be rolling this out as a much bigger project, including face to face lessons - when Covid restrictions allow.

The pilot has had amazing results and Mary is keen for more residents to join the group - no previous experience is required and materials will be provided.

If you are interested in taking part in Mary's Creative Crochet, get in contact.

Look out for...

Parent Talk

Throughout October and December, The Phoenix Family Forum will be hosting a series of interactive online sessions, featuring special guests, for Phoenix parents and carers.

Topics include:

- understanding your teenager
- where do you go from here?
 - coping with children leaving home
- finding the balance - parenting children with additional needs.



Look out for more information on our website.

Barnardo's Youth Build

Are you 16 - 29 years old, living in Lewisham and interested in a career in construction?

The Barnardo's Youth Build course offers tailored support, practical hands-on training, industry certification, work experience placements and progression routes into employment or apprenticeships in the construction industry.

The course includes:

- level 1 City and Guilds Construction Skills (painting and decorating, plastering, tiling)
- dry-lining upskilling course
- health and safety level 1
- CSCS card test
- employability and functional skills training

Plus, all course materials, protective clothing, breakfast and lunch are provided for free.

To find out more and register for the next course, call 0208 698 1151 or 07903 739 238 or email BarnardosYouthbuild@barnardos.org.uk

Go Green!

Now, more than ever, we need to reduce our carbon footprint to stop the effects of climate change. Would you like to work in the Green Economy? Do you want to find out more? Later this year, we'll be offering training which will help raise awareness of carbon costs, emission reduction and the impact on everyday activities.

To find out more and register your interest, email rootsintowork@phoenixch.org.uk or call 0800 0285 700.



Future gardeners

This Summer we'll be offering an innovative training and work experience scheme, giving residents the core skills to gain entry level jobs in the horticulture industry without having any previous experience or specialist education.

As well as pre-apprenticeship training and a City and Guilds qualification, participants will have their career options enhanced by being introduced to key employers in the sector, including some at London's finest parks and gardens.

Register your interest today with the Roots into Work team by emailing rootsintowork@phoenixch.org.uk or calling 0800 0285 700



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Phoenix
Our community in our hands

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